



Position Description

Position title	Assistant Director, Customer Support		
Division	Technology Services Division		
Location	Canberra		
Classification	EL1		
UPI Number	ELL10155		
Date of approval	March 2020	Job Evaluation Reference	JER_127_03/20
Agency website	https://www.digitalhealth.gov.au/		
Agency overview	<p>Better use of data and technology can help people live healthier, happier and more productive lives. Digital health can make a real difference to people’s health by giving them greater control and better access to information.</p> <p>Tasked with improving health outcomes for Australians through the delivery of digital healthcare systems and the national digital health strategy for Australia, the Australian Digital Health Agency (the Agency) commenced operations on 1 July 2016.</p> <p>The Agency is responsible for national digital health services and systems, with a focus on engagement, innovation, clinical quality, and safety. Our focus is on putting data and technology safely to work for patients, consumers and the healthcare professionals who look after them.</p>		
Division overview	<p>The Chief Technology Officer leads and manages the Technology Services Division (the Division) of the Agency. The Division is responsible for the operation of Australia’s national digital health infrastructure. This includes the My Health Record system, the Cyber Security Centre, the National Authentication Service for Health, and the Healthcare Identifiers Service. The Division manages end to end systems operations, including security and the monitoring of all Agency platforms, and provides technical and operational leadership for the Agency’s infrastructure delivery program. The Division guides future technology development activities, including delivering ICT platforms to support core Agency business functions.</p> <p>The Division supports the National Digital Health Strategy with foundational infrastructure and leading continuous improvement of system and service delivery through innovation. This includes a key role in developing new approaches to delivery of the Agency’s national infrastructure and leading the development of the Agency’s infrastructure strategy and implementation planning to deliver contemporary government technology systems that support the needs of consumers and healthcare providers.</p> <p>The Division is responsible for the commercial management and ongoing service delivery performance of third-party providers and leads the commissioning of new infrastructure services. The Division leads the Agency’s engagement across Commonwealth technology activities.</p>		
Primary purpose of position	Reporting to the Director, Customer Support, this position is responsible for providing operational oversight and governance of Contact Centre consumer support operations through quality assurance activities, and the provision of processes and other support materials. It also provides guidance and advice to other teams within the Agency.		
Our Values			

<p>Key accountabilities</p>	<ul style="list-style-type: none"> • Contribute to the strategic direction of the Agency in line with the broader National Digital Health Strategy. • Contribute to the workstream packages relevant to our branch to ensure that operational impacts are analysed and able to be implemented into business as usual. • Provide operational oversight and governance of Contact Centre consumer support operations through regular, ongoing quality assurance activities to ensure contractual obligations are being met. • Provide operational policy and procedural advice to the Contact Centre, Tier 3, Incident Management and other teams as appropriate. • Provide operational policy and procedural advice to the Contact Centre and other teams as appropriate. • Prepare, and provide input to, correspondence and briefing papers as required. • Provide leadership and direction and share subject knowledge and experience to enable and motivate staff within our team to achieve high performance. • Share subject knowledge and experience to assist staff within our section to respond to queries accurately and efficiently. • Promote a shared vision and sense of purpose. • Work collaboratively and productively with both internal and external stakeholders. • Analyse and report on data accuracy, operator error trends, and user experience to support continuous improvement processes. • Adhere to the Agency and broader APS Values and Code of Conduct. • Follow all Agency policies, procedures and instructions and take reasonable care for your own health, safety and wellbeing in the workplace. • Leading a team to deliver organisational outcomes.
<p>Key challenges / Opportunities</p>	<ul style="list-style-type: none"> • Working within and adapting to a rapidly changing digital health landscape. • Developing and maintaining strong collaborative relationships with key internal and external stakeholders such as the Agency’s Help line contact centre, vendors, design teams, consumer and service support teams. • Contributing to and driving a best practice approach to customer support and the user experience within a small Agency. • Contributing to the identification of risks and issues related to the consumer or provider experience within the Agency’s digital health systems. • Leading meetings and representing the Agency in internal and external forums as required.

Key relationships	Who	Why
	Internal	
	Manager	Director, Customer Support, Technology Operations
	Work team	Escalations Team, Customer Support, Technology Operations <ul style="list-style-type: none"> • EL1 Assistant Director • APS6 Complex Service Officer • APS5 Operational Service Officer (multiple) • APS3/4 Customer Support Officer (multiple)
	Other key relationships	The role sits within the Escalations area of the Customer Support team. Other key internal relationships include: <ul style="list-style-type: none"> • Level 1/2 customer support. • Agency teams contributing to the consumer or provider experience or incident response, including Information Office, Policy and Privacy, Incident Management, Compliance and Family Safety. • The wider Agency project, design and continuous improvement community.
	External	
	Vendors and services providers	The role requires engagement with other government agencies (Services Australia, Department of Health) and vendors of customer support products and services.
	Reporting line	Director, Customer Support, Technology Operations
	Direct reports	Nil
	Essential requirements	<ul style="list-style-type: none"> • Baseline Security Clearance, or ability to obtain and maintain. • Requirement to obtain and maintain relevant national policy check, and security clearance in which Australian Citizenship is a condition of eligibility.
Restriction duty	Not required	
Capabilities	Knowledge & Skills	<ul style="list-style-type: none"> • Ability to resolve complex queries and manage difficult stakeholder relationships. • Ability to build and sustain positive relationships with team members and stakeholders. • Ability to actively listen to colleagues and clients. • Listens carefully to others and checks to ensure their views have been understood. • Identifies issues and contributes to resolutions of issues and problems.
	Experience	<ul style="list-style-type: none"> • Experience working within a complex business service delivery environment. • Experience in an inbound call centre environment. • Experience working in professional environments. • Experience working consultatively and collaboratively with senior team members and a demonstrated ability to maintain stakeholder relationships, both internally and externally. • Experience managing a small team.
	Qualifications	Nil
	Integrated Leadership System	https://legacy.apsc.gov.au/integrated-leadership-system-ils-aps-6-profile