

Team Leader (Rostering/Billing)

Success Profile

Your division	Service Delivery
Your team	Customer Fulfilment
Reporting Structure	Head of Customer Fulfilment

PURPOSE OF YOUR ROLE

The Team Leader (Rostering/Billing) is responsible for the provision of quality rostering and billing services for customers and employees while ensuring workforce optimisation and financial sustainability strategies are effectively implemented.

The role is responsible for the direct leadership, support and development of Rostering and Billing officers. The role is also responsible for the continuous improvement of all Rostering, Billing and cross functional processes and policies.

ORGANISATIONAL PROFILE

PURPOSE



MISSION



VALUES



VALUES BASED LEADERSHIP



KEY SUCCESS AREAS

SAFETY	<ul style="list-style-type: none"> • Demonstrate safety leadership in every action and decision, recognising good safety practice and taking action to improve safety where necessary • Lead performance of people under a Safety Framework ensuring safety of our people is a priority embracing zero harm and zero tolerance • Promote individual wellness through resilience practices
CUSTOMER CONNECTION	<ul style="list-style-type: none"> • Demonstrate effective stakeholder engagement and influencing skills to effectively and efficiently deliver customer service initiatives. • Ensure that the customer is at the heart of everything we do • Understand the challenges of working in a not-for-profit environment and its important role in the community • Collaborate with peers and leaders to deliver the best outcomes for our customers

OUR PEOPLE	<ul style="list-style-type: none"> • Direct leadership of a team of customer service officers to provide customer service in line with Endeavour Foundation's values and behaviours. • Provide support, guidance and advice in problem solving and finding solutions for operational difficulties and challenges. • Be available as an escalation point for resolving any escalated issues, concerns, and complaints from operational service delivery teams. • Role model and execute behaviours within our organisational values • Inspire your team to be the best they can be to achieve operational outcomes • Proactively coach and mentor team members and peers, providing and receiving constructive feedback in everyday activities • Recognise and rewards change, encourages others to recommend continual improvements processes • Exceptional collaboration skills • Work collaboratively across the organisation to achieve business goals • Role model resilience to lead a resilient workforce
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> • Plan and operationalise Support Services strategies to enable the delivery of quality customer services, meet the need of service delivery teams and create a sustainable business model in the NDIS environment. • Develop support services functions based on best practice, industrial instruments and an understanding of the service delivery needs and NDIS market • Ensure the partnership with agencies, support functions (People, Finance, Marketing and Technology) are effective and forward thinking. • Continuously review and understand business needs from a support services perspective, in order to identify and seek out system and process improvements • Ensure support services practices are aligned to the workforce optimisation strategy and meet the budgetary requirements • Ensure support services operations are logistically sound, efficient and an effective use of staffing resources • Develop and provide regular reporting to the business to show the status of support services activities against objectives
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> • Clear decision making balancing a commercial environment and customer needs

WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none"> • Demonstrated experience in successfully partnering with relevant stakeholders to achieve business objectives • Demonstrated experience in leading successful, engaged, and high performing teams • Demonstrates extensive problem-solving skills to successfully identify problems develop solutions and implement these using a logical and systematic approach • Demonstrated written and verbal communication skills to ensure clear and concise information is presented to the team, manager, and customers • Working knowledge of best practice rostering, workforce optimisation and system utilisation • Proven ability to coordinate projects and delegate activities to meet outcomes within required timeframes
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	<ul style="list-style-type: none"> • Ability to apply innovative ideas, take initiative with a clear business purpose in mind and continually seek to improve business processes • Ability to keep a customer focus, to ensure customer needs are met
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none"> • Tertiary qualification in relevant discipline including Business (desirable) • Demonstrates high level competence in computer applications, i.e., Microsoft Suite of Programmes relevant to the role to ensure work is completed in a professional, accurate and timely manner
EXPERIENCE	<ul style="list-style-type: none"> • Experience leading a team in an operational environment • Project Management experience (desirable)

