



Position Description

Advisory, Team Leader

Classification band:	Band 9
Position number:	33614
Business unit:	Health & Safety
Division:	Advisory
Employment type:	Full time, fixed term position
Position reports to:	Manager, Advisory Services
Direct reports:	10 - 15
Work location:	This role is based at WorkSafe headquarters, located at 1 Malop St, Geelong

At **WorkSafe** we're dedicated to supporting all Victorians to be healthy and safe at work and to recover from any workplace injury or illness as quickly as possible. Our Passion for safety and wellbeing is what unites us.

Our organisation is focussed on the delivery of our **Strategy**, as we build the WorkSafe of the future we're committed to delivering value to our people and to Victorian employers, workers and the wider community through continuing to focus on our **Customers** and putting **Prevention First**.

Agile and curious, our people come from a wide range of professions and with no two days being the same, diverse thinking comes naturally to us. We work closely with employers, workers and the community to prevent workplace injury and illness and to improve outcomes and the client experience. **We make WorkSafe.**

Our Values



The work we do is important because we impact upon many people's lives, every day. We have responsibility to ensure that our values guide us in everything we do.

Purpose

The key function of the Advisory Services division is to provide expert consultative advice and guidance to the Victorian community on a wide range of WorkCover, Premium, Licensing and OH&S issues:

The success in the development of a multi-skilled workforce within the Advisory Services division will be highly dependent on the Team Leader providing leadership, identifying opportunities for and providing support to the Advisory team members.

Key accountabilities

- Provide leadership, guidance and support to team members.
- Service delivery – ensuring customer experience standards are delivered and operational KPIs are met within a customer-focused environment;
- Performance management and accountability – ensuring performance conversations (both positive and developmental) are part of the Advisory culture and operating rhythm;
- Coaching and development – working with Advisors on a daily basis toward skill and competency growth and the realisation of goals and career paths
- Utilise the Performance Development Process (CHAT) and Competency framework to identify development opportunities and build, implement and manage individual development plans.
- Participate in the identification and selection of candidate recruitment activities.
- Lead a team of staff – who provide expert advice, assistance and representation within the Advisory Service in an effective and efficient manner through:
 - development of teamwork
 - realistic performance plans and assessments, including feedback
 - regular staff development initiatives
 - appropriate allocation of case load
 - accurate reporting of issues and trends to senior management.
- Continuous improvement – actively driving innovation and change that supports WorkSafe clients, the business and the Advisors
- Ensure all queries, issues and complaints are managed appropriately through to resolution.
- Build stakeholder and staff acceptance, understanding and capability through effective communication.
- Escalations / query support - support the team through the management of complex problems and outstanding issues making recommendations for dealing issues, both within and outside of policy and precedence.
- Ensure the team understand and comply with policy, procedures and legislative requirements
- Incorporate WorkSafe 2030 themes into the Advisory branch operating rhythm
 - Prevention-led
 - Focused on the needs of workers and employers
 - Simplifying WorkSafe's business
 - Leading the way and adapting quickly
 - Offering tailored products, services and support
 - Sharing goals & outcomes with the community
 - Utilising analytics and data
- Complete any other reasonable and related duties as required to meet the ongoing needs of the organisation

- Adhere to all WorkSafe’s policies and procedures and any legislative requirements relevant to this position
- Any other reasonable and related duties as required to meet the ongoing needs of WorkSafe

Key relationships

- Advisory Leadership Team
- Advisory Specialist Services
- People & Culture Team
- Key people within WorkSafe business units that impact or provide information regarding potential client contacts

Requirements of the position

Skills and experience

- Demonstrated experience leading teams that deliver exceptional client service.
- Proven supervisory competence and ability to provide high level of leadership in a complex and dynamic environment including the ability to coordinate and integrate a wide range of activities.
- Proven interpersonal, consultation and negotiation skills in dealing with a wide range of stakeholders, senior management and clientele.
- Proven ability to manage a heavy workload within tight timeframes, demonstrating organizational and research skills in dealing with complex issues.
- Wide experience in a client service environment and a sound ability to influence change and develop a positive and sustainable working environment.
- Proven ability to provide the highest standard of issue resolution and information delivery in both verbal and written communication.
- Demonstrated ability to develop and maintain teamwork and motivate staff within a sensitive environment.

Capability Criteria

Stakeholder Engagement – Communicate and engage effectively with all stakeholders and develop strong relationships

Client Centricity – Hold the client at the core of all activities and decisions to deliver quality services, experiences and outcomes

Emotional Awareness – Demonstrate empathy and integrity towards others and make effective judgements in complex situations

Adapting to Change – Identify and understand the value of change. Demonstrate resilience and a positive and proactive attitude towards change

Problem Solving - Apply critical thinking to solve problems, explain root causes and evaluate solutions

Regulatory - Understand the regulatory operating environment and align this knowledge to decision making.

Commerciality - Understand the wider environment in which WorkSafe sits, demonstrating familiarity with the role we play in the community and how the activities of WorkSafe impacts role performance.

Mental Health and Wellbeing - Develop strategies to support mental health and wellbeing.

Project/Program/Portfolio Management - Demonstrates key project planning, management and evaluation skills that are critical to effective project delivery.

Change Management - Managing how the organisation prepares, equips and supports employees to successfully adopt change to drive organisational success.

Strategic - Think and act strategically and use insights to inform decisions.

High Performing - Drive high performance, lead by example and manage self and others to perform at their optimum.