

POSITION DESCRIPTION

Job Title: Service Delivery Co-ordinator

Date: March 2015

Division: Service Delivery

Approved: General Manager
Service Delivery

Location: Wellington

Reports to: Service Delivery Manager

Position Purpose

The Service Delivery Coordinator is responsible for three primary areas of work: circuit management and arrangement of venue, travel and accommodation bookings; quality control of scheme databases (including engagement with contractors to ensure invoices are accurate and timely); to assist with electronic file transfers, records management and document reconciliation.

This role requires an ability to work autonomously, adapt and work in a changing environment which seeks to implement “best practice” processes. It requires a high attention to detail and the incumbent to build effective relationships with key people both internally and externally.

The Service Delivery Co-ordinator will work collaboratively with the Service Delivery Managers and Scheme Managers to ensure these areas of responsibility are carried out effectively, and that FairWay delivers an excellent service to our clients.

Position Dimensions

Budget:	Nil
Staff:	Nil
Internal Relationships:	<ul style="list-style-type: none"> • Scheme Managers and Service Delivery Managers • Resolution Practitioners • Other Service Delivery Co-ordinators
External Relationships:	<ul style="list-style-type: none"> • Travel booking suppliers • FairWay clients • Providers and other external contractors • Hearing venues

Requirements:	<ul style="list-style-type: none"> • Demonstrated ability to follow and manage business processes and day-to-day operational practices. • Ability to follow broad practice and procedure covered by precedents and policies and subject to managerial direction. • Planning, problem-solving, and organisational skills. • Experience with data input and case management software. • Excellent relationship management skills, with the ability to relate appropriately to a diverse group of internal customers and external stakeholders. • Knowledge of, or the ability to quickly learn and apply key dispute legal requirements (e.g. timelines) as well as business rules and protocols, particularly as they relate to dispute resolution processes. • Ability to work autonomously within a larger team, and within clearly defined company policies, principles and objectives. • A commitment to FairWay's company values. • Excellent organisational, task prioritisation and workflow management skills and techniques that ensure outcomes which are consistent with FairWay's principles and protocols. • Excellent attention to detail, including responsiveness to important time frames. • Excellent written and verbal communication skills.
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Principal Accountabilities

People

Key responsibilities	Competencies (should be able to):
<ul style="list-style-type: none"> • Liaise and work closely with all other FairWay staff to ensure smooth and seamless scheduling of hearing circuits. • Provide assistance in the Service Delivery Team in the delivery of scheme initiatives, including electronic file processing. • Support the delivery of FairWay's vision and service delivery objectives. • Contribute to FairWay's one company culture and assist in the promotion and alignment of FairWay's strategic direction. • Promote the highest standards of Occupational Health and Safety policies, procedures and practices to protect FairWay employees and clients. 	<ul style="list-style-type: none"> • Promote and manage the sharing of knowledge and information. • Deal promptly and effectively with day to day scheduling and quality control issues including monitoring of circuits for security and conflict of interest issues. • Be visible and demonstrate your support of Management Team decisions • Rise above silos to promote integrated delivery of services across FairWay. • Know when to consult and when to act. • Share experiences and technical knowledge with other staff. • Contributing to improvement of health & safety in Service Delivery. • Is customer focused (internal/external) and results orientated.

<ul style="list-style-type: none"> • Promote the values of FairWay Resolution. • Sharing of knowledge and experience. 	<ul style="list-style-type: none"> • Adapts to changes and is flexible in what they do. • FairWay is seen in a positive and credible way by all Stakeholders. • Demonstrate an understanding of FairWay's services and how they operate
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Client Service

Key responsibilities	Competencies (should be able to):
<ul style="list-style-type: none"> • Contribute to the development of FairWay's service delivery processes and policies that relate to hearing scheduling, ensuring they meet evolving needs of customers and the community. • Understand the internal service delivery issues and be innovative and proactive in finding solutions. • Review, improve and document work processes and procedures that relate to hearing scheduling and travel bookings for circuits. • Work closely with Scheme Directors, and Service Delivery Team to support the achievement of their goals. • Manage the electronic processing of files & client surveys. 	<ul style="list-style-type: none"> • Book cost effective travel and co-ordinating day to day scheduling activities in line with FairWay's travel policy. Demonstrate innovation and promote new ways of working to ensure FairWay delivers the best service to its customers. Understand the internal and external customer needs and react to those appropriately and efficiently. • Able to accurately and proactively identify problems, causes and risks, then take appropriate corrective measures. Properly identifies advice, support or resource requirements. • Scheme-specific reporting, documenting and quality checking processes (e.g. Processing/checking invoices, coordinating cases in systems including the Ministry of Justice's RMS system, DM and IRIS). • Problem solve and exchange information effectively with internal and external stakeholders.

Commercial Management

Key responsibilities	Competencies (should be able to):

<ul style="list-style-type: none"> • Setting of circuits and hearing days as per the requirements of Scheme Managers and Service Delivery Managers. • Allocate workload effectively to Practitioners as per Scheme Requirements. Review and ensure the appropriateness of circuit locations/venues to ensure consistent output. • Commitment to continuous improvement scheduling and quality control processes. • Assist with the implementation of scheme initiatives; and electronic file processing as required. • Issue client surveys. 	<ul style="list-style-type: none"> • Identify problems and collaborate to find a solution. • Understand the financial implications of decisions relating to scheduling of circuits and allocating particular reviewers to circuits. • Allocating of work to contractors as per Scheme requirements.
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Technical Leadership

Key responsibilities	Competencies (should be able to):
<ul style="list-style-type: none"> • Monitor and report to the Service Delivery Team on Reviewer compliance with all existing FairWay Policies and Procedures related to hearing scheduling. • Assisting in the design, development and update of FairWay's Policies and Procedures related to hearing scheduling and quality control. • Ensure that particular resourcing issues are dealt with as required by Health and Safety requirements. • Assist with data validation checks data cleansing and audit exercises as required. • Analysis and resolution of issues associated with electronic file transfer. • Issue client surveys as required. 	<ul style="list-style-type: none"> • Proactively and reactively respond to last minute changes in a dynamic environment with competing demands and priorities. • Co-ordinate and manage business processes and day-to-day operational practices. • Recognise when safety or compliance information about venues needs to be passed on to the Service Delivery Team. • Meet the obligations as detailed in the Health & Safety Manual (section HS03). • Identify and solve scheduling issues • Quickly learn and apply key dispute resolution legal requirements (e.g. timelines), as well as business rules and protocols, particularly as they relate to review hearings. • Monitor incoming work on a daily basis in order to identify and report to Scheme Managers on scheduling issues. • Ensuring the effective and efficient use of workflow management systems • Understand the principles of the Privacy and Official Information Acts and apply this to information collection, dissemination, storage and content. • Maintain and update accurate records across a range of business solutions (IRIS, DM)

Health & Safety

All FairWay employees are responsible for safety, and we take this responsibility seriously. We are committed to the belief that all injuries are preventable. Safety experts within FairWay are leading this commitment that includes developing a workplace safety culture where safety is everyone's responsibility, where back to work rehabilitation is the usual course of action, where excellence in health and safety is integral to all of FairWay's activities and where FairWay are setting the standard for our industry.

Key responsibilities	Action/Result
<p>As a worker employed by FairWay you are expected to:</p> <ul style="list-style-type: none"> • Actively support and promote a safe and healthy work environment. • Participate in H&S training as identified by FairWay during the course of employment. • Promote/be an advocate for, a good faith partnership between workers and FairWay (PCBU) to work collaboratively in safety awareness and responsibility. • Maintain compliance with current H&S legislation, and seek to achieve best practice. Promote a safety aware culture. 	<p><u>Daily:</u></p> <ul style="list-style-type: none"> • Follow prescribed H&S procedures and policies as set down by FairWay. • Report hazards/risks associated with FairWay operations which may have the potential to result in harm to yourself, other workers or visitors on FairWay premises. • Report all accidents, incidents and near misses in the workplace to FairWay management immediately. • Ensure all workers (contractors and sub-contractors) and visitors under your supervision have the following prior to commencement of work or meeting: <ul style="list-style-type: none"> ○ taken through the FairWay hazard register and controls ○ have had the emergency procedures explained ○ wear or display visitor identification. • Approach any persons in the office not wearing visitor identification, who is unknown and is unescorted by other FairWay staff. <p><u>Every three months:</u></p> <ul style="list-style-type: none"> • Attend and actively participate in quarterly H&S Committee meetings. • Participate in the review of the Hazard Register including the identification and assessment of new and existing risks and hazards. • Pro-actively participate in closing out assigned H&S actions. <p><u>Every twelve months:</u></p> <ul style="list-style-type: none"> • Input into the review of health and safety policy, guidelines or other practices/culture in line with learnings from the previous year. <p><u>As required:</u></p> <ul style="list-style-type: none"> • Participate in emergency evacuation / hazardous spills drills and meet all requirements. • Active participation in H&S activities such as checks, assessments, training, and audits / assessments. • Make innovations or recommendations to improve/influence FairWays H&S culture • Volunteer to be a H&S Representative, Fire Warden, or First Aider when an opportunity arises.