POSITION DESCRIPTION

General Information:	
Position Title:	Digital Support Specialist, LfL Customer Support
Incumbent:	
Function & Team/Program:	Learning for Life Services and Enablement, LfL Central Support
Location(s):	
Manager's Position Title:	Team Leader, LfL Customer Support
Manager's Name:	
Date Prepared:	
Prepared By:	Kahlee OSullivan
Approved By:	Jordana Brown

Primary Purpose of this Position ***(In one sentence - why does the role exist?)***

- Provide *Learning for Life* families and students with exceptional customer service and the support they need to engage with our digital programs, web applications, and platforms in a secure and reliable manner.
- Manage these requests through to resolution, engaging the support of internal and external stakeholders where required.
- Contribute to the continuous improvement of processes, systems, and documentation to meet Service Level Agreements.
- Manage multiple operational tasks, projects, and activities in the LfL Central Support Team to defined service agreements, as required.

Direct Reports to this Position	**Indirect Reports**
By Position Title	**Total Number**
• Nil	• Nil

Financial Dimensions controlled by this Position ***(Include key financial metrics such as revenue growth, income & expense budget, etc)***

Direct control	Indirect control
• Nil	• Expenditure relating to own travel, accommodation, and associated costs • Training and development costs associated with individual professional development (those not requiring manager approval)

Other Dimensions of this Position

- Work within the LfL Central Support team to ensure appropriate and efficient service delivery of administrative and customer service tasks and processes are provided as a component of a national system.
- Undertake administrative tasks and support team activities in line with defined service agreements
- Maintain accurate data entry and ensure records are updated in accordance with established procedures.

• Actively contribute to special projects and working groups and apply continuous improvement approach to the work that the LfL Central Support team undertakes.

Setting Priorities *(how is work prioritised)*	
How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily, Weekly, Monthly, Quarterly and Annually
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	NA

Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)*	
Internal	• Volunteers • LfL Central Support team members • Learning for Life Services team members • Volunteering Team Members • Program Specialists • National Operations Team Members • Regional Leadership Team (State and Territory Ops Managers, Team Leaders) • Strategic and State-Based Partnerships Managers • National and Regional Evidence and Impact Staff • Sponsorship team • IT/BIS team
External	• Learning for Life Scholarship families • Learning for Life Program participants • External suppliers of equipment and services • External suppliers for warranty issues

Key Decision Making in this Role: *(What are the key decisions and recommendations made in this role?)*

Decisions Expected

- Monitor workload and capacity, ensuring effective coverage of core business to specified timeframes
- Determine when to escalate support requests and incidents
- Ensure decisions are made in line with published policies, procedures, design specifications etc.
- Exercise initiative and judgement for adhoc activity or queries that present outside of the norm
- Exercise initiative and judgement in the application of established procedures and practices

Recommendations Expected

- Reports of unusual failures, increased frequency of a particular problem so root cause may be investigated and resolved
- Suggested improvements to digital support processes, systems and procedures
- Feedback from families and students to inform Squad priorities
- Feedback to inform resources and training required of Contact Centre team members.
- Changes to Help Centre content and activity, based on family trends and expertise.
- Examples of innovation and continuous improvement around digital support, P&S Admin processes, and Customer Support.

Every Team Member at The Smith Family:

- Is expected to uphold The Smith Family Values and Culture;
- Understands and comply with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;

- Understands and comply with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

Key Responsibilities / Accountabilities:
Major Area: Customer Service ***70 % of Job Total***
Provide prompt and exceptional digital support to *Learning for Life* families across Australia and multiple time zones via multiple channels (phone, email, and messaging).
Manage escalations to ensure customer expectations are managed appropriately and to ensure that SLAs are met.
Work within wider team to ensure appropriate and efficient service delivery and that hand off points and processes are provided as a component of a national system.
Work closely with internal and external stakeholders and vendors to provide effective and timely digital support.
Accurately and efficiently manage tickets and database inputs so that family and key stakeholders are informed of the progress of each case.
Support Team Leader to establish guidelines, SLAs and business processes
Provide ad-hoc guidance to the Family and Student Squads on trends that may impact SLAs
Ensure language used with families and students is aligned with their technical competency.
Major Area: **Support the improvement of the digital ability of families and students** ***15 % of Job Total***
Support development and maintenance of resources for *Learning for Life* families by identifying gaps in existing resources, and identifying opportunities for families/students to improve their digital ability
Promote external opportunities with families to improve digital access and ability
Work with the relevant Squads and internal teams to identify themes to enhance the digital experience for *Learning for Life* families
Proactively seek voice of the customer insights where relevant to ensure family and team member feedback is considered in all changes.
Support development and maintenance of resources/training for internal team members regarding digital support processes
Support Team Leader with the development of digital support strategies, and implement and monitor all aspects of this strategy.
Provide training and webinar style presentations for families to support their digital literacy.
Major Area: System Compliance and Support ***15% of Job Total***
Comply with all Security, Identity and Access Management processes
Comply with Security and other IT policies and procedures
Provide support to the Student and Family Squads to ensure bugs are raised and close the feedback loop with relevant stakeholders
Ongoing maintenance and support of Customer Service and Digital Support platforms as required

Key Challenges in Achieving Goal(s): ***(What are the key challenges faced by this role in meeting goals/objectives)***
• Maintaining a customer-focused digital support approach • Maintaining a culture that provides world-class support to the families, students and program participants, The Smith Family supports • Working to meet the varied needs of key internal and external stakeholders including digital program support staff and suppliers • Managing multiple competing priorities • Supporting families and students that are geographically dispersed, CALD families and students and varied digital literacy/competency • Adapting to a constantly changing environment while also supporting team members through these changes.

Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*		
Education / Qualifications / Memberships:	**Essential**	**Desirable**
	•	• Tertiary Qualification in related disciplines • Customer service qualifications
Experience:	**Essential**	**Desirable**
	• Experience managing the lifecycle of the support request or incident from logging through to escalation and resolution • 2+ years experience in a Customer Service role e.g. call centre • Experience with Windows 7, Windows 8, Windows 10 and 11	• Experience with diverse range of endpoint devices, including iOS, Android and Windows smartphones, laptops, desktops and tablets, • Experience with a variety of platforms such as Sitecore, CRMs, customer service software (e.g. Zendesk), Moodle, and Power Apps
Competencies:	**Essential**	**Desirable**
	• Excellent interpersonal skills and ability to deal with staff, volunteers, students and families • Strong problem solving & trouble shooting skills • Commitment to learning, developing skills and sharing knowledge and information • Working in partnership with others • Willingness to communicate effectively and support families and participants from a variety of backgrounds, including low-SES, ESL and low literacy • Ability to work under pressure, prioritise workload and meet deadlines • Exceptional attention to detail • Respect for individuals' differences • Commitment to TSF and its missions and values • Adaptive to change • Highly motivated for proactive customer support	• Proven track record of documentation and knowledge-base administration • Presentation and public speaking skills • Knowledge of digital ability programs/courses available • Understanding of common digital applications e.g. email clients