

JOB OUTCOMES DESCRIPTION: CUSTOMER SERVICE LEAD

The Customer Service Lead operates under general direction and will have the following job outcomes:

1. Responsibility for promoting a customer's access to I CAN outcomes and the [I CAN integrated customer journey](#) in service line/ service area.
2. Responsibility for rostered staff and their performance and development in mentoring programs, program talks and Insights talks in schools
3. Supporting a smooth communication loop between Marketing, Sales/ Renewals and Program Delivery
4. Responsibility for setting up, scheduling, managing and wrapping up mentoring programs, program talks and Insights talks in schools
5. Responsibility for all other program delivery processes.

The Customer Service Lead will need to feel a strong connection and genuine passion for the strengths of Autistic people, embrace an 'I CAN' attitude, and the purpose of I CAN - *to prove what Autistics CAN do*. The Customer Service Lead will be required to work in a highly flexible environment, maintaining strong communication with stakeholders, mentoring staff and the wider I CAN Network management team.

The successful applicant will require an Employee Working With Children Check prior to commencement of the role in compliance with the Child Safe Standards. The role will also have a probationary period of six months. Travel undertaken in the course of duties of this role will be reimbursed in alignment with the *Social, Community, Home Care and Disability Services Award (2010)* ('SCHADS Award').

Key position information	Last Updated: 20 November 2023	
Title: Customer Service Lead	Position reports to: <ul style="list-style-type: none"> • Customer Service Manager; or • Senior Customer Service Manager, I CAN Online 	
Primary purpose of position	Interests	Capabilities/Experience
<p>Customer Service Leads will operate under general direction, supported by a performance agreement, to achieve job outcomes themed on the following:</p> <ol style="list-style-type: none"> 1. Responsibility for promoting a customer's access to I CAN outcomes and the I CAN integrated customer journey in service line/ service area. 2. Responsibility for rostered staff and their performance and development in mentoring programs, program talks and Insights talks in schools 3. Support a smooth communication loop between Marketing, Sales/ Renewals and Program Delivery 	<ul style="list-style-type: none"> • Passion for supporting youth • Passion for supporting Autistic people and their talents • Belief in I CAN Network's Values 	<ul style="list-style-type: none"> • Management experience • Budgetary understanding • Strong administrative and IT skills • Project Coordination experience • Strong understanding of I CAN audiences • Strong stakeholder engagement skills • Content development experience • Proven track record with youth programs

<p>4. Responsibility for setting up, scheduling, managing and wrapping up mentoring programs, program talks and Insights talks in schools</p> <p>5. Responsibility for all other program delivery processes.</p>		
Outcomes	Key Performance Indicators	Targets
<p>1. Responsibility for promoting a customer’s access to I CAN outcomes and the I CAN integrated customer journey in service line/ service area.</p> <p>% time to be determined in work plan</p>	<p>1.1. Responsible for staff and supervisor compliance, to ensure staff, supervisors and customers are safe at all times throughout I CAN.</p> <p>1.2. Responsible for the delivery of a quality customer experience via maintaining an active understanding of I CAN services and promoting the I CAN outcomes framework, program logic maps and approved I CAN session templates to staff</p> <p>1.3. Responsible for the authorisation of staff to use approved session plan variations to better connect with the diverse identities of customers.</p> <p>1.4. Responsible for the promotion of I CAN services at key points in a customer’s journey with I CAN to increase customer satisfaction</p> <p>1.5. Responsible for staff preparation and development of mentoring session summaries/ NDIS reports, and their distribution to customers.</p> <p>1.6. Deliver and/ or support agreed talks for I CAN (including information sessions/ Insights talks) to customers with high influence on our Phased Expansion Plan.</p> <p>1.7. Responsible for the distribution of before program and after program surveys; give input into annual survey design</p> <p>1.8. Responsible for the upkeep of customer files (relative to the service line/ area) in Salesforce.</p>	<ul style="list-style-type: none"> Customer Safety File Notes are substantially drafted within 24-hours and completed and reviewed within five business days from an incident. Risks are known and effectively managed Before and after program survey data is collected from 90% of programs annually. 100% of programs have attendance data and relevant case notes captured via Skedulo 80% program satisfaction rating in service line or service delivery area. Shift Guides and I CAN Session Templates are implemented 100% of session summaries/ information session decks/ PD Referenced Resources/ NDIS reports are delivered on time. Customer files in Salesforce remain up to date
<p>2. Responsibility for rostered staff and their performance and development in mentoring programs, program talks and Insights talks in schools</p> <p>% time to be determined in work plan</p>	<p>2.1. Promote a customer-centric, strengths-based and learning culture via role modelling, celebrating success and giving feedback within service line/ service area</p> <p>2.2. Support the distribution of materials to staff for the delivery of high quality and professional group mentoring sessions</p>	<ul style="list-style-type: none"> Preservation of I CAN Network’s 50% difference 75% of the team participate in a survey in strengthening Autism culture and practices 80% program satisfaction rating in service line or service delivery area.

		<ul style="list-style-type: none"> The I CAN Google Drive and I CAN authorised program materials are accessible to 100% of staff.
	<p>2.3. Responsible for the performance of assigned staff, including the completion/ and delegated completion of their timesheets.</p> <p>2.4. Support the communication flow between Senior Leadership and frontline staff</p>	<ul style="list-style-type: none"> Risks are known and effectively managed Shift Guides and I CAN Session Templates are implemented Program costs are covered by program fees Staff are paid for delivery of their paid duties Updates to Deputy CEO, CEO and relevant Core Enabler stakeholders are given
	2.5. Responsible for staff compliance with I CAN policies and procedures in service line/ service area	<ul style="list-style-type: none"> Compliance with the policies of I CAN Network
	2.6. Responsible for the delivery of a quality customer experience via a supervision roster, program/ peer review roster, program health check roster, line management of junior managers (including Lead Facilitator/s), Program Facilitator Level 2 supervisors, and regular team communication which delivers feedback and coaching for staff.	<ul style="list-style-type: none"> 100% of programs are supervised either by an PF Level 2 or above, or an authorised school staff member 100% of programs receive a health check during the course of their delivery 100% staff receive a Program and Peer Review every 12 months 80% program satisfaction rating in service line or service delivery area.
	2.7. Responsible for the achievement of the I CAN Capability & Contribution Framework through line management of assigned staff and oversight over manager/ Lead Facilitator-led training.	<ul style="list-style-type: none"> Advising Deputy CEO and HR on proposals to progress staff (Professional Development Speakers; M > PF1 and PF1 > PF2)
	2.8. Responsible for service line/ area's input into staff development plans.	
	2.9. Support the ongoing capability development of staff through ensuring the completion of training for staff through junior managers/ Lead	<ul style="list-style-type: none"> 80% program satisfaction rating in service line or service delivery area.

	Facilitator/s who schedule, co-design and deliver group, individual and on-job training.	
3. Support a smooth communication loop between Marketing, Sales/ Renewals and Program Delivery % time to be determined in work plan	3.1. Responsible for the team's activities to retain customers 3.2. Support the partnership with Marketing and Sales/ Renewals (e.g. Business Development Manager) to support the achievement of agreements with funders (e.g. Vic DE I CAN FY24 - FY27 Project Plan) relative to the assigned I CAN service or service area.	<ul style="list-style-type: none"> Achievement of annual targets relative to funding agreements (e.g. Vic DE I CAN FY24 - FY27 Project Plan) and annual work plan 100% of programs and staff are rostered via Skedulo
4. Responsibility for setting up, scheduling, managing and wrapping up mentoring programs, program talks and Insights talks in schools % time to be determined in work plan	4.1. Responsible for the distribution of customer information packs and delivery of customer information sessions, if necessary. 4.2. Responsible for customer in-take/ registration, including the distribution of registration forms and staff profiles 4.3. Responsible for supporting the team's full line of sight of I CAN mentoring programs, program talks and Insights talks in schools 4.4. Responsible for the rostering/ scheduling of staff across mentoring, program talks and Insights talks in schools, ensuring shifts are coordinated with other I CAN services, and customer needs are met.	
5. Responsibility for all other program delivery processes. % of time to be determined in work plan	5.1. Responsible for the input of the service line/ service area into case studies and dashboards for internal and external stakeholder reports 5.2. Supporting relevant internal stakeholders including Marketing, Sales/ Renewals (e.g. Business Development Manager), Evaluation, Finance & Administration and Human Resources, with information on changes in program delivery and their impacts on agreements, timesheets, customer expectations and reporting obligations. 5.3. Supporting service line/ area's cooperation with other agreed program delivery processes as they evolve within the team.	<ul style="list-style-type: none"> Program costs are covered by program fees Staff are paid for delivery of their paid duties Updates to Deputy CEO, CEO and relevant Core Enabler stakeholders are given Risks are known and effectively managed Achievement of annual targets relative to funding agreements (e.g. Vic DE I CAN FY24 - FY27 Project Plan) and annual work plan

