

Role Description

Data Analysis and Governance Manager



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Office of the Commissioner /Strategy Planning and Performance/Enterprise Performance and Insights
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	Ongoing
Role Number	52015009
ANZSCO Code	224711
PCAT Code	3221192
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Initiate and lead data analysis to generate insights regarding FRNSW strategic performance, and provide leadership, guidance and practical assistance to Business Units to improve their management and enhancement of FRNSW datasets to expected standards of completeness, availability and quality.

Key accountabilities

- Conduct, supervise and quality assure the branch's collection and analysis of data from various sources and use to generate integrated analysis and insights to inform strategy development, business planning and performance analysis.
- Design and select analytical techniques, research methodologies, statistical methods and data visualisations to ensure that findings generated by the team are robust and effectively support FRNSW decision-making and strategy delivery
- Build and enhance relationships with FRNSW data custodians to secure access to data required by the branch, and advise and coach them in how to implement FRNSW data governance standards
- Manage introduction and implementation of fit for purpose data governance protocols, artefacts and sharing agreements across FRNSW to assure access to and quality of data relied upon by the branch for performance analysis, modelling and reporting (e.g. data dictionaries, data classification schema, service level agreements)
- Actively lead and support the operation of a community of practice of FRNSW data custodians
- Monitor, report on and lead initiatives to improve the data quality, data governance and business intelligence maturity of FRNSW
- Lead and set direction for the organisation towards the processes required to allow an Open Data policy
- Coordinate preparation of performance and annual reports for internal and external audiences.
- Collaborate with external data providers and IT Division to acquire, store and curate new data sets to inform FRNSW strategy, business planning and KPI reporting.

Key challenges

- Delivering analyses and projects to the required standards and timeframes, given the need to rapidly understand and integrate information and adapt in an often changing and unpredictable environment
- Managing the consultation process with FRNSW staff to optimise acceptance and ease of implementation of FRNSW policies and frameworks such as an Open Data policy
- Operating flexibly, being adaptable and assimilating information quickly
- Managing multiple priorities and prioritising deadlines in accordance with branch priorities
- Maintaining confidentiality regarding FRNSW data and insights
- Maintaining awareness of priorities at Branch level in order to assist across the branch as the cyclical nature of work demands

Key relationships

Who	Why
Internal	
FRNSW Senior Management	<ul style="list-style-type: none">• Undertake consultation and negotiation with management on project/program/policy development and implementation issues
Manager	<ul style="list-style-type: none">• Support delivery of the Manager's priorities, including across other units within the branch as required
Project sponsors and team members	<ul style="list-style-type: none">• Provide high level advice and support to project sponsors and team members in undertaking tasks and implementing project plans as required
Staff within the Branch	<ul style="list-style-type: none">• Collaborate and share information to deliver the Branch's objectives and create a positive working environment
Data custodians	<ul style="list-style-type: none">• Will work closely with Data Custodians to improve the quality, availability and data management processes around existing datasets and reports and development of new datasets
IT Staff, Media and Communications Staff	<ul style="list-style-type: none">• Provide requirements and specifications for IT solutions and arrange support as necessary• Collaborate to support communication of key messaging internally and externally
External	
External Stakeholders	<ul style="list-style-type: none">• Develop and maintain collaborative partnerships to support delivery of the Branch's objectives

Role dimensions

Decision making

- Has independence and autonomy to manage work within broad framework set by the Manager

Reporting line: Manager, Enterprise Performance and Insights

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Detailed understanding and experience with contemporary data management and analysis techniques, research methodologies and statistical methods

Essential Requirements


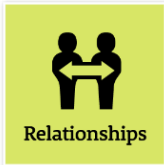
1. Tertiary qualifications in a business-related field or equivalent relevant experience

Capabilities for the role



The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role. The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment. The focus capabilities are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural Indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
		<ul style="list-style-type: none"> Use contemporary communication channels to share information, engage and interact with diverse audiences 	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness 	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Champion the use of innovative technologies in the workplace Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies 	Advanced
	Project Management	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to 	Adept


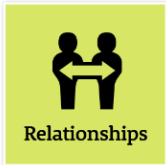
FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
	Understand and apply effective project planning, coordination and control methods	consider change management to realise business benefits <ul style="list-style-type: none"> • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	



Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational