

Role Description

Reporting Analyst



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services/Office of GGM ICT/ IT Technology Business Management
Location	22 Giffnock Avenue, Macquarie Park
Classification/Grade/Band	Grade 9
Role Number	51020830
ANZSCO Code	224712
PCAT Code	1119192
Date of Approval	March 2020
Agency Website	www.transport.nsw.gov.au

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a \$55.6bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of nine integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Corporate Services

Corporate Services partner to provide sustainable strategies, solutions and services to enable our clients to deliver with confidence, Transport's vision to make NSW a great place to live, work and play.

Primary purpose of the role

The Reporting Analyst role is to analyse needs and design solutions for the collection, transformation and presentation of data to meet the analytical and business intelligence requirements of the Transport cluster enabling it to collect, maintain, interpret and make optimal use of the information in its SAP data warehouse. This position will interact with Information Technology (IT) staff, business process owners, vendors and auditors to ensure policies and SAP best practices

Key accountabilities

- Promote impetus for change across the cluster which supports both the vision for IT and a more structured approach to the lifecycle management of our application assets as defined by the Solutions Analyst - Reporting.
- Work with the Solutions Analyst to provide input to business plans, budgets and risk management plans consistent with the Transport for NSW Corporate Plan.
- Work in close collaboration with the other Functional peers and operating entities to contribute to strategic planning, policy development and decision making.
- Comply with the System Requirement, Safety Responsibilities, Authorities and Accountabilities within the Safety Management System.
- Work with the Solutions Analyst to Identify, develop and implement plans for the growth and development of program based deliverables to ensure that TfNSW maximises its return on investment. Identify and develop opportunities for improving SAP planning and delivery processes.
- Oversee the release process, for the elements within the role domain, in alignment with the ERP strategy. Manage release plans and their dependencies, delivery plan validation, impact assessments, issue tracking/resolution. Plan processes for integrated delivery schedules that encompass all aspects of the Transport ERP environment.
- Promote and adhere to the Public Sector Values of Integrity, Trust, Service & accountability and the organisations code of Conduct and manage business processes to ensure the proactive identification of risk and the review and improvement of systems designed to minimise or eliminate fraud and corruption.

Key challenges

- Supporting the development and implementation of SAP architecture in the context of the Branch building a completely new function and capability for the Transport cluster which needs to deliver outcomes at both operational and organisational levels that are tightly integrated with performance reporting and service design.
- Contributing to the entire SAP intelligence and analytics life cycle to deliver outcomes which balance the effectiveness objectives of Transport NSW with a drive to extract more value from investments.
- Working closely and effectively across the SAP team to deliver integrated services and solutions which can be replicated and which contribute to improving processes and systems.

Key relationships

Who	Why
Internal	
Solutions Analyst – Reporting & Data	<ul style="list-style-type: none">• Guidance and direction and organisational objectives, determine high level and strategic priorities, escalate complex issues and problems
EQUIP & EDAS Leadership Teams	<ul style="list-style-type: none">• Guidance and direction and organisational objectives, determine high level and strategic priorities, escalate complex issues and problems
Vendors & Project Teams	<ul style="list-style-type: none">• Support, collaborate and encourage team members to work together to influence IT service deliverables on time and on budget.
Business Customers and Stakeholders	<ul style="list-style-type: none">• Provide strategic and tactical advice to stakeholders on how they can influence and improve the value they receive from IT services

Who	Why
External	
Other agencies within the Transport Cluster	<ul style="list-style-type: none"> Support and maintain effective relationships and partnerships, facilitate their ongoing engagement and consultation
Other Government departments and agencies	<ul style="list-style-type: none"> Support and maintain effective relationships and partnerships, facilitate their ongoing engagement and consultation

Role dimensions

Decision making

The Reporting Analyst is responsible for supporting and assuring as required the operations and change under the direction of the Solution Analyst or Project Managers as required. Required to provide advice and guidance and to review assurance deliverables which may require to review documents and provide estimates against proposals. Will be the delegated representative of the Solution Analyst and Associate Director as and when necessary. The role is expected to exercise independent judgment in the implementation and delivery of approaches and practices and is fully accountable for the quality and integrity of advice provided.

The role defers to the Associate Director - Solutions Architecture SAP Data on complex issues of a technical, legislative or political nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course of duties or matters requiring a higher delegated authority including approval for expenditure or sensitive issues.

Reporting line

The role accounts and reports to the Solutions Analyst - Reporting

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Substantial experience in developing business intelligence architecture solutions in a large, complex shared services organisation.
- Knowledge and experience in developing data integration and business analytics platforms and architectures to integrate with or extend existing infrastructure.
- Extensive experience of the SAP ERP platform, SAP information lifecycle management, information/solution architectures, tools, methods and information or similar environment.
- Exposure to large scale ERP programs (in particular SAP) and contemporary integration and analytics solutions.
- Experience in managing delivery and outcomes from an offshore/onshore service provider with particular focus on transitioning into support from projects. Putting in place service improvement plans and executing them. Ensuring that quality support is delivered and the right KPIs are being measured and are reflected in executive dashboards for all areas of the role domain

- High level of analytical and problem solving capability specifically related to data and information domain. Work experience in SAP Analytics Cloud & HANA will be considered favourably.





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an [occupation specific capability set](#).


Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	Category and Sub-category	Level and Code
	Strategy and architecture – Information Strategy	Level 5 - INAN
	Analytics	

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	Development and Implementation – Systems Development Data Analysis	Level 5 - DTAN
	Development and Implementation – Systems Development Database Design	Level 5 - DBDS

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial win/win outcomes Show sensitivity and understanding in resolving acute and complex conflicts Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers Finance	Advanced	<ul style="list-style-type: none"> • Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management • Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound • Assess relative cost benefits of direct provision or purchase of services • Understand and promote the role of sound financial management and its impact on organisational effectiveness • Involve specialist financial advice in review and evaluation of systems and processes used to identify opportunities for improvement • Respond to financial and risk management audit outcomes, addressing areas of non-compliance
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-category	Level and Code	Level Descriptions
Strategy and Architecture – Information Strategy	Level 5 INAN	Analytics - Specifies and applies appropriate analytical techniques to create information which supports business decision-making. Formats and communicates results, using textual, numeric, graphical and other visualisation methods appropriate to the target audience.
Development and Implementation – Systems Development	Level 5 DTAN	Data Analysis – Sets standards for data analysis tools and techniques, advises on their application, and ensures compliance. Manages the investigation of corporate data requirements, and co-ordinates the application of data analysis and data modelling techniques, based upon a detailed understanding of the corporate information requirements, in order to establish, modify or maintain data structures and their associated components (entity descriptions, relationship descriptions, attribute definitions).
Development and Implementation – Systems Development	Level 5 DBDS	Database Design – Maintains and applies up to date, specialist knowledge of database concepts, object and data modelling techniques and design principles, and a detailed knowledge of the full range of database architectures, software and facilities available. Analyses data requirements, to establish, modify or maintain a data model. Takes account of specialist requirements (e.g. geocoding, for geographic information systems). Interprets the model into an appropriate database schema within set policies. Demonstrates, installs and commissions selected products.