Role Description
Data Analyst

Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	Organisational Strategy, Planning and Performance
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224114
Role Number	52019726
PCAT Code	1321291
Date of Approval	26/09/2023
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.
Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities.

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

The Data Analyst is responsible for undertaking complex data modelling and analysis, to enable informed decision making to effectively support NSW communities and SES volunteers.

Key accountabilities

- Undertake analysis and interpretation of organisational data to evaluate the performance of the NSW SES to maximise efficiencies and service to NSW Communities.
- Undertake qualitative and quantitative research to identify trends and assist with determining business priorities.
- Identify trends and coordinate the determination of business priorities through detailed visualisation reports.
- Identify and evaluate inefficiencies in business practices and recommend optimal use of data to better inform organizational decisions.
- Use data and process modelling techniques to develop and implement reporting and analytics.
- Collecting and interpreting data to support the measurement of agency performance and strategic requirements.
- Coordinate the development, implementation and coordination of internal and external reporting and metrics including visual representation of data.
- Defining new data collection and analysis processes for key agency data sets.

Key challenges

- Working independently to identify technical problems, trends and anomalies via analysis, lateral thinking, and good judgement and in a team environment to ensure effective and seamless service delivery.
- Providing technical support to a broad range of users with diverse technical issues and levels of expertise.
- Developing a data focused culture in the organization, which is faced with a constantly changing business environment and competing priorities.

Key relationships

Who	Why
Internal	
Manager Business Performance	- Receive guidance and direction regarding operational priorities - Provide information and/or progress reports; escalate important issues, particularly those that may significantly impact service delivery - Receive feedback regarding own performance
Managers, staff and volunteers	- Deliver professional, timely and quality data analyst services - Provide technical advice and guidance
Other data analysts and ICT staff	Liaise and collaborate to ensure data analysis and data collection is coordinated across the agency
External	
Suppliers and other service providers	Liaise regarding product and service provision

Role dimensions

Decision making

The Data Analyst works within a broad framework of Government and NSW SES policies and procedures and precedents set by previous work. The role exercises judgement, initiative and technical expertise in the delivery of fit for purpose analytics to be utilised by management to determine solutions.

The Data Analyst will also be responsible for preparation of timely and accurate information / reports to role supervisor.

Reporting line

The role reports to the Manager Business Performance.

Direct reports

NIL

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualification(s) in one of data science, mathematics, computational science or related field and/or equivalent relevant industry knowledge and experience
- Experience with data analytics and data visualization tools, such as Power BI, Python packages, Microsoft Excel etc.
- Advanced knowledge of the Microsoft Suite, especially Excel.

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- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

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

As a guide, this role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT. Note that formal qualifications under the SFIA are not necessarily required.

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	Intermediate
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
SFIA	**Development and Implementation, Data and Analytics, Data modelling and design**	**Level 4 - DTAN**
	Development and Implementation, Data and Analytics, Data Engineering	**Level 4 - DENG**
	Development and Implementation, Data and Analytics, Database Design	**Level 4 – DBDS**
	Development and Implementation, Data and Analytics, Data Visualisation	**Level 4 - VISL**

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 Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult
Relationships Work Collaboratively	Intermediate	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others
Deliver Results Results	Intermediate	• 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
Results Think and Solve Problems	Adept	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own

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Group and Capability	Level	Behavioural Indicators
		ideas to achieve best outcomes
		• Generate ideas and identify ways to improve systems and processes to meet user needs
Business Enablers Technology	Adept	• Identify opportunities to use a broad range of technologies to collaborate
		• Monitor compliance with cyber security and the use of technology policies
		• Identify ways to maximise the value of available technology to achieve business strategies and outcomes
		• Monitor compliance with the organisation's records, information and knowledge management requirements

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Development and Implementation, Data and Analytics	Level 4 – DTAN	**Data Modelling and Design** (DTAN) Investigates enterprise data requirements where there is some complexity and ambiguity. Plans own data modelling and design activities, selecting appropriate techniques and the correct level of detail for meeting assigned objectives. Provides advice and guidance to others using the data structures and associated components
Development and Implementation, Data and Analytics	Level 4 - DENG	**Data Engineering** (DENG) Designs, implements, and maintains complex data engineering solutions to acquire and prepare data. Creates and maintains data pipelines to connect data within and between data stores, applications and organisations. Carries out complex data quality checking and remediation
Development and Implementation, Data and Analytics	Level 4 - DBDS	**Database Design** (DBDS) Implements physical database designs to support data requirements for performance and availability. Develops and maintains specialist knowledge of database and data warehouse concepts, design principles, architectures, software and facilities. Assesses proposed changes to object/data structures and evaluates alternative options. Implements database designs that support demands for data analytics.
Development and Implementation, Data and Analytics	Level 4 – VISL	**Data Visualisation** (VISL) Applies a variety of visualisation techniques and designs the content and appearance of data visuals. Operationalises and automates activities for efficient and timely production of data visuals. Selects appropriate visualisation approaches from a range of applicable options. Contributes to exploration and experimentation in data visualisation.

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