ANALYST

BRANCH/UNIT	Transformation
TEAM	Various
LOCATION	Optional
CLASSIFICATION/GRADE/BAND	TWL7
POSITION NO.	Various
ANZSCO CODE	TBA	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Analyst is responsible for analysing, evaluating and generating solutions for a range of activities to support the Transformation group. This position will transmit knowledge, skills and ideas to others to support the successful delivery of improvement strategies and projects to support the organisational strategic and operational goals.

TAFENSW.EDU.AU

3. KEY ACCOUNTABILITIES

1. Contribute to undertaking general analysis, including qualitative and quantitative research to make business recommendations
2. Undertake analysis to understand functional, operational and technical requirements in order to identify risks and controls, project dependencies and ensure operational effectiveness in meeting business objectives.
3. Develop and maintain relationships with stakeholders and subject matter experts to understand end-to-end user journeys to support effective solutions and determine and resolve issues.
4. Support the identification of ways of working documentation impacts to inform development requirements to reflect changes in ways of working.
5. Provides specialist advice to TAFE NSW staff in relation to Transformation projects.
6. Provides Influential advice and support in respect to how the overall services, processes or outcomes are evaluated, delivered or improved.
7. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
8. Place the customer at the centre of all decision making.
9. Work with the Line Manager to develop and review meaningful performance management and development plans

4. KEY CHALLENGES

- Changing client requirements, statutory requirements, market needs or technological demands.
- Working with ambiguity in a time of significant organisational and cultural change and immaturity.
- Interpreting operating policies to determine the most appropriate course of action.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Director Portfolio Management	- Receives leadership, advice and direction on a range of issues and priorities. - Escalate issues, keep informed, advice and receive instructions.
Team members	Support team, work collaboratively to contribute to achieving the team's business outcomes.
Internal TAFE NSW staff	- Provide a variety of specialist advice to business improvement strategies and projects to optimise strategic and operational goals. - Work collaboratively to support the resolution of operational problems

TAFENSW.EDU.AU

6. POSITION DIMENSIONS

Reporting Line: Director Portfolio Management

Direct Reports: Nil
Indirect Reports: Nil

Financial delegation: TBA
Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that have a high level of impact on the immediate work area and the potential to impact more broadly on agency operations and externally.
- Matters requiring a higher level of approval are referred to the Reporting line manager.

7. ESSENTIAL REQUIREMENTS

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. Sound analytical skills and ability to simplify and interpret complex information.
3. Ability to meet the focus capabilities as outlined in the position description.

TAFENSW.EDU.AU

8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the NSW Public Sector Capability Framework. The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational **>** Intermediate **>** Adept **>** Advanced **>** Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	**Adept**
	Value Diversity and Inclusion	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	**Intermediate**
Results	**Deliver Results**	**Adept**
	Plan And Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	**Intermediate**

FOCUS CAPABILITIES

The focus capabilities for the Analyst 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 position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Adept	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation
Relationships		• Tailor communication to diverse audiences

TAFENSW.EDU.AU

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Communicate Effectively	Adept	• 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 • Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Influence and Negotiate	Intermediate	• Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues
Results Deliver Results	Adept	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for.
Results Think and Solve Problems	Adept	• 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
Business Enablers Technology	Intermediate	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks

TAFENSW.EDU.AU

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
Business Enablers Project Management	Intermediate	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans

TAFENSW.EDU.AU