Role Description
Senior Analyst Skills and Diversity

Cluster	Education
Agency	Department Education
Division/Branch/Unit	Skills and Higher Education /raining Services NSW / Industry & Community Relations
Location	Sydney
Classification/Grade/Band	Clerk Grade 9/10
Role Number	223476
ANZSCO Code	511112
PCAT Code	1127292
Date of Approval	September 2020
Agency Website	www.det.nsw.edu.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Training Services NSW (TSNSW) leads and manages the implementation of funded vocational education and training programs and services across the NSW training market including contracting and funding providers, quality assurance, leading reforms and administering apprenticeships and traineeships and Aboriginal programs.

The Branch also has a major role in industry and community relations and in supporting the business operations and systems, including forecasting, budget management, accounting and reporting activities for the large VET budget.

The Branch has frontline staff in 9 Regional Centres who manage relationships with providers and employers and implement and administer funded vocational education and training programs and services across the State.

Primary purpose of the role

Supports the development of evidence-based strategies and provides expert advice on skills, training and diversity in the construction sector through the collection and analysis of high quality data. This includes managing and cultivating relationships with State and Commonwealth Governments, academia and industry to build capability and share best practices across infrastructure domains. Establish data requirements in order to develop a fit-for-purpose data collection portal for the Infrastructure Skills Legacy Program (ISLP).

Key accountabilities

- Developing consistent skills and diversity data definitions for Infrastructure Skills Legacy Program (ISLP) targets
- Interpret data to identify metrics that reflect the contribution of infrastructure projects towards government commitments in skills, training and diversity
- Assist with developing future workforce estimates based on construction project pipelines
- Gather business and system requirements and document functional, application and system specifications for ISLP data collection, working closely with cross-directorate teams and other government agencies
- Consult and provide accurate and timely analysis on issues facing the NSW infrastructure sector and support stakeholders to resolve issues
- Research activities and benchmark data from other national and international jurisdictions
- Prepare strategies and plans, policies and data collection standards and responses to specific advice requests
- Communicating complex ideas effectively including the translation of data and research into clear reports and presentations

Key challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests
- Keeping abreast of vocational education and training and the NSW Infrastructure Pipeline in a constantly changing and politically sensitive working environment
- Working collaboratively in cross-directorate teams, as well as with other government agencies and construction contractors in an environment characterised by competing agendas and priorities
- Maintaining up to date knowledge and source of best practice and current and emerging trends to ensure that the analytical work is based on up to date contemporary national and international practice
- Identifying other sources of data, research and best practice to inform recommendations

Key relationships

Who	Why
Internal	
Manager	- Receive guidance and provide regular updates on key projects, issues and priorities - Provide advice and contribute to decision making - Identify emerging issues/risks and their implications and propose solutions
Project Team	- Guide, support, coach and mentor team members and provide advice and direction - Work collaboratively to contribute to achieving team outcomes
External	
Stakeholders: NSW Government Agencies	Source information and provide expert advice on project related matters

Who	Why
Construction Contractors	• Report and provide updates on project progress • Engage and consult in the resolution of project issues
Infrastructure NSW and Construction Leaders Group (CLG)	• Inform and support strategies to improve job and skill outcomes and increase industry diversity in line with points nine and ten of the Action Plan in partnership with industry
Vendors/Service Providers and Consultants	• Manage contracts and monitor the provision of service to ensure compliance with contract and service arrangements • Consult, provide and obtain information, negotiate required outcomes and timeframes • Resolve and provide solutions to issues

Role dimensions

Decision making

- acts independently with regards to developing proposals and solving problems to deliver high quality work on time and within budget
- acts independently and uses initiative in performing the role's core work functions
- consults with senior officers and the Director in relation to decisions that have resource implications, far reaching implications, are contentious and /or are likely to have an impact on stakeholders.

Reporting line

Manager Industry Projects

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Knowledge of and commitment to the Department's Aboriginal Education policies.

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

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	Intermediate
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Adept
	Influence and Negotiate	**Adept**
Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	**Advanced**

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 Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Create opportunities for others to contribute to discussion and debate
		• Actively listen and encourage others to contribute inputs
		• Adjust style and approach to optimise outcomes
		• Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services
		• Understand customer perspectives and ensure responsiveness to their needs
		• Identify customer service needs and implement solutions
		• Find opportunities to co-operate with internal and external parties to improve outcomes for customers
		• Maintain relationships with key customers in area of expertise
		• Connect and collaborate with relevant stakeholders within the community
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position
		• Lead and facilitate productive discussions with staff and stakeholders
		• Encourage others to talk, share and debate ideas to achieve a consensus
		• Recognise and explain the need for compromise
		• Influence others with a fair and considered approach and sound arguments
		• Show sensitivity and understanding in resolving conflicts and differences
		• Manage challenging relations with internal and external stakeholders
		• Pre-empt and minimise conflict
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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Advanced	• 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
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals