

Role Description

Senior Reporting Analyst



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch/Unit	Corporate/People
Location	Parramatta/Sydney CBD/Orange/Newcastle
Classification/Grade/Band	Clerk Grade 9/10
Role Family <i>internal use only</i>	Bespoke/People
ANZSCO Code	531111
PCAT Code	1224392
Date of Approval	February 2020
Agency Website	www.nsw.gov.au/regional-nsw

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

Develop, implement and deliver people data reporting services, including data preparation, analysis, governance, modelling and visualisations that will meet the current and emerging needs of the department. The role partners with insights analysts, reporting analysts, data analysts and information users to extract insights from data.

Key accountabilities

- Develop and provide people information and insights through a regular schedule of reports and dashboards
- Provide and deliver the mandatory reporting requirements for the Department (eg premier's priorities, workforce profile)
- Undertake quantitative and qualitative analysis to identify underlying people related issues, trends and workforce capability gaps to focus development of future people initiatives
- Work with Insights Analysts to establish methodologies for forecasting
- Lead development of organisational reporting standards and definitions for key people metrics
- Develop and implement governance, tools and templates to maintain consistency in the overarching approach to people reporting and dashboards
- Respond to complex enquiries on specific issues requested by executive staff, and other government agencies

Key challenges

- Collaborating with customers, HR Business Partners, ICT and data and warehouse analysts to deliver a valuable service and insights that meet business needs

- Maintaining technical knowledge of the various people systems in which data will be sourced from and promoting the importance of users keeping their records up-to-date
- Adhering to best practices, process documentation and defined structures for presentation of data at the department level

Key relationships

Who	Why
Internal	
Manager People Analytics & Reporting	<ul style="list-style-type: none"> • Receive and clarify guidance and instructions and report on progress against work plans • Escalate and discuss issues
Work team	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieve outcomes • Foster effective working relationships to facilitate opportunities for engagement and information sharing. • Sharing knowledge, project completion, strategy development
Senior Customers and other Corporate staff	<ul style="list-style-type: none"> • Information sharing, gaining feedback, preparation of recommendations
External	
Public Service Commission	<ul style="list-style-type: none"> • Information sharing, relationship development, advice and problem solving

Role dimensions

Decision making

- Acts in consultation with the Manager to deliver services
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times required by internal clients, including clients' Executive and management teams
- Makes day to day decisions and provides guidance on appropriate courses of action
- Exercises discretion in determining the approach to work undertaken by the role and is responsible for recommendations made

Reporting line

Manager People Analytics & Reporting

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in economics, statistics or a related discipline or equivalent 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 for this role 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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	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	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	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 	Adept
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • 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 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • 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 ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • 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 	Adept

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing Conduct delegated purchasing activities in line with procedures Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements 	Intermediate

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	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	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate