

## PLANNING RESEARCH ANALYST

BRANCH/UNIT	Market Group/Strategy and Research		
TEAM	Research and Planning		
LOCATION	Ultimo		
CLASSIFICATION/GRADE/BAND	TWL8		
POSITION NO.	81149600		
ANZSCO CODE	224412	PCAT CODE	1229192
TAFE Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>		

### 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 Planning Research Analyst is responsible undertaking research to support the provision of evidence-based advice and analysis to inform TAFE NSW whole-of-business planning. The role will also support the development of educational and skills strategies and frameworks for the organisation.

### 3. KEY ACCOUNTABILITIES

1. Support the coordination and preparation of key planning and research documents to ensure consistency of strategic advice and planning approaches.
2. Undertake comprehensive research and analysis of skills, industry and education sector developments to inform evidence-based planning advice and decision making.
3. Develop implementation strategies to ensure the effective translation of organisation strategic goals into business and operational plans that align enterprise-wide strategic goals with organisation vision and purpose.
4. Support the design of planning tools and educational and skills strategies and frameworks to ensure whole-of-business planning.
5. Assist in the development of strategies to ensure that enterprise-wide strategic goals are embedded in individual business and operational plans and there is ownership of organisational goals at a business unit level.
6. Undertaking research and analysing data to support the development of strategic plans, business frameworks and organisational guidelines.
7. Collaborate with other Corporate Units in the production of strategic planning documents and production processes.
8. 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.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans.

### 4. KEY CHALLENGES

- Delivering evidence based analysis that takes account of the dynamic and volatile business environment.
- Providing high quality analysis that informs the assessment of strategic goals with limited information.
- Contributing to the design of strategies and provision of evidence-based research and analysis within a challenging market environment characterised by external shocks to the training market from both government and private competitors.

### 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Manager Research and Planning	<ul style="list-style-type: none"> <li>• Receive leadership, direction and advice.</li> </ul>
Strategy and Research teams	<ul style="list-style-type: none"> <li>• Translate and communicate information relating to evidence-based planning and research that impact on and inform the broader Strategy &amp; Research function.</li> </ul>

Corporate/Delivery Groups across TAFE NSW	<ul style="list-style-type: none"> <li>• Liaise on business specific information and issues.</li> <li>• Provide expert advice and consultancy on a range of business issues and strategies.</li> <li>• Translate and communicate information relating to research findings and planning that impact on TAFE NSW and its business units.</li> </ul>
<b>External</b>	
Stakeholders –government officials, Peak Industry/Advisory Bodies, Research/Academic Institutions and Business Consultants	<ul style="list-style-type: none"> <li>• Participate in forums and groups that encompass the TAFE NSW Research and Planning function, gather, and share information that provides strategic advice in terms of initiatives and direction.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Manager – Research and Planning

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Make decision on complex and sensitive issues that have a high level of impact on the immediate work area and the potential to impact 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 qualification in a relevant discipline or equivalent industry experience relevant to the role.
2. Demonstrated expertise in undertaking research and identifying and using data sources to assist in drawing meaningful insights and providing clear, concise reports and analysis for planning purposes.
3. Expertise in using Microsoft Office suite visualisation techniques and analytical tools.
4. Ability to address and meet focus capabilities as stated in the Position Description.





## 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
	<b>Display Resilience &amp; Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan And Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

### FOCUS CAPABILITIES

The focus capabilities for the Planning Research 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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change.</li> <li>Give frank and honest feedback and advice.</li> <li>Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately.</li> <li>Raise and work through challenging issues and seek alternatives.</li> <li>Remain composed and calm under pressure and in challenging situations.</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences.</li> <li>Clearly explain complex concepts and arguments to individuals and groups.</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views.</li> <li>Share information across teams and units to enable informed decision making.</li> <li>Write fluently in plain English and in a range of styles and formats.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences.</li> <li>Focus on providing a positive customer experience.</li> <li>Support a customer-focused culture in the organisation.</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers.</li> <li>Identify and respond quickly to customer needs.</li> <li>Consider customer service requirements and develop solutions to meet needs.</li> <li>Resolve complex customer issues and needs.</li> <li>Cooperate across work areas to improve outcomes for customers.</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture that recognises the value of collaboration.</li> <li>Build cooperation and overcome barriers to information sharing and communication across teams and units.</li> <li>Share lessons learned across teams and units.</li> <li>Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work.</li> <li>Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services.</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence.</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience.</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience.</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience.</li> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness.</li> <li>Identify and share business process improvements to enhance effectiveness.</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks.</li> <li>Use available technology to improve individual performance and effectiveness.</li> <li>Make effective use of records, information and knowledge management functions and systems.</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies.</li> </ul>