

# Role Description

## Principal Analyst



Cluster	Customer Service
Agency	Independent Pricing and Regulatory Tribunal (IPART)
Division/Branch/Unit	Water Local Government
Role number	TBC
Classification/Grade/Band	IPART Officer G
ANZSCO Code	224311
PCAT Code	2548191
Date of Approval	July 2020
Agency Website	<a href="http://www.ipart.nsw.gov.au">http://www.ipart.nsw.gov.au</a>

### Agency overview

We are the independent regulator for the water, public transport, local government, electricity and gas industries and the Energy Savings Scheme in NSW. We also undertake reviews and investigations into a wide range of economic and policy issues and perform a number of other roles at the NSW Government's request.

IPART's purpose statement is 'We make the people of NSW better off through independent decisions and advice'.

### Primary purpose of the role

The Principal Analyst is responsible for leading and managing a team of analysts to deliver detailed economic/financial analysis, strategic/policy advice and research and analysis on complex technical issues relevant to the pricing of monopoly services and other industry based reviews.

### Key accountabilities

- Lead and manage the planning and delivery of complex reviews related to regulation, the provision of services by NSW state or local governments, or monopoly service providers, considering the legislative requirements, the broader market context, market dynamics and other relevant factors to set prices or make other recommendations that are in the ongoing interest of customers, consumers, taxpayers and citizens of NSW.
- Plan and establish the research and information requirements for reviews and manage the delivery of complex research and technical analysis ensuring high quality research output, briefs, reports and presentation of recommendations and findings to ensure research is evidence-based and is delivered to a high standard.
- Lead and manage the assessment, design and scoping of complex reviews including reviewing and interpreting the legislative basis for the review, developing a project plan, determining resourcing

requirements, identifying key risks and risk mitigation strategies and assessing project parameters, budgets and timeframes to ensure the effective conduct and delivery of reviews.

- Provide expert economic and financial analysis, assessment and strategic policy advice to management and the Tribunal on the appropriate frameworks for monopoly service pricing and other reviews and manage the preparation of Tribunal reports and public discussion papers to support high level decision-making and the resolution of complex challenges.
- Develop a robust regulatory framework that considers system interactions, future business operating environments and the incentive properties of regulation to ensure that price regulation is efficient and effective and provides the right incentives to all parties affected by essential services.
- Coach and mentor staff to enhance their performance and professional development and influence resource planning to match current and future work programs.
- Manage external consultants involved in the development of complex frameworks for monopoly services to ensure the Tribunal makes decisions based on robust analysis.
- Lead and manage the relationship, engagement and consultation process with relevant departments, special interest groups and other relevant stakeholders on implications of their economic or financial policies and strategies on the operation of monopoly services to ensure that the Tribunal's decisions are practical, balanced, and have considered all relevant issues.

## Key challenges

- Exercising judgement and initiative, applying critical thinking and analysis to data and information and presenting findings that demonstrate insight and support the Tribunal's decision making with competing and changing priorities.
- Balancing competing objectives across social, economic, environmental and other objectives to deliver a package that is in the ongoing interest of the consumers, taxpayers and citizens of NSW.
- Developing expert knowledge and understanding of a broad range of industries, schemes or regulatory/ government policy frameworks to provide evidence-based economic and financial advice. Inspiring the identification of practical solutions for new systems and processes to enhance and streamline the organisation and management of IPART's pricing role.

## Key relationships

Who	Why
<b>Internal</b>	
Director/Executive Director, CEO	<ul style="list-style-type: none"> <li>• Determine strategic work priorities and provide regular program and project progress updates.</li> <li>• Collaborate on complex or politically sensitive issues.</li> <li>• Provide support in management activities including supervising, coaching and mentoring analysts.</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Communicate strategic priorities, provide guidance and mentoring.</li> <li>• Build capability, motivate and engage staff effectively.</li> <li>• Resolve day-to-day issues.</li> </ul>
Tribunal	<ul style="list-style-type: none"> <li>• Deliver briefing papers, reports and verbal presentations to effectively communicate the outcome of detailed research and technical analysis and to justify recommendations.</li> </ul>

Who	Why
<b>External</b>	
External stakeholders	<ul style="list-style-type: none"> <li>Liaise with external stakeholders, regulated utilities and entities, industry groups, other agencies, members of the community.</li> </ul>
External Consultants	<ul style="list-style-type: none"> <li>Seek expert input where that expertise is not available within IPART.</li> </ul>

## Role dimensions

### Decision making

The role is expected to exercise delegated authorities relating to administrative and functional responsibilities.

The role establishes regulatory frameworks to ensure appropriate incentives are in place and efficient outcomes are achieved, focuses work with the project team to deliver regulatory policy, and considers the consequence of Tribunal decisions on future regulatory frameworks.

The role supports the work priorities of staff and makes day-to-day decisions and recommendations to the senior executive team.

The role refers to the Director or Executive Director on issues that are politically sensitive, legally complex, require significant discussion and judgement, require financial delegation or result in significant change of scope to the program.

### Reporting line

Director (may be supervised by Executive Director, depending on project team composition).

### Direct reports

May have Graduate Analysts, Analysts and/or Senior Analysts reporting to them, depending on team composition.

## Essential requirements

Tertiary qualifications in economics, accounting, finance, engineering, environment, science, law or other relevant tertiary qualifications, or equivalent demonstrated professional experience.

Significant relevant professional experience in complex economic/financial analysis, or analysis within a policy or price setting context.

## 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
 <b>Personal Attributes</b>	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>Actively seek, reflect and act on feedback on own performance</li> <li>Translate negative feedback into an opportunity to improve</li> <li>Take the initiative and act in a decisive way</li> <li>Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation</li> </ul>	Advanced
	 <b>Relationships</b>	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced <ul style="list-style-type: none"> <li>Present with credibility, engage diverse audiences and test levels of understanding</li> <li>Translate technical and complex information clearly and concisely for diverse audiences</li> <li>Create opportunities for others to contribute to discussion and debate</li> <li>Contribute to and promote information sharing across the organisation</li> <li>Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>Explore creative ways to engage diverse audiences and communicate information</li> <li>Adjust style and approach to optimise outcomes</li> <li>Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>Recognise outcomes achieved through effective collaboration between teams</li> <li>Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government</li> <li>Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions</li> <li>Network extensively across government and organisations to increase collaboration</li> <li>Encourage others to use appropriate collaboration approaches and tools, including digital technologies</li> </ul>	Advanced


## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> <li>• Influence others with a fair and considered approach and present persuasive counter-arguments</li> <li>• Work towards mutually beneficial 'win-win' outcomes</li> <li>• Show sensitivity and understanding in resolving acute and complex conflicts and differences</li> <li>• Identify key stakeholders and gain their support in advance</li> <li>• Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise</li> <li>• Anticipate and minimise conflict within the organisation and with external stakeholders</li> </ul>	Advanced
	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>• Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others</li> <li>• Take account of the wider business context when considering options to resolve issues</li> <li>• Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements</li> <li>• Implement systems and processes that are underpinned by high-quality research and analysis</li> <li>• Look for opportunities to design innovative solutions to meet user needs and service demands</li> <li>• Evaluate the performance and effectiveness of services, policies and programs against clear criteria</li> </ul>	Advanced
 Business Enablers	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Prepare and review project scope and business cases for projects with multiple interdependencies</li> <li>• Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>• Design and implement effective stakeholder engagement and communications strategies for all project stages</li> <li>• Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>• Develop effective strategies to remedy variances from project plans and minimise impact</li> <li>• Manage transitions between project stages and ensure that changes are consistent with organisational goals</li> <li>• Participate in governance processes such as project steering groups</li> </ul>	Advanced

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Manage and Develop People</b>	<ul style="list-style-type: none"> <li>• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Look for ways to develop team capability and recognise and develop individual potential</li> <li>• Be constructive and build on strengths by giving timely and actionable feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolving issues</li> <li>• Effectively support and manage team members who are working flexibly and in various locations</li> <li>• Create a safe environment where team members' diverse backgrounds and cultures are considered and respected</li> <li>• Consider feedback on own management style and reflect on potential areas to improve</li> </ul>	Intermediate
	Engage and motivate staff, and develop capability and potential in others		






### 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 <b>Relationships</b>	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 <b>Results</b>	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 <b>Business Enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
 <b>People Management</b>	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate