Role Description
Data Insights Analyst

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Education and Skills Reform/ Centre for Education Statistics and Evaluation/ Skills Performance and Insights
Location	Parramatta
Classification/Grade/Band	Clerk Grade 7/8
Role Number	217075
ANZSCO Code	225112
PCAT Code	1119192
Date of Approval	September 2021
Agency Website	www.education.nsw.gov.au

Agency overview

The NSW Department of Education is a leader in the provision of world class education and training, connecting all stages from early childhood education and care through to tertiary courses and qualifications.

The Department also supports the development of vibrant, sustainable and inclusive communities across NSW, by leveraging its partnerships with local communities and organisations, industry and other government agencies.

It is one of the largest employers in Australia with around 98,000 people located across the state, and manages an annual budget that accounts for approximately one quarter of the State's total budget.

Primary purpose of the role

Within the Skills Performance and Insights team, this is a unique opportunity to spearhead data driven and evidence based decision making, to inform the design of the market and the development of policies across the VET sector and the wider Skills and Higher Education Division.

This role works at both a strategic level and provides hands-on guidance in a number of high profile projects focused on initiatives to drive the design and management of the VET market framework to an outcomes based approach.

Key accountabilities include:

- Use a range of metrics to assist with monitoring and evaluation of the performance of the market and the sector in order to inform decision making and influence policy development.
- Work with team members and other areas of the Branch to assist with deep dives and modelling to provide advice about the impact of reforms and policy proposals.
- Work with team members and other areas of the Branch to drive improvements in risk profiling and forecasting.
- Undertake research and projects to support the development of new approaches to the sourcing and use of data to support improvements in skills and industry policy.
- Implement improvements to the sourcing and accuracy of data.

The Ideal candidate

- Strong analytical, data management and data insights & visualisation commercial experience
- Understanding of customer analysis and performance analysis
- Demonstrative experience in programming, analytical and visualisation software (such as SQL, SAS, R and Power BI).
- Degree qualified in a business and/or quantitative discipline.
- Excellent presentation and communications skills both written and verbal
- A passion for analytics and its applications in the real world.

Key challenges

- Delivering sophisticated analysis and projects to the required standards and timeframes, given the need to rapidly understand and integrate information and adapt in an often changing and unpredictable environment
- Providing clear analytical advice using multiple sources of data within tight timeframes.

Key relationships

Who	Why
Internal	
Senior staff in the Branch and senior managers across the Department	• Develop and maintain effective working relationships to foster collaboration, consultation and engagement on the sourcing and use of metrics and data analysis
External	
NSW Skills Board, NSW Central Agencies, public and private providers, other NSW Government agencies, Commonwealth and other state and territory agencies, Peak Industry and Provider groups	• Develop and maintain effective working relationships to foster collaboration, consultation and engagement on the sourcing and use of metrics and data analysis

Role dimensions

Decision making

The role:

- acts independently with regards to data analysis 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 Manager 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

This role reports to the Manager Analysis and Insights.

Direct reports

The role has no direct reports.

Budget/Expenditure

TBA

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

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	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently 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
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
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	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers	Intermediate	• Perform basic research and analysis which others will use to inform project directions

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Project Management		• Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans