Role Description
Principal Business Analyst

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Better Regulation Division / SafeWork NSW
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	224711
PCAT Code	2229192
Date of Approval	November 2019

Primary purpose of the role

Leads the review and analysis of the organisation's business plans, services, processes and information needs to identify changes that lead to business improvements.

Key accountabilities

- Provide expert advice about the feasibility and suitability of proposed solutions to optimise business performance
- Coach and mentor staff to improve internal capability to achieve organisational outcomes
- Lead and support projects to provide customer-focused services and business improvements
- Facilitate strong working relationships with key internal and external stakeholders to support collaboration, the exchange of information and issues management to build on existing relationships and influence outcomes
- Work with key stakeholders to define business requirements and identify trends to improve operational capability and identify business improvements
- Provide plain language advice on technical issues to non-technical audiences to enable informed business decisions and service level improvements
- Collaborate with key stakeholders to enhance business processes in a continuous improvement service delivery environment

Key challenges

- Identifying interdependencies and balance competing demands to ensure project and business objectives are achieved and priorities are met
- Establishing effective relationships with stakeholders

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise and receive instructions • Inspire and motivate team, provide direction and manage performance • Represent at meetings and workshops
Work team	• Coach, mentor and support team, work collaboratively to contribute to achieving the team's business outcomes • Participate in meetings to represent work group perspective and share information • Participate in discussions and decisions regarding implementation of innovation and best practice
Clients/customers	• Resolve issues and provide solutions to problems • Provide strategic advice for business improvement • Provide information regarding legislation, agency sector wide rules, policies, procedures and standards
Other business units	• Support and work alongside other business areas to maintain effective relationships

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

As per Customer Service Delegations

Essential requirements

Satisfactory criminal record check

NSW
GOVERNMENT

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

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	Advanced	• Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • 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
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
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

NSW
GOVERNMENT

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Implement and monitor appropriate records, information and knowledge management systems protocols and policies