

TRAINING PROFILE ANALYST

BRANCH/UNIT	Strategy and Research		
TEAM	Strategy and Analysis		
LOCATION	Optional		
CLASSIFICATION/GRADE/BAND	TWL9		
POSITION NO.	81149589		
ANZSCO CODE	224412	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

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 Training Profile Analyst is responsible for providing high quality strategic advice by analysing demographic, employment and training market dynamics and the implications for jobs, skills and training.

3. KEY ACCOUNTABILITIES

1. Undertake rigorous analysis of market dynamics including the interplay of customer, competitor, product and VET market dynamics, to inform evidence-based planning and decision making.
2. Design and build data models, recommend and use innovative tools, and conduct in-depth quantitative analysis using real-time and big data sources to provide actionable insights that assist in identifying opportunities for business growth and delivery optimisation.
3. Identify market trends using appropriate statistical analysis techniques using complex external and internal multivariable data sets, including real-time and big data sources, to inform opportunities for business growth and delivery optimisation.
4. Contribute to the development of customised market-based analytics to support evidence-based decision making and the alignment of course offerings to industry skill needs, areas of market demand and opportunity, and government priority areas.
5. Apply analytical and specialist skills to perform customer market segmentation, business activity and employee training requirements analysis, job market insights analysis and competitor data analysis to identify key trends and insights to inform training delivery alignment to growth and priority areas.
6. Utilise external data warehouses, modelling techniques and statistical analysis tools to complement existing data sources and to improve market analytics.
7. Provide comprehensive supply and demand analysis and potential implications for training delivery and products to assist with marketing and training delivery related decisions.
8. Generate data insights using new techniques and present these insights in new user-friendly ways through the development of in-house, customised data models.
9. Recommend new and innovative ways of presenting and visualising data to meet the analytics needs of the team and to improve communication of strategic advice and insights, including providing design templates.
10. 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.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Providing high quality, evidence-based data analysis based on fluctuating, inconsistent and incomplete data sources.
- Ensuring timely provision of accurate and relevant training profile analysis suited to the needs of different users across the business.
- Providing accessible and easy to use data analysis outputs to inform planning decisions across TAFE NSW.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager Strategy & Analysis	<ul style="list-style-type: none"> Receive leadership, direction and advice.
Director Strategy and Research and Senior Management Team (all General Managers)	<ul style="list-style-type: none"> Translate and communicate information relating to training profile analysis that impact on TAFE NSW.
All TAFE NSW business units	<ul style="list-style-type: none"> Liaise on business specific information and issues. Provide expert advice and consultancy on a range of data issues and strategies. Translate and communicate information relating to Strategy and Analysis that impact on TAFE NSW business units.
Team leaders	<ul style="list-style-type: none"> Sharing of resources and exchange of information.
Strategy and Research team	<ul style="list-style-type: none"> Support data consistency, transparency and best practice provision of data analysis and insights.

6. POSITION DIMENSIONS

Reporting Line: Manager Strategy & Analysis

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- 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 analysing data using multiple sources and drawing meaningful insights to support planning directions and decision making including implementing data analytics in a business or educational context.
3. High level analytical skills and innovative thinking together with proven expertise using computational methods and statistical tools to build robust data models.
4. Knowledge and understanding of cloud computing, web based applications and predictive analytics together with demonstrated experience in the use of advanced MS Excel, programming languages such as VBA, Java, SQL, statistical tools such as SPSS, and data analytics platforms and visualisation tools including Power BI, Spotfire, Tableau or similar.
5. 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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	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 Training Profile 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
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change. Offer own opinion and raise challenging issues. Listen when ideas are challenged and respond appropriately. Work through challenges. Remain calm and focused in challenging situations.
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences. Clearly explain complex concepts and arguments to individuals and groups. Create opportunities for others to be heard, listen attentively and encourage them to express their views. Share information across teams and units to enable informed decision making. Write fluently in plain English and in a range of styles and formats. Use contemporary communication channels to share information, engage and interact with diverse audiences.
Relationships Work Collaboratively	Adept	<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.
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work. Initiate, prioritise, consult on and develop team and unit goals, strategies and plans. Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses. Ensure current work plans and activities support and are consistent with organisational change initiatives. Evaluate outcomes and adjust future plans accordingly.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence. • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience. • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience. • Seek contributions and ideas from people with diverse backgrounds and experience. • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness. • Identify and share business process improvements to enhance effectiveness.
Business Enablers Technology	Adept	<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.