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| **Cluster** | Premier and Cabinet |
| **Agency** | Public Service Commission |
| **Division/Branch/Unit** | Capability and Culture/Performance and Insights |
| **Role number** | TBC |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Senior executive work level standards** | Not Applicable |
| **ANZSCO Code** | 224411 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 17 November 2020 |
| **Agency Website** | psc.nsw.gov.au |

Agency overview

The Public Service Commission (PSC) is headed by an independent Public Service Commissioner and is a separate agency under the Government Sector Employment Act 2013 (GSE Act) that supports the Commissioner in the exercise of his/her functions and powers.

The PSC leads the design, development and implementation of the full range of workforce management strategies - including workforce capability, recruitment and assessment and strategic workforce planning - to enhance the effectiveness and efficiency of the NSW public sector workforce.

Primary purpose of the role

The Analyst collects and validates data to conduct data analysis and produces reports to support and inform the development of public sector workforce programs, initiatives, projects and policy, and contributes to the preparation of advice for the Commissioner and other stakeholders.

Key accountabilities

* Analyse workforce data from various sources to inform the preparation of briefings, submissions, policy papers and both regular and ad-hoc reports.
* Liaise with multiple agency/department representatives to support their submission of workforce data to the PSC.
* Conduct quality assurance of the Commission’s data collections, identifying issues and liaising with agency/department representatives to facilitate data correction and resolution.  
  Identify, communicate and document key findings of analysis, either verbally or with concise and accurate written reports.
* Provide input to the design of projects and carry out quantitative and qualitative research and analysis to inform policy.
* Use judgement and initiative to contribute to the development of effective and constructive solutions to challenges.
* Comply with data governance standards to ensure that data assets are appropriately managed throughout their lifecycle.

Key challenges

* Acquiring an in-depth knowledge of the workforce data and systems, in order to be able to assist sector representatives with their data and collection process concerns.
* Managing competing priorities effectively in a high-volume work environment, given the need to deliver work within required timeframes and to a high degree of accuracy.
* Applying critical thinking and analysis to data, to demonstrate findings of data beyond simple presenting of numbers.

Key relationships

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| **Who** | **Why** |
| **Internal** |  |
| Relevant Reporting Line Manager | * Provide regular updates on key projects, issues and priorities * Contribute to strategic planning, policy development and decision making * Escalate issues, keep informed and receive instructions. |
| Senior Executive/ Leadership (if relevant) | * Provide strategic and/ or tailored advice and recommendations * Provide updates on work activity and performance * Discuss solutions to challenging issues |
| Work Team | * Participate and contribute to meetings and share information. * Support the team, work collaboratively to contribute to achieving the team’s outcomes. |
| **External** |  |
| External Stakeholders/ Customers | * Address queries and/or redirect to relevant party for review and resolution. * Contribute to a client-focused approach to service provision * Provide advice to support decision-making and provide solutions to issues * Optimise engagement to define mutual interests, manage expectations and achieve defined outcomes * Establish networks to enable performance benchmarking and maintain currency in trends and developments * Contribute to cross agency or whole of government projects/programs * Actively manage the relationships with providers to ensure services and information is maintained in accordance with any agreements with a continued focus on improvements in accuracy and timeliness. |

# Role dimensions

## Decision making

The role operates with autonomy in determining day to day work priorities within the context of an agreed work plan and in making associated decisions. Decisions on complex issues or those with political impact are referred to a higher level of authority.

## Reporting line

The role reports to the relevant reporting line manager.

## Direct reports

Nil

## Budget/Expenditure

As per PSC financial delegations.

**Essential requirements**

* Appropriate tertiary qualifications and/or demonstrated, relevant, equivalent professional experience.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | 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 | Adept |
|  | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | 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 | Adept |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | 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 | Adept |
| Occupation specific capability set - PSC Analytics Capability Framework – Analyst | | | | |

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| **Information Management**  Data Governance, Security and Quality | Conduct interim data quality checks and identify potential reasons for poor quality of data sets.  Understand data security and compliance requirements, and key components of the data governance framework. |
| **Workforce Reporting**  Indicators and Measures | Engage with the client and senior team members to identify relevant indicators and measures to be analysed. |
| **Workforce Reporting**  Reporting Process | Execute each stage of the standard workforce reporting process, generating completed reports efficiently based on relevant, validated data.  Demonstrate proficiency in use of reporting software/tools. |
| **Workforce Reporting**  Business Intelligence | Identify and articulate key analytic insights relevant to the purpose of the analysis and report.  Raise potential options for improvement to the reports generated to meet client needs.  Consider introduction of more complex analysis, in consultation with more senior team members, in order to generate deeper insights. |

# 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 | | | | |
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| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |

| Occupation specific capability set - PSC Analytics Capability Framework – Analyst |
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| Analytic Approach | Technical Problem Solving |
| Application of Context |
| Client Engagement |
| Information Management | Data Management Strategy |
| Workforce Reporting | Visualisation and Communication |
| Advanced Workforce Analytics | Understanding and Planning |
| Analytical Process and Insights |
| Visualisation and Communication |