

# Role Description

## Senior Data Analyst



Education

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	SIER / Transformation / Analytics Delivery
Role number	207426
Classification/Grade/Band	Clerk Grade 9/10
Employment Type	Permanent
ANZSCO Code	511112
PCAT Code	3119192
Date of Approval	July 2023
Agency Website	<a href="https://education.nsw.gov.au">https://education.nsw.gov.au</a>

### Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

### About the Directorate

The Transformation Directorate purpose is “to partner with the education community to drive insight, rigor and innovation in the way the Department delivers lifelong learning outcomes”

### Primary purpose of the role

The Senior Data Analyst is responsible to prepare and mine large, diverse data sets to identify patterns and outliers. This role will lead the creation of context aligned aggregate data sets for use by Insights Analyst, Modelling & Visualization Specialists.

### Key accountabilities

- Development of databases, including data analysis, reporting and quality control.
- Implement business rules for data mining and coordinate data management activities, data collection, and processing.
- Review data sets against business requirements.
- Develop scripts for IT handover.

- Provision business data, reporting and analytics to inform decision making and to meet reporting requirements.
- Document Data & Analytics business processes and business requirements.
- Undertake and deliver projects as determined by the Director to meet the priorities of the Group.
- Establish collaborative and productive relationships with team members working on projects to achieve agreed evaluation outcomes.

## Key challenges

- Consulting with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests
- Balance competing demands and priorities.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalates unresolved issues, keep informed, advise and receive instructions.</li> <li>• Provide regular status reports</li> <li>• Consults regarding the management of sensitive, high risk or business critical matters</li> <li>• Receives ongoing performance feedback, coaching and development</li> </ul>
Team members	<ul style="list-style-type: none"> <li>• Works collaboratively to achieve team business outcomes</li> <li>• Provides a conduit across teams to ensure the consistent provision of advice and service</li> </ul>
Internal stakeholders	<ul style="list-style-type: none"> <li>• Maintains effective working relationships and open channels of communication to consult, liaise and negotiate in achievement of mutually beneficial outcomes</li> <li>• Resolve issues and provide solutions to problems</li> <li>• Provide technological advice to improve day to day business performance</li> </ul>
Data Team	<ul style="list-style-type: none"> <li>• Follow team architecture, designs, and coding standards</li> <li>• Adhere to team best practices</li> <li>• Work collaboratively with other team members to achieve business outcomes</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards</li> <li>• Engage with, consult, seek clarification and provide advice and responses to ensure the prompt resolution of issues</li> </ul>

## Role dimensions

### Decision making

This role acts collaboratively in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes. In matters that are sensitive, complex, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action.

### Reporting line

The role reports to the Manager, Analytics Delivery.

### Direct reports

Nil

### Budget/Expenditure

As per delegations and within budget

## Key knowledge and experience

- Knowledge of and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

## Essential requirements

- Demonstrated expertise in data analysis
- Tertiary qualifications or relevant experience in Information Systems, Business Analytics, STEM or relevant discipline
- Demonstrated understanding of and commitment to the value of public education.

## 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

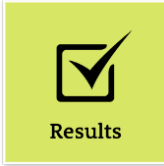
*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

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
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Advanced
	<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
	<b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> <li>• Negotiate from an informed and credible position</li> <li>• Lead and facilitate productive discussions with staff and stakeholders</li> <li>• Encourage others to talk, share and debate ideas to achieve a consensus</li> </ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes</li> <li>Influence others with a fair and considered approach and sound arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> <li>Manage challenging relationships with internal and external stakeholders</li> <li>Anticipate and minimise conflict</li> </ul>	
	<p><b>Deliver Results</b></p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<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
	<p><b>Think and Solve Problems</b></p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept

## FOCUS CAPABILITIES


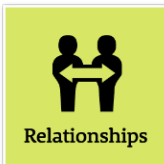
Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>Identify and consult stakeholders to inform the project strategy</li> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>	Adept

## 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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	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	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate