

# Role Description

## Business Analyst



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Fleet Services
Location	Minto
Classification/Grade/Band	Clerk 7/8
ANZSCO Code	224412
PCAT Code	3221192
NSWPF Role Number	
Date of Approval	25/11/2019
Agency Website	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>

### Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people, with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

### Primary purpose of the role

The Business Analyst is responsible for the production and development of statistical information to enable the production of high level business analysis and reporting on data and trends across the NSWPF to inform and assist commands/business units and their performance.

## Key accountabilities

- Assess and statistically analyse business data to inform policy, strategic direction and operational excellence, support relevant committees and assist team members in preparing briefs and advice.
- Provide comprehensive data sets and analysis and trends across the organisation as well as benchmark across other organisations.
- Establish appropriate frameworks, timetables and procedures to drive integrated planning and performance reporting on business functions, issues and risks across the organisation.
- Collate, analyse and prepare data from various organisational corporate systems and other data sources. Prepare briefings and reports on a range of NSWPF performance issues.
- Undertake quality assurance processes to ensure accuracy of NSWPF data and identify opportunities for improvement and reporting/
- Provide advice and assistance to commanders/managers in order to monitor and manage performance and compliance.
- Contribute to the development of appropriate indicators and measures that demonstrate business performance of NSWPF.
- Identify emerging issues, develop and propose strategies to reduce risk, improve service levels, customer satisfaction and to introduce efficiency initiatives.

## Key challenges

- Manage a high volume demand and nature of requests for data and statistics from government, external sources and internal customers with competing priorities and customer expectations.
- Think of new ways to apply new developments based on analysis to improve organisational performance and/or customer service delivery.
- Provide well researched and balanced advice based on accurate data with tight timeframes.

## Key relationships

Who	Why
<b>Internal*</b>	
Manager	<ul style="list-style-type: none"> <li>• Receive guidance and provide regular updates on key projects, issues, priorities and business objectives.</li> <li>• Provide expert advice and contribute to decision making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> <li>• Escalate issues when necessary.</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Information exchange.</li> <li>• Support team and work collaboratively to contribute to delivery of business outcomes.</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Manage expectations and resolve issues where possible and escalate where necessary.</li> <li>• Information exchange.</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Manage expectations and resolve issues where possible and escalate where necessary.</li> <li>• Information exchange.</li> </ul>

## Role dimensions

### Decision making

This role has autonomy to make decisions regarding the prioritisation of functions relating to research, data collation and analysis and reporting. This role makes informed recommendations through analysis in liaison with their manager.

### Reporting line

This role may, depending on the command/business report to:

- Director – SES Band 1
- Manager – Clerk 9/10 or Clerk 11/12

### Direct reports

- Nil

### Budget/Expenditure

- Nil

## Essential requirements



- Obtain and maintain the requisite security clearances for this position.
- Experience in the collation, analysis and preparation of data from various corporate systems and preparation of briefings and reports.
- Experience in databases and statistical software, including the ability to use office software to compile statistical reports.
- Basic experience in the motor vehicle fleet management and leasing environment.



## 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](http://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	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	<b>Influence and Negotiate</b>	<b>Adept</b>

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	<b>Deliver Results</b>	<b>Adept</b>
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
	Finance	Intermediate
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Foundational
	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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Influence and Negotiate	Adept	<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>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Recognise and explain the need for compromise</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 relations with internal and external stakeholders</li> <li>• Pre-empt and minimise conflict</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering on intended outcomes</li> <li>• Make sure team/unit staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>• Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>• Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>• Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>

## Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	30.10.2019

## Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region