

# Role Description

## Manager, Business Reporting

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Education and Skills Reform / Centre for Education Statistics and Evaluation / Skills Performance and Insights
Location	Parramatta
Classification/Grade/Band	Clerk Grade 11/12
Role Number	215198
ANZSCO Code	531111
PCAT Code	1227292
Date of Approval	April 2021
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

### Primary purpose of the role

The role leads a team that engages stakeholders to develop and provide insightful and accurate business metrics to drive policy development and operational improvement across the vocational education and training sector, as well as the wider Skills & Pathways portfolio of work in the to support the broader education system reform

### Key accountabilities

- Manage and coordinate the provision of high quality, accurate business data, reporting and trend analysis to inform decision making and to meet reporting requirements.
- Generate and communicate reporting insights to provide a clear understanding of business performance, trend analysis and leavers, through the extraction, analysis and documentation of data from multiple systems and sources.

- Identify opportunities and lead business analytics projects to develop and implement innovative approaches to solve complex business problems and support the development of business plans and decision making.
- Manage the creation, design and standardisation of weekly and monthly business performance dashboards
- Manage and embed the use of business process methodology to ensure the best possible business processes are developed for the Branch
- Manage and coordinate effective procedures for the documentation and mapping of business processes and business requirements to ensure consistency with policy frameworks.

## Key challenges

- Developing and fostering positive and collaborative working relationships with program owners and other senior stakeholders across the division and other areas of the Department.
- Undertaking high quality analysis to support the reporting and decision-making needs within tight timeframes.
- Maintaining knowledge of current and emerging trends to ensure that analytical work is based on contemporary national and international practice
- Lead the change management within the team while data reporting platform migrates from Amazon Web Services and Tableau to centralized departmental infrastructure of Microsoft Azure and PowerBI

## Key relationships

Who	Why
<b>Internal</b>	
Senior Branch staff and senior managers across the Department	<ul style="list-style-type: none"> <li>• Foster effective working relationships to collaborate, consult and engage to deliver targeted and relevant business information and business analysis</li> </ul>
<b>External</b>	
Stakeholders, Central agencies, the Commonwealth and training authorities in other states	<ul style="list-style-type: none"> <li>• Identify best practice in business analysis and the use of metrics to support decision making.</li> </ul>

## Role dimensions

### Decision making

This role:

- Makes high level decisions and acts independently to provide high quality business metrics and analysis to internal clients
- Consults with the Director in relation to decisions that have wide reaching implications, exceed the role's financial delegations, are contentious and /or are likely to have an impact on stakeholders, and in relation to decisions that require significant change to project outcomes or timeframes.
- Submits reports, analyses, briefings, correspondence, speeches and other written material in a final high quality manner with minimal input required from the supervisor.

## Reporting line

Director, Skills Performance and Insights

## Direct reports

Up to 3 direct reports

## Budget/Expenditure

TBA

## Essential requirements

- Proficiency in using at least one data, analytical or visualisation software (such as SQL, SAS, Tableau, PowerBI, R and/or Python).
- 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.
- A valid Working with Children Check for paid employment






## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Advanced
	<b>Act with Integrity</b>	<b>Advanced</b>
	Manage Self	Adept
	Value Diversity	Intermediate
 <b>Relationships</b>	Communicate Effectively	Adept
	<b>Commit to Customer Service</b>	<b>Advanced</b>
	Work Collaboratively	Adept
	<b>Influence and Negotiate</b>	<b>Adept</b>
 <b>Results</b>	Deliver Results	Adept
	<b>Plan and Prioritise</b>	<b>Adept</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	<b>Demonstrate Accountability</b>	<b>Adept</b>
 <b>Business Enablers</b>	Finance	Adept
	<b>Technology</b>	<b>Advanced</b>
	Procurement and Contract Management	Advanced
	<b>Project Management</b>	<b>Adept</b>
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Advanced</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	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
<b>Personal Attributes</b>	Advanced	<ul style="list-style-type: none"> <li>Model the highest standards of ethical behaviour and reinforce them in others</li> <li>Represent the organisation in an honest, ethical and professional way and set an example for others to follow</li> <li>Ensure that others have a working understanding of the legislation and policy framework within which they operate</li> <li>Promote a culture of integrity and professionalism within the organisation and in dealings external to government</li> <li>Monitor ethical practices, standards and systems and reinforce their use</li> </ul>
Act with Integrity		

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Advanced	<ul style="list-style-type: none"> <li>• Act on reported breaches of rules, policies and guidelines</li> <li>• Promote a culture of quality customer service in the organisation</li> <li>• Initiate and develop partnerships with customers to define and evaluate service performance outcomes</li> <li>• Promote and manage alliances within the organisation and across the public, private and community sectors</li> <li>• Liaise with senior stakeholders on key issues and provide expert and influential advice</li> <li>• Identify and incorporate the interests and needs of customers in business process design</li> <li>• Ensure that the organisation's systems, processes, policies and programs respond to customer needs</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> <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> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>• Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> <li>• Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> <li>• Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>• Evaluate achievements and adjust future plans accordingly</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 option</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>Results</b>	Adept	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Demonstrate Accountability		<ul style="list-style-type: none"> <li>• Ensure that actions of self and others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</li> </ul>
<b>Business Enablers</b> Technology	Advanced	<ul style="list-style-type: none"> <li>• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace</li> <li>• Implement appropriate controls to ensure compliance with information and communications security and use policies</li> <li>• Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes</li> <li>• Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes</li> <li>• Implement and monitor appropriate records, information and knowledge management systems protocols and policies</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>
<b>People Management</b> Manage and Develop People	Advanced	<ul style="list-style-type: none"> <li>• Refine roles and responsibilities over time to achieve better business outcomes</li> <li>• Recognise talent, develop team capability and undertake succession planning</li> <li>• Coach and mentor staff and encourage professional development and continuous learning</li> <li>• Provide timely, constructive and objective feedback to staff</li> <li>• Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives</li></ul>