Role Description
Manager, Product Development & Data Analytics

Cluster	**Regional NSW**
Department/Agency	**Department of Regional NSW**
Division/Branch/Unit	**Strategy, Corporate & Performance / Data & Performance / Intelligence, Data & Evidence**
Role number	**52011338**
Classification/Grade/Band	**Clerk Grade 11/12**
ANZSCO Code	**511112**
PCAT Code	**1119192**
Date of Approval	**July 2022**
Agency Website	**https://www.regional.nsw.gov.au/**

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

Lead the delivery and ongoing development of the database and analytics platforms for the Strategy, Corporate and Performance group, and ensures accurate data analysis is delivered to support strategic initiatives across the organisation to achieve government priorities.

Key accountabilities

- Lead the delivery and ongoing development of the database and analytics platforms for Strategy, Corporate and Performance, working closely with consultants, IT service providers and key stakeholders within the cluster agency.
- Ensure data is managed in compliance with policy and/or regulatory obligations and that the backlog of data and information products is prioritized and planned
- Act as Data Steward and ensure awareness, accessibility, release, appropriate use, security and management of data and leads initiatives that promote and encourage use of available data and information assets
- Manage the process to understand and address risks and issues to be treated for effective data and information product sharing
- Manage and contribute to the development and implementation of data assets, reporting on issues and key milestones, benefit realization and performance measures; and managing associated budgets to ensure project outcomes are achieved on time, on budget to a high standard
- Research, build and deploy systems and processes for the acquisition, management and dissemination of data and information products and review and refine to meet project specific objectives.

- Manage the development and performance of staff in responding to challenges around data architecture, data analytics and reporting.
- Lead the development and maintenance of technical documentation and plans to support implementation of new solutions ie. data migration plans, data models, information strategies

Key challenges

- Establish and maintain diverse stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met
- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected
- Identifying and managing project delivery risks, including consistency with existing IT systems and infrastructure, agency priorities and budget to identify and implement project risk strategies.

Key relationships

Internal

Who	Why
Director	- Receive guidance and provide regular updates on key projects, issues and priorities - Provide advice and contribute to decision making - Identify emerging issues/risks and their implications and propose solutions
Project Team	- Guide, support, coach and mentor team members - Work collaboratively to contribute to achieving team outcomes - Identify emerging issues/risks and their implications and propose solutions
Stakeholders	- Provide expert advice on project related issues - Report and provide updates on project progress - Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation

External

Who	Why
Stakeholders	Engage and consult data subject matter experts to align outcomes with sector best-practice
NSW government agencies	- Build and maintain effective and credible relationships with IT technical staff in contributing to enterprise information architecture and resolving technical issues - Represent the department on Interagency information architecture working groups
Vendors/Service Providers and Consultants	- Monitor provision of service to ensure compliance with contract and service arrangements - Consult, provide and obtain information, and negotiate required outcomes - Resolve and provide solutions to issues

Role dimensions

Decision making

- Makes operational decisions to support the development and implementation of projects, strategies and initiatives
- Provides project advice, priorities and direction to the project team/s

Reporting line

The role reports to the Director, Intelligence, Data and Evidence

Direct reports

Up to 4 direct reports

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience in information management
- Knowledge of advanced data analytics, data science and/or data engineering techniques
- Familiarity with one or more quantitative analytical software packages or programs, especially R, PowerBI and SQL

Essential requirements
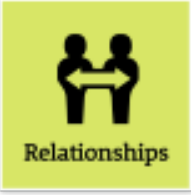
- Tertiary qualifications in Information Technology (or similar) or relevant field or equivalent experience

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

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.
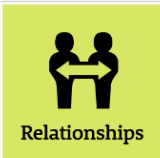
Capability Group	Capability name	Level
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	**Adept**
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**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	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**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	Advance
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		• 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	
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks	Adept
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems	Advanced

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		• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	
	Project Management Understand and apply effective planning, coordination and control methods	• Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups	Adept
People Management	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks	Adept

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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.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

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