Role Description
Senior Data and Business Intelligence Analyst

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Northern Rivers Reconstruction Corporation
Location	Regional NSW
Classification/Grade/Band	Clerk Grade 9/10
Role Family	Standard / Planning, Strategy, Governance and Risk / Delivery
ANZSCO Code	224412
PCAT Code	1119192
Date of Approval	August 2022
Agency Website	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.

The Northern Rivers Reconstruction Corporation (NRRC) is a development corporation established following the 2022 floods across the Lismore and Northern Rivers region of NSW. The NRRC manages the rebuilding of these communities by coordinating planning, rebuilding and construction work across multiple government agencies. The NRRC works with the Northern Rivers Administrative Corporation in the following local government areas: Ballina; Byron, Clarence Valley; Lismore; Richmond Valley; Tweed, and Kyogle.

The NRRC operates as a 'front door to government' for all reconstruction and development activities in the Northern Rivers. It will set and implement reconstruction priorities in the region and work with government agencies and departments to deliver those priorities quickly.

Primary purpose of the role

The Senior Performance Analyst provides branch level planning and performance analysis to inform organisational improvement. The role draws on new and existing data from diverse sources to communicate complex operational and policy challenges, influence decision makers, and improve internal processes.

Key accountabilities

- Undertake a range of data analysis and data visualisation tasks using data analytic tools to support strategies,policy initiatives and information sharing that are both graphical and geospatial
- Provide advanced statistical modeling and forecasting and contribute to the development of a standard suite of management and ad-hoc reports to assist business operations.
- Contribute to technical project management, prepare briefs, reports and specifications for system projects, automation and business intelligence software and user-generated discovery tools
- Extract data from multiple sources, manipulating data/data validation to ensure data integrity and accuracy is retained when developing information dashboards and online presentations.
- Establish collaborative and productive relationships with team members working on projects to achieve agreed outcomes
- Provide accurate and timely analysis to ensure that decisions and advice are based on the best possible data and information including an accurate picture of the current situation

Key challenges

- Keeping abreast of current and emerging trends, Government policy and statutory requirements to support improvements to data analytics, processes and systems
- Communicating technical concepts to non-technical audiences and managing negotiations with diverse stakeholders to support data analytics, process and system development.
- Working collaboratively in cross-directorate and cross-portfolio teams in an environment characterised by competing deadlines

Key relationships

Who	Why
Internal	
Manager and Team	- Seek information and collaborate with team members to implement accurate reporting and analysis of complex data - Collaborate with the team on system and process improvement projects providing advice on system, process, policy and statutory requirements
Internal staff	- Consult and communicate effectively with business stakeholders in documenting business requirements during planning and delivery of system and process improvement projects. - Deliver timely and accurate reports and data analytics to Executive and operational staff that reflect business needs
External	
Industry stakeholders/clients	Build and maintain effective and credible relationships with IT technical staff in resolving technical and complex data issues

Role dimensions
Decision making

The role:

- operates with a high level of autonomy and is expected to determine key operational objectives within delegated authority limits;

- is accountable for the delivery of assigned work and responsible for the service's quality, integrity, and validity;
- defers to the manager on issues that have a significant political impact or issues outside of financial delegation;
- builds networks throughout the department and with other government entities; and
- provides advice with authoritative recommendations on a range of issues including system and process improvement, standards and policies for the Branch.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

Nil

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.

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**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 or personal motivation	Intermediate
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept

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Capability group/sets	Capability name	Behavioural indicators	Level
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced
Results	**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

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Capability group/sets	Capability name	Behavioural indicators	Level
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	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.

COMPLEMENTARY CAPABILITIES			
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
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
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	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate

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