

# Role Description

## Senior Business Insights Analyst

Cluster	Education
Agency	NSW Education Standards Authority (NESA)
Division/Branch/Unit	Innovation, Strategy and Projects
Location	117 Clarence Street, Sydney NSW
Role number	T1814
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	249111
PCAT Code	1119192
Agency website	<a href="https://www.educationstandards.nsw.edu.au/">https://www.educationstandards.nsw.edu.au/</a>

### Agency overview

The NSW Education Standards Authority (NESA) works with the NSW community to drive improvements in student achievement.

We are an independent statutory authority reporting to an independent Board and the NSW Minister for Education and Early Childhood Learning.

Making sure all children and young people in NSW leave school ready to take advantage of life's opportunities, as well as to rise to its inevitable challenges, is at the heart of what we do.

We achieve this by supporting all school sectors (public, catholic and independent) to deliver the best possible outcomes for students through:

- high-quality syllabuses.
- assessment, including managing the HSC and NAPLAN.
- teaching standards, such as the accreditation of teachers to work in NSW schools.
- school environments, including setting and monitoring school standards.

To find out more about the important work we do for NSW visit our [website](#).

### Primary purpose of the role

The Senior Business Insights Analyst is responsible for the identification, capturing and dissemination of data via interactive visualisations and dashboards, supporting our people to make informed decisions underpinned by easily accessible data. You will use your investigative and problem-solving skills to analyse data and uncover trends that deliver actionable insights for the business and help support achievement of organisational objectives.

The role is a mixture of business insights, problem solving, development and data analysis work, where excellent communication and stakeholder management skills are a must. You will be working closely with the business to analyse requirements and convert them into solutions in Power BI, as well as typical BAU support.

You are a proactive, and hardworking team player with strong analytical, business intelligence, and Power BI development skills working with internal stakeholders across all levels. You are well-versed in Power BI applications and have a solid understanding of privacy and data governance principles..

## Key accountabilities

- Support the delivery of business intelligence and insights for NESAs strategic and operational planning and decision-making.
- Understand and interpret business requirements in the context of Power BI, transforming raw data into relevant insights.
- Deliver targeted, clear and impactful data visualisations and reports facilitating data-enabled decision-making.
- Effectively translate requirements for business intelligence, reporting and analytics to database modelling and design.
- Participate in design discussions, understand application source data, and create Power BI dashboards and interactive visual reports using filters and visualisations - design, build and deploy.
- Develop new and improve existing dashboards and reports in Power BI to support management objectives and aid decision making.
- Support users in the use of Power BI to consume and build reports, including provision of training.
- Manage stakeholder relationships through effective communication, negotiation and issues management to ensure stakeholders are engaged throughout the design and build process.
- Provide guidance on best practice in terms of report design and building in Power BI.
- Help lead and participate in a community of practice for PowerBI experts across NESAs.

## Key challenges

- Ensuring the design and implementation of reports, in a high-volume working environment with competing priorities, to ensure timeframes are met.
- Developing solutions that support a range of operational management and budgeting processes contributing to an overall improvement in data insights and decision-making tools for management.
- This position will demand critical thinking skills, having the ability to quickly understand existing data sources, models, and systems.
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## 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, and priorities.</li> <li>• Provide expert advice and contribute to decision making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> </ul>
Project Team	<ul style="list-style-type: none"> <li>• Work collaboratively to contribute to achieving team outcomes.</li> <li>• Support team, work collaboratively to contribute to achieving multiple teams' business outcomes</li> </ul>

Who	Why
	<ul style="list-style-type: none"> <li>Participate in meetings to obtain the work group perspective and share information</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>Provide expert advice on business insights issues.</li> <li>Provide a client-focused approach to service delivery.</li> <li>Manage expectations, resolve, and provide solutions.</li> <li>Provide information and guidance regarding relevant policies, practices, and standards</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager

### Reporting line

The Senior Business Insights Analyst reports to the Program Manager.

## Essential requirements

- Successful track record in delivering complex programs and/or transformations
- Relevant background in transformation, organisational change, or technology
- Demonstrated ability to influence stakeholders and work closely with them to resolve issues
- Expertise in managing and leading projects
- Ability to understand complex problems and create innovative and pragmatic solutions

## 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
 <p>Personal Attributes</p>	<p><b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Present with credibility, engage diverse audiences and test levels of understanding</li> <li>• Translate technical and complex information clearly and concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Contribute to and promote information sharing across the organisation</li> <li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>• Explore creative ways to engage diverse audiences and communicate information</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>	Adept
	<p><b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
 <p>Results</p>	<p><b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>• Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others</li> </ul>	Advanced

## FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>• Take account of the wider business context when considering options to resolve issues</li> <li>• Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements</li> <li>• Implement systems and processes that are underpinned by high-quality research and analysis</li> <li>• Look for opportunities to design innovative solutions to meet user needs and service demands</li> <li>• Evaluate the performance and effectiveness of services, policies and programs against clear criteria</li> </ul>	
 <p>Business Enablers</p>	<p><b>Technology</b></p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Champion the use of innovative technologies in the workplace</li> <li>• Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies</li> <li>• Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes</li> <li>• Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes</li> <li>• Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies</li> </ul>	Advanced

### 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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	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	Adept
	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
	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	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate