

Role Description

Senior Business Consultant



Planning,
Industry &
Environment

Cluster	Planning Industry and Environment
Agency	Department of Planning Industry and Environment
Division/Branch/Unit	Corporate Services/Digital Information Office
Location	Parramatta
Classification/Grade/Band	Clerk Grade 9 / 10
Role Family (<i>internal use only</i>)	Bespoke / Information and communication technology / Deliver
ANZSCO Code	261111
PCAT Code	1226192
Date of Approval	August 2017 (updated March 2020)
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster (DPIE) was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

Gather, document and analyse varying stages of business requirements to translate them into Statements of Work, Business Case proposals and project specifications for approval by project sponsor/stakeholders and ensuring compliancy with the agreed methodology and DPIE enterprise architecture.

Key accountabilities

Business Needs Identification

- Partner with key DPIE business stakeholders to understand business needs, gather information and analyse requirements to develop Statement of Work that reflect required business outcomes and benefits.
- Assess existing business processes and analyse workflows, needs and activities, to enable current state and future improved state business models, to be developed
- Assist and support Business Partners to develop documentation that assists the business access existing IT services while adopting the agreed methodologies, policies, standards and architectures.

IT Proposal Development

- Develop business cases and provide consultancy support for the preparation of High Level and Detailed Requirements Specification documents that provide key inputs into the selection of suitable solutions to deliver business benefits.
- Facilitate business and user workshops to enable the development of detailed functional requirements and specifications. Communicate these requirements to nominated decision makers to gain approval.
- Support the development of implementation plans, cost estimates. project schedules, resource plans and vendor selection and engagement

Key challenges

- Establishing relationships with stakeholders to develop trust and ensure reliable and accurate information
- Distilling business needs to identify fit for purpose options
- Keeping abreast of changing technologies and business processes

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise and receive Inspire and motivate team, provide direction and manage performance
Work team	<ul style="list-style-type: none">• Support team, work collaboratively to contribute to achieving the team's business outcome• Participate in meetings to represent work group perspective and share information• Participate in discussions and decisions regarding implementation of innovation and best practice
Clients/Customers	<ul style="list-style-type: none">• Resolve issues and provide solutions to problems• Provide information regarding agency sector wide rules and standards

Role dimensions

Decision making

The role has autonomy to initiate their own work and that of others and is responsible for meeting allocated objectives.

Reporting line

Manager, Business Consultancy and Portfolio Planning

Direct reports

Nil

Budget/Expenditure

Nil

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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

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	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	Strategy and Architecture- Business Strategy Planning Business Process Improvement	Level 5 - BPRE
	Business Change - Business Change Management Business Analysis	Level 5 - BUAN
	Business Change - Business Change Management Requirements definition and Management	Level 4 - REQM

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
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements Keep discussion focused on the key issues

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Level and Code	Skill and Level Description
Strategy and Architecture Business Strategy and Planning	Level 5 BPRE	BUSINESS PROCESS IMPROVEMENT (BPRE) – Analyses business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches. Contributes to evaluating the factors which must be addressed in the change programme. Helps establish requirements for the implementation of changes in the business process

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Level and Code	Skill and Level Description
Business Change Business Change Management	Level 5 BUAN	BUSINESS ANALYSIS (BUAN) – Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change. Applies and monitors the use of required modelling and analysis tools, methods and standards, giving special consideration to business perspectives. Conducts investigations at a high level for strategy studies, business requirements specifications and feasibility studies. Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks. Identifies stakeholders and their business needs
Business Change Business Change Management	Level 4 REQM	REQUIREMENTS DEFINITION AND MANAGEMENT (REQM) – Facilitates scoping and business priority-setting for change initiatives of medium size and complexity. Contributes to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source. Discovers and analyses requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate. Obtains formal agreement by stakeholders and recipients to scope and requirements and establishes a base-line on which delivery of a solution can commence. Manages requests for and the application of changes to base-lined requirements. Identifies the impact on business requirements of interim (e.g. migration) scenarios as well as the required end position