# Role Description
# **Process Automation Analyst**

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|---|---|
| **Cluster** | Finance, Services & Innovation |
| **Agency** | Department of Finance, Services and Innovation |
| **Division/Branch/Unit** | Revenue NSW/Strategy and Service Improvement/ Automation |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Kind of Employment** | Ongoing |
| **ANZSCO Code** | 261111 |
| **PCAT Code** | |
| **Date of Approval** | |

## Primary purpose of the role

Works closely with the automation senior delivery lead to assist with the ongoing assessment of automation opportunities and impacts in conjunction with business stakeholders, along with supporting the day to day run functions within the automation environment.

## Key accountabilities

- Documents business requirements, design and configuration artifacts to ensure stakeholder expectations and requirements are successfully captured and translated into automation deliverables
- Assists with the support validation and User Acceptance Testing (UAT), coordinate team efforts and defect resolution to support the successful delivery of the automated processes into pilot
- Assist with the ongoing assessment of automation opportunities to support the update of the demand pipeline
- Configures enhancements to already automated processes (e.g. improvements to reduce referrals) to further contribute to the business benefits realised through automation
- Perform daily monitoring and assist with the management of processing schedules to enable efficient utilisation of the runtime resources in the production environment
- Assist with the maintenance of automated processes in production to ensure automations are up to date and aligned with system builds and changes

## Key challenges

- Dealing with a diverse range of complex matters in a high volume or sensitive customer focused environment by demonstrating resilience
- Responding to enquiries and completing administrative and processing tasks within defined service standards
- Understanding the impact on business functions

# Key relationships

| Who | Why |
|---|---|
| **Internal** | |
| Manager | • Escalate issues, keep informed, advise, receive guidance and instructions |
| Work team | • Support team, work collaboratively to contribute to achieving the team's business outcomes |
| Clients/customers | • Resolve issues and provide solutions to problems<br>• Provide advice to stakeholders to ensure consistent approaches and appropriate standards are met<br>• Liaise with key stakeholders and facilitate workshops to develop and implement improvements that meet changing business requirement and improve day to day business performance |

# Role dimensions

## Decision making

This role has autonomy and makes decisions under their direct control and refers to the Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

## Reporting line

Product Manager Automation

## Direct reports

Nil

## Budget/Expenditure

As per DFSI Financial Delegations

# Essential requirements

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

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

**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**<br>Display Resilience and Courage | Intermediate | • Be flexible and adaptable and respond quickly when situations change<br>• Offer own opinion and raise challenging issues<br>• Listen when ideas are challenged and respond in a reasonable way<br>• Work through challenges<br>• Stay calm and focused in the face of challenging situations |
| **Personal Attributes**<br>Manage Self | Intermediate | • Adapt existing skills to new situations<br>• Show commitment to achieving work goals<br>• Show awareness of own strengths and areas for growth and develop and apply new skills<br>• Seek feedback from colleagues and stakeholders<br>• Maintain own motivation when tasks become difficult |
| **Relationships**<br>Communicate Effectively | Adept | • Tailor communication to the audience<br>• Clearly explain complex concepts and arguments to individuals and groups |

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| | | • Monitor own and others' non-verbal cues and adapt where necessary<br>• Create opportunities for others to be heard<br>• Actively listen to others and clarify own understanding<br>• Write fluently in a range of styles and formats |
| **Relationships**<br>Influence and Negotiate | Intermediate | • Utilise facts, knowledge and experience to support recommendations<br>• Work towards positive and mutually satisfactory outcomes<br>• Identify and resolve issues in discussion with other staff and stakeholders<br>• Identify others' concerns and expectations<br>• Respond constructively to conflict and disagreements<br>• Keep discussion focused on the key issues |
| **Results**<br>Plan and Prioritise | Intermediate | • Understand the team/unit objectives and align operational activities accordingly<br>• Initiate, and develop team goals and plans and use feedback to inform future planning<br>• Respond proactively to changing circumstances and adjust plans and schedules when necessary<br>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals<br>• Accommodate and respond with initiative to changing priorities and operating environments |
| **Results**<br>Think and Solve Problems | Intermediate | • Research and analyse information and make recommendations based on relevant evidence<br>• Identify issues that may hinder completion of tasks and find appropriate solutions<br>• Be willing to seek out input from others and share own ideas to achieve best outcomes<br>• Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**<br>Technology | Intermediate | • Apply computer applications that enable performance of more complex tasks<br>• Apply practical skills in the use of relevant technology<br>• Make effective use of records, information and knowledge management functions and systems<br>• Understand and comply with information and communications security and acceptable use policies<br>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |