

Role Description

Business Solutions Specialist

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	SINSW/Service Planning/Data Insights and Planning Analytics
Role number	TBA(x2)
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	139999
PCAT Code	2221192
Date of Approval	
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Manage the development and implementation of business system solutions and student projections to ensure high-quality, robust and innovative planning analytics for current and future school infrastructure.

Key accountabilities

- Lead the development and implementation of short term and long term student projections using internal and external data sources.
- Lead the development of specialist digital solutions using innovative technologies and create approaches to achieve efficiencies and enhancements in planning analysis and population projections.

- Engage and collaborate with internal and external stakeholders to develop innovative approaches to view, interact with, and visualise data and analytics to enable customers to derive meaningful insights from a range of information sources.
- Manage, monitor and review analytical tools, methods and approaches, and devise and develop recommendations, to deliver innovative, fit-for-purpose business solutions.
- Identify, anticipate and assess complex data issues and priorities to effectively manage and mitigate risks and achieve business objectives.
- Participate in key forums, committees, working groups and meetings to effectively represent SINSW views and interests across population planning and asset solutions.
- Influence and actively contribute to the development of team knowledge and capability to support ongoing continuous improvement and innovation.

Key challenges

- Negotiating and consulting with a range of stakeholders, often with diverse needs and interests, to deliver short and long term student projections, and customised digital planning analysis and solutions.
- Maintaining technical expertise of best practice digital analytics, systems and reporting and applying this knowledge within a dynamic, complex school infrastructure environment.
- Translating and communicating complex analytics into meaningful insights and innovative business solutions for stakeholders.

Key relationships

Who	Why
Internal	
Director	<ul style="list-style-type: none"> • Receive direction, advice, guidance and performance feedback. • Report on progress towards business objectives and discuss future directions. • Provide expert advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Work team	<ul style="list-style-type: none"> • Work collaboratively to support the team in achieving business outcomes. • Participate in meetings, share information and provide input on issues.
Senior Quality and Standards Officer, SINSW	<ul style="list-style-type: none"> • Ensure consistency of application and compliance with standards.
Infrastructure Planning, SINSW	<ul style="list-style-type: none"> • Provide specialist subject matter expertise, expert advice and solutions.
Customers/Stakeholders	<ul style="list-style-type: none"> • Provide expert advice on business solutions and contribute to decision making. • Consult, negotiate and collaborate to define mutual interests and determine strategies to achieve their resolution. • Optimise engagement to achieve defined outcomes. • Manage expectations and resolve issues.

Who	Why
External	
Customers/Stakeholders, including other NSW Government agencies, such as NSW Department of Planning, Industry & Environment; Transport for NSW	<ul style="list-style-type: none"> • Develop and maintain collaborative working relationships and open channels of communication. • Establish professional networks and relationships. • Share and exchange information regarding trends, common issues and innovations.

Role dimensions

Decision making

The role acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgment to achieve outcomes. Is accountable for the formulation, integrity and reliability of advice, recommendations and solutions provided to stakeholders.

In matters that are sensitive, high-risk or business-critical, the role consults with the Director, Data Insights and Planning Analytics to agree on a suitable course of action.

Reporting line

Director, Data Insights and Planning Analytics

Direct reports

Nil

Budget/Expenditure

Nil

Financial delegation – in accordance with the Department’s policy as prescribed for a Clerk Grade 11/12.

Key knowledge and experience

- Demonstrated experience in using database technologies to analyse and develop projection models and apply statistical measures for verification.
- Demonstrated experience in delivering innovative data solutions using databases (SQL Server, PostgreSQL, Oracle) and database driven development, web-based data visualisation Geographic Information Systems (GIS) (ESRI, Mapbox, Carto, PostGIS), and leveraging industry RESTful APIs to deliver strategic outcomes.
- Knowledge of, and commitment to implementing the Department’s [Aboriginal Education Policy](#) and upholding the [Department’s Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Tertiary qualifications in a relevant discipline, such as demographics, mathematics, engineering or economics, to solve and communicate business issues through analytics.

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**.

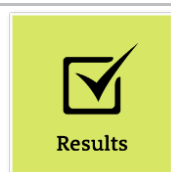
Focus capabilities

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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• 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

Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • 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 community 	Adept
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Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced
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Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • 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 	Advanced
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		<ul style="list-style-type: none"> Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Champion the use of innovative technologies in the workplace Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies 	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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept



Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
Project Management	Understand and apply effective planning, coordination and control methods	Adept