

# Role Description

## Senior Process Analyst



Customer  
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	224711
PCAT Code	1223392
Date of Approval	January 2020

### Primary purpose of the role

Analyse complex data from multiple sources to identify process and business improvement opportunities, providing new information and insights to the business to inform planning, continuous improvement and performance.

### Key accountabilities

- Builds strategic relationships and work with cross functional stakeholders to define business needs and gather data for mapping business processes to deliver products and services with the maximum benefit and to required standard
- Analyse and map business processes and workflows applying best practice methodologies to identify barriers and define new process improvement opportunities to support continuous improvement and business outcomes
- Provide advice to stakeholders, on ways to improve the efficiency and reliability of products and services to enable effective service delivery and enhanced way of working
- Oversee the filtering and “cleaning” of data to ensure the quality and accuracy of source data being built by team members
- Produce reports, visualisations and recommendations to answer complex business problems that are presented in the most appropriate format to ensure clarity for target audience
- Develop and manage stakeholder relationships through strong and effective communications, managing expectations, mediation and issues management and negotiation to ensure delivery of services and the achievement of outcomes and benefits, engaging with stakeholders at all levels
- Continuously monitor and evaluate all aspects of project implementation, applying sound project management principles including risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, to achieve project outcomes

### Key challenges

- Applying expert quality assurance, validation and data linkage in the context of business need when identifying and embedding relevant and potentially new sources of data
- Responding to requests for information and advice while balancing competing demands to ensure objectives are achieved

- Providing, concise advice and determinations in a dynamic and complex working environment where users may not understand the context, assumptions and caveats associated with the data analysis products developed

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Receive advice and report on progress towards business objectives and discuss future directions</li> <li>• Provide high level advice and reporting</li> <li>• Escalate issues, keep informed, advise, receive guidance and instructions</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Guide, support, coach and mentor and support to work collaboratively to achieve business outcomes</li> <li>• Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice</li> <li>• Participate in meetings, present information on program/project status, sensitive and emerging issues</li> <li>• Manage/lead project team and cross functional projects, allocate and monitor work, provide guidance and instruction</li> </ul>
Work Colleagues	<ul style="list-style-type: none"> <li>• Provide and receive information and advice</li> <li>• Share information, collaborate, and provide input and guidance on issues, including meetings</li> </ul>
Client / Customer	<ul style="list-style-type: none"> <li>• Provide a customer focused approach to service delivery</li> <li>• Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates.</li> <li>• Respond to needs and resolve issues</li> </ul>
<b>External</b>	
Customers / Stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships and open channels of communication</li> <li>• Engage with, consult, provide and obtain information</li> <li>• Work collaboratively, negotiate, report on and guide effective outcomes</li> </ul>
Suppliers/vendors	<ul style="list-style-type: none"> <li>• Monitor contracts and provision of service to ensure compliance with contracts and service arrangements</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**

Manager

### **Direct reports**

This role has no direct reports

### **Budget/Expenditure**

As per the Customer Service delegations

### **Essential requirements**

Tertiary qualifications or equivalent experience





### **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](http://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
 <b>Personal Attributes</b>	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 <b>Relationships</b>	Communicate Effectively	Adept
	<b>Commit to Customer Service</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
 <b>Results</b>	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Advanced</b>
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	Finance	Intermediate
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Intermediate
	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
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <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 a high level of personal motivation</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
		<ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Think and Solve Problems	Advanced	<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</li> <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 systems, process and business improvements</li> <li>• Implement systems and processes that underpin high quality research and analysis</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>