Role Description
Report Integration Specialist

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Infrastructure & Place/PMO/PMG
Location	Sydney
Classification/Grade/Band	Grade 9
ANZSCO Code	262111
PCAT Code	1224992
Date of Approval	4 June 2018

Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport Cluster. At Transport, we are passionate about making NSW a better place to live, work and visit. Our vision is of a connected roads and public transport network that has a higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we are delivering a $41.5bn program – the largest this nation has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce which reflects the community and customers we serve.

Primary purpose of the role

The primary purpose of the role is to develop reporting and integration solutions and to provide a framework for the business to develop its own views, utilising approved data sources, which facilitate the achievement of business outcomes, thereby improving business efficiencies, processes and decision making.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Provide ongoing development and maintenance of existing reports and integration components
- Utilise and translate input from the Business Analyst, Business Solutions team and Business stakeholders to design, develop and deliver technical and operational reporting and integration solutions
- Support business teams through the continuous improvement of operational and special purpose reporting to facilitate decision making and improve processes
- Work with the Business Analyst and wider Business solutions team to accurately gather and interpret requirements, specifications and database models to determine appropriate ETL and integration development solutions

- Produce detailed specifications for reporting solutions and translate them into detailed designs for implementation, applying appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures
- Develop and implement new operational reports in core systems and enhance existing reporting solutions, ensuring that stakeholders are clearly informed of the requirements and outputs of the proposed solutions
- Develop coding and solutions designs for reporting solutions identified and agreed by the Business Solutions team and stakeholders
- Ensure that software and application designs address functional, service quality and systems management requirements
- Develop and maintain stable and effective integration solutions that improve the overall performance and usability of the solution
- Support the business by offering and further ensuring the utilisation of approved data sources and solutions, mentoring them on best practices and approaches to data visualisation

Key challenges

- Developing and maintaining strong working relationships with PMG business units, and the wider TfNSW community to enhance technical knowledge
- Building effective relationships to understand customer needs, requirements and expectations to deliver customer focussed outcomes

Key relationships

Who	Why
Internal	
PMO and PMG Management; Project Management	• Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Program Management	• Escalate issues, keep informed, advise and receive instructions • Provide regular updates on issues and resolutions • Contribute to planning and inform decision making
Work Team	• Participate in meetings to represent work group perspective and share information • Participate in discussions and decisions regarding implementation of innovation and best practice
External	
Other Divisions within TfNSW, service providers, providers of specialist contracting and consultancy services, other government agency (State and Commonwealth); private sector groups; corporate and industry associations	• Participate in forums, groups to represent agency and share information • Participate in discussions regarding innovation and best practice

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Role dimensions

Decision making

As per the delegations of the role

Reporting line

The role reports to the Manager Data Solutions & Management

Direct reports

The role has no direct reports

Budget/Expenditure

The budget/expenditure allocation for this role is to be confirmed

Essential requirements

Tertiary qualifications in relevant discipline, or equivalent experience supporting and planning projects or systems maintenance

Experience with Data Warehouse, Business Intelligence and Decision Support tools and concepts

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

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	• 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	Adept	• Take responsibility for delivering high quality customer-focused services

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Commit to Customer Service		• Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Advanced	• 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 • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Advanced	• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols and policies

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