

# Role Description

## Business Intelligence Analyst, Construction & Infrastructure



Regional  
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	Public Works Advisory
Location	Negotiable
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224711
PCAT Code	2229192
Date of Approval	November 2021
Agency Website	<a href="http://www.drnsw.nsw.gov.au">www.drnsw.nsw.gov.au</a> or <a href="http://www.publicworks.nsw.gov.au">www.publicworks.nsw.gov.au</a>

### Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Public Works Advisory (PWA) is part of the Department of Regional NSW and supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, design, delivery and support services. There's nothing abstract about what we do. Just look around. Our work is in the hospitals, dams, water treatment plants and high schools – the real foundations of prosperous communities. Every day we help shape the ambitious projects that bring progress to more people in NSW. From forging a more sustainable relationship with the land around us, to engineering the big ideas of the future. In every challenge we see the chance to build stronger and more connected communities. We do this by developing solutions that show creativity and grassroots ingenuity, providing impartial advice and support at all levels of government and the private sector, and partnering with experts to maximise the benefits of our knowledge and experience.

In PWA offices all over the state, you'll find local expertise for local issues. We uncover the best talent, scrutinise cost and risk, and bridge the gap between private sector and government. By managing these nuances, projects we work on don't just get done, they become benchmarks others aspire to.

### Primary purpose of the role

As a member of the Business Intelligence team at PWA, assist with day-to-day data analysis reporting and various strategic/planning initiatives, while helping identify and coordinate longer term analytics improvements (processes and systems) to improve client service, staff experience and accountability, data accessibility, and data driven decision making across the organisation.

## Key accountabilities

- Support the development, implementation and improvement of efficient reporting to support the information needs of business units and their clients.
- Build data models, extract reports and review information to identify trends, pain points and opportunities, and make recommendations to a range of senior stakeholders.
- Work collaboratively with functional areas in the division to develop and maintain relevant performance metrics, measurements and targets, establishing and documenting automated technology-based approaches wherever possible to streamline these processes.
- Contribute to the development and revision of business operational processes, particularly where they can be streamlined through the use of automation tools, visualisation suites or coding.
- Identify valuable sources of data across the business and work closely with various teams to make the information accessible and actionable for operational and strategic decision making.
- Contribute to the preparation of strategic business papers and initiatives for review by the Executive Team.
- Provide timely advice to internal customers on solutions to meet their specific information requirements, including referrals to education and support resources, and expert advice and requirements for proposed changes and enhancements; promoting the use of contemporary tools and ways of working.

## Key challenges

- Delivering business analysis services within a high-volume environment, providing high quality, accurate and consistent outputs.
- Contributing to change across the department, where there is resistance at some levels, through the recommendation of improved process design, data management and reporting that supports the organisation's desire for better integrated systems and data-driven business decision making.
- Gaining a deep familiarity of PWA's business model, capabilities and clients to make informed and bold strategic recommendations to the Executive and deliver on day-to-day analysis/reporting responsibilities.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Escalate issues, keep informed, advise, receive guidance and instructions as required.</li><li>• Provide advice, the preparation of various papers, business cases, reports and other work outputs.</li><li>• Leverage technical application and development skills to help turn data analysis improvement ideas into reality.</li></ul>
Client Facing Team Leads	<ul style="list-style-type: none"><li>• Assist with the development and maintenance of various ongoing and ad-hoc digital dashboards and reports.</li><li>• Work with the Manager to support team leads with strategic business analysis and recommendations.</li></ul>

Who	Why
Business Systems & Processes Group	<ul style="list-style-type: none"> <li>Help identify improved data analysis opportunities, including detailed requirements gathering, platform/tool recommendations, project-level support and administration as required.</li> </ul>
PWA Staff	<ul style="list-style-type: none"> <li>Guide, support, coach and mentor staff members in the areas of data analytics and business analysis as required</li> <li>Lead regular meetings to obtain work group perspective and share information particularly when addressing change management issues</li> <li>Participate in meetings to share information and provide input on process and system improvement initiatives</li> </ul>

## Role dimensions

### Decision making

- The position contributes to the development of day-to-day operational planning and reporting outputs, as well as strategic analysis work, and is responsible for prioritising workload to deliver these outcomes.
- The position has responsibility for helping design and recommend system and process improvements to realise efficient and progressive business and client facing outcomes.
- The position is accountable for validating the quality, integrity and accuracy of BAU reporting and strategic analysis data, and responding to queries in a timely and customer focused manner.

### Reporting line

TBC

### Direct reports

Nil

### Budget/Expenditure

As per the DRNSW Financial delegations

## Key knowledge and experience

- Working knowledge and understanding of database and business intelligence concepts and tools
- Demonstrated experience in data cleansing, extraction, manipulation and data management
- Experience in a similar insight driven data analytics team and designing and developing efficient code, functions and scripts that leverage data from multiple sources using R/Python/SAS and SQL programming languages.
- Experience in visualization tools (regular hands on development in a role) such as PowerBI, Tableau, Spotfire, QlikView and manipulation tools (e.g. Alteryx and Dataiku); building data products and defining the data models.
- Strong conceptual, problem solving and analytical skills
- Experience in a hands-on role interpreting and telling stories with data, including business and financial performance

## Essential requirements

- Tertiary qualification in a relevant Actuarial Studies, Mathematics, Engineering or Statistics discipline, or relevant experience.

## 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	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"><li>• Adapt existing skills to new situations</li><li>• Show commitment to achieving work goals</li><li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li><li>• Seek feedback from colleagues and stakeholders</li><li>• Stay motivated when tasks become difficult</li></ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"><li>• Focus on providing a positive customer experience</li><li>• Support a customer-focused culture in the organisation</li><li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li><li>• Identify and respond quickly to customer needs</li><li>• Consider customer service requirements and develop solutions to meet needs</li><li>• Resolve complex customer issues and needs</li><li>• Cooperate across work areas to improve outcomes for customers</li></ul>	Intermediate
	<b>Deliver Results</b>	<ul style="list-style-type: none"><li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li></ul>	Adept



## Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

## Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



## Business Enablers

### Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

- Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
- Understand the impacts of funding allocations on business planning and budgets
- Identify discrepancies or variances in financial and budget reports, and take corrective action
- Know when to seek specialist advice and support and establish the relevant relationships
- Make decisions and prepare business cases, paying due regard to financial considerations

Adept

### Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes

Adept





- Monitor compliance with the organisation's records, information and knowledge management requirements

## 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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate