

DATA AND REPORTING ANALYST

BRANCH/UNIT	Systems Group – Solutions Delivery		
TEAM	Solutions Delivery		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TWL9		
POSITION NO.	TBA		
ANZSCO CODE	TBA	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Data and Reporting Analyst is responsible for creating high quality business analytics that will deliver business and educational insights to inform decision making and ensure the sustainability of the product development processes.

3. KEY ACCOUNTABILITIES

1. Review existing data gathering and reporting processes and make recommendations for improvement, in particular to increase efficiency and transparency and to ensure information requirements of all stakeholders are met.
2. Provide accurate and timely reports on the product development status for all projects within each production cycle to meet stakeholder needs.
3. Contribute to the development of business requirements in relation to data collection, management and reporting.
4. Utilise reporting systems to drive process and system efficiencies and promote data integrity.
5. Explain the business impact and strategic significance of analytic outcomes, to senior stakeholders in easy to understand terms, to enable timely and effective decision making.
6. Analyse information and data to identify requirements for corrective action and develop recommendations for interventions and enhancements.
7. Collaborate with key stakeholders to collect and present data on the outcomes of product development projects to inform both product and business process improvements.
8. Build and maintain key relationships with all stakeholders to exchange information and determine and resolve issues.
9. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
10. Place the customer at the centre of all decision making.
11. Work with the Line Manager to develop meaningful performance development and review plans.

4. KEY CHALLENGES

- Achieving multiple objectives given limited resources as well as tight and changing deadlines.
- Liaising with a wide range of stakeholders and negotiating workable timeframes to obtain information and perform consultation in the face of stakeholders' competing priorities.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Line Manager	<ul style="list-style-type: none"> • Receive leadership, direction and support.
Project Team leads and members	<ul style="list-style-type: none"> • Share information • Guide and support project team members • Work collaboratively to contribute to achieving team outcomes • Collaborate in the implementation of project related strategies
Technology Services Unit	<ul style="list-style-type: none"> • Develop and maintain strong collaborative relationships to ensure delivery of services and programs.

Program teams	<ul style="list-style-type: none">• Develop and maintain strong collaborative relationships to ensure delivery of services and programs.
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6. POSITION DIMENSIONS

Reporting Line: Line Manager

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that have a high level of impact on the immediate work area and the potential to impact more broadly on agency operations and externally.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. Demonstrated exceptional analytical and problem solving skills.
3. The ability to influence a wide range of stakeholders and collaborate to determine acceptable solutions.
4. Ability to meet the focus capabilities as outlined in the Position Description.





8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan And Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

FOCUS CAPABILITIES

The focus capabilities for the Data and Reporting Analyst 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 position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths. Show commitment to achieving challenging goals. Examine and reflect on own performance. Seek and respond positively to constructive feedback and guidance. Demonstrate and maintain a high level of personal motivation.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to diverse audiences. • Clearly explain complex concepts and arguments to individuals and groups. • Create opportunities for others to be heard, listen attentively and encourage them to express their views. • Share information across teams and units to enable informed decision making. • Write fluently in plain English and in a range of styles and formats. • Use contemporary communication channels to share information, engage and interact with diverse audiences.
Relationships Commit to Customer Service	Adept	<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 the community.
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended 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.
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • 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. • Monitor compliance with the organisation's records, information and knowledge management requirements.