Role Description
Data Analyst

Cluster	Regional NSW
Agency	Department of Regional New South Wales
Group/Division/Branch	**Northern Rivers Reconstruction Corporation (NRRC)**
Location	Regional NSW
Classification/Grade/Band	Clerk Grade 7 / 8
Role Family	Standard / Information, Knowledge and Analytics / Delivery
ANZSCO Code	224711
PCAT Code	1223292
Date of Approval	October 2022
Agency Website	www.nsw.gov.au/regional-nsw

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.

The Northern Rivers Reconstruction Corporation (NRRC) is a development corporation established following the 2022 floods across the Lismore and Northern Rivers region of NSW. The NRRC manages the rebuilding of these communities by coordinating planning, rebuilding and construction work across multiple government agencies. The NRRC works with the Northern Rivers Administrative Corporation in the following local government areas: Ballina; Byron, Clarence Valley; Lismore; Richmond Valley; Tweed, and Kyogle.

The NRRC operates as a 'front door to government' for all reconstruction and development activities in the Northern Rivers. It will set and implement reconstruction priorities in the region and work with government agencies and departments to deliver those priorities quickly.

Primary purpose of the role

Undertake and deliver a range of data ingestion, analytics and visualisation tasks to support and improve service delivery, undertake data analysis and reporting to inform strategies and decision making processes.

Key accountabilities

- Contribute to the development, implementation and visualisation of technological solutions to extract and analyse large and diverse data sets to ensure they continue to meet current and emerging needs.
- Ingest, clean and manipulate data from multiple sources, and undertake data validation to ensure data integrity and accuracy is retained when developing reports
- Provide recommendations to improve the availability, quality, reliability and security of corporate data

- Recommend and implement strategic technology solutions based upon industry standards and ensuring alignment to the corporate goals of the agency and the strategic directions of the business units by proactively identifying business risks and opportunities to continually improve efficiency and effectiveness
- Formulate, implement and maintain procedures relating to the Department's data processing activities to enable continued high availability of data, maintenance, and ease of day to day management and monitoring for reliable provision of corporate data
- Determine appropriate visualisation techniques that work best for different types of data, as well as limitations, to ensure dashboard information and visual presentations engage the end client and assist in decision making

Key challenges

- Dissecting and analysing large and multiple, complex sources of raw data and translating it to usable information to inform decision making
- Liaising with a wide range of internal stakeholders to identify the information needs of clients, community and key stakeholders to ensure relevant information is presented
- Maintaining awareness of current data analysis and statistical trends and technologies to effectively manipulate and present information

Key relationships

Who	Why
Internal	
Manager and Team	- Seek information and collaborate with team members to implement accurate reporting and analysis of complex data - Collaborate with the team on system and process improvement projects providing advice on system, process, policy and statutory requirements
Internal staff	- Consult and communicate effectively with business stakeholders in documenting business requirements during planning and delivery of system and process improvement projects. - Deliver timely and accurate reports and data analytics to Executive and operational staff that reflect business needs
External	
Industry stakeholders/clients	Build and maintain effective and credible relationships with IT technical staff in resolving technical and complex data issues

Role dimensions

Decision making

- Works under general direction within a clear framework of accountability
- Plans and manages own work priorities within the context of the role and project priorities.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

Nil

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.

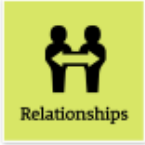The capabilities are separated into focus capabilities and complementary capabilities

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	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate

	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• 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	Adept
	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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	Adept

	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate

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.

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
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate

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Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

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