

Role Description

Transactional Banking Analyst

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Corporate Services Finance Shared Services Transactional Banking Group
Location	Parramatta
Classification/Grade/Band	Clerk Grade 5/6
Role Number	179993
ANZSCO Code	551111
PCAT Code	1223132
Date of Approval	November 2020
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

The department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the department's website above for more information.

EDConnect is the Department's new Shared Service Centre, delivering integrated transactional and advisory services (shared services) for the Department. Organisational performance in EDConnect is underpinned by the 'EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate with and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow.

Primary purpose of the role

The Transactional Banking Analyst role delivers excellent customer service and specialist support, facilitated by strong customer relationships and working collaboratively with team members to create consistent, high-quality service delivery. This role requires a deep understanding of customer needs, and draws upon previous experience and specialist knowledge to effectively resolve internal and external customer enquiries in a prompt and professional way.

The role is responsible for the efficient delivery of transactional banking activities for internal and external customers within a shared services environment. The role supports the TBS team within Shared Services Finance functional area. The Finance function is responsible for managing all finance activities within the

Shared Services function to ensure the smooth running of the Directorate. Finance activities include accrual accounting, posting general ledger journals, budgeting and funding, forecasting, financial reporting, accounts management (accounts receivable and payable), managing travel and accommodation expenses and benefits realisation.

Key accountabilities

- Provide high quality specialist support to ensure enhanced quality service delivery.
- Give prompt and accurate feedback to the supervisor regarding sensitive and or contentious matters or emerging issues that could adversely affect customer service or the delivery of agreed business tasks.
- Build excellent customer relationships and work collaboratively with team members and other teams across the Shared Services function, to increase efficiencies in the delivery of services.
- Monitor, review and analyse systems and databases to generate reports that provide accurate advice and information for staff, customers, management and external agencies.
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant finance systems, TRIM, MS Office and other technologies appropriate to the operations of the functional area.
- Provide prompt and accurate reports and feedback to the supervisor regarding progress and achievements towards goals and emerging issues that could adversely affect the team/unit's delivery of agreed business targets.
- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and documents the role's specific responsibilities, key deliverables and indicators of success over a 12 month period.

Key challenges

- Balancing a range of competing and conflicting work priorities and/or workflows. The challenge comes when competing and conflicting demands are impacted by non- negotiable deadlines. This necessitates the role to engage with and effectively manage stakeholder expectations.
- Keeping abreast of current and emerging trends, policy and legislative reform is critical as the role deals with internal and external customer requests across a broad range of issues in the provision of educational services.
- Maintaining technical expertise and knowledge of best practice while supporting the team through the appropriate processes, systems and policies to achieve business outcomes.

Key relationships

Who	Why
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Who	Why
Internal	
Customers	<ul style="list-style-type: none"> Delivers a range of transactional services to resolve information enquiries and routine requests
Team members	<ul style="list-style-type: none"> Supports and shares information with colleagues to achieve team goals provides and seeks assistance as required
Supervisor	<ul style="list-style-type: none"> Escalates issues, provides updates and clarifies instructions Receives guidance in negotiating priorities and in handling non-routine, complex and sensitive matters Receives ongoing performance feedback, coaching and development

Role dimensions

Decision making

The role acts independently in performing its core work functions, in accordance with relevant legislative requirements, policies, procedures and guidelines. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action. The role exercises independent judgement in responding to transactional and information enquiries from internal customers, and consults with the supervisor where clarification of priorities is required or problems cannot be resolved by standard practice

Reporting line

This role reports to the Senior TBS Analyst.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Appropriate tertiary qualifications Business Administration or a relevant/related discipline, and/or demonstrated successful experience in stakeholder/customer engagement in a Shared Services/Contact Centre environment.
- Effective execution of the day to day activities of the Analyst function, following directions and consulting with the supervisor where required.




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

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 Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Co-operate across work areas to improve outcomes for customers • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Finance	Intermediate	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Take account of financial and budget implications, including value for money in planning decisions • Present basic financial information to a target audience in an appropriate format • Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them • Display an awareness of financial risk and exposure and solutions to address these
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies