

Role Description

Workforce Management Analyst

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	People & Culture, Workforce Relations & Management
Location	18 Lee Street, Chippendale
Classification/Grade/Band	Grade 7
Senior Executive Work Level Standards	Work Contribution Stream: Professional/Technical/Specialist
ANZSCO Code	133611
PCAT Code	1227392
Date of Approval	16 May 2016

Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport cluster. At Transport, we're 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 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're 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 the customers we serve.

Primary purpose of the role

Working as a business analyst, this role supports effective and efficient workforce management evidence based decision making across the Transport cluster through the development and implementation of business processes, procedures, reporting and system solutions. The role undertakes analysis of workforce management information and data to derive insights and identify opportunities for improvements.

Key accountabilities

- Generate and analyse employee and workforce-related data from a range of systems and platforms to provide input for reports, submissions, procedures and business cases and to support the monitoring, refinement and evaluation of workforce management programs and practices.
- Work with the Workforce Management team to conduct research and data analysis to develop actionable insights for dashboard and other reporting and to inform strategic decision making.
- Develop reporting methodologies and tools for performance reporting to enable workforce management performance indicators and targets to be accurately measured and evaluated, particularly for new or modified programs or practices.
- Maintain up to date knowledge of workforce management/HCM system capability – e.g. SAP SuccessFactors - to identify opportunities, provide recommendations for interventions and ensure fit for purpose solutions are implemented.

- Support the development and implementation of process improvements and system enhancements to deliver broader workforce management initiatives, including working with IT teams on system changes, issue logging and resolution and user acceptance testing of new system functionality.
- Proactively undertake requirements gathering and identify and coordinate system modifications when necessary to accurately reflect changed employment conditions or management practices.
- Provide a range of regular reporting and advice to HR business partners and other HR teams regarding workforce management systems, platforms and practices to support capability development and insights.
- Develop and maintain a range of support and communications materials for varied audiences, including quick reference guides, electronic libraries, toolkits and intranet content to build awareness and support end users of workforce management systems and platforms.

Key challenges

- Ensuring integrity, consistency and security of records and data management across a range of systems
- Adapting communication style to effectively communicate and build relationships with a range of diverse stakeholders

Key relationships

Who	Why
Internal	
Workforce Management team	<ul style="list-style-type: none"> • Resolve issues, keep informed, advise and receive instructions • Provide regular updates, reporting, documentation of workforce management related activities • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Other People and Culture Teams e.g. Talent, People Experience - specifically the Workforce Insights team, TfNSW People Partnering	<ul style="list-style-type: none"> • Collaborate with other analyst teams to develop and deliver solutions and consistent approaches • Maintain awareness of broader People and Culture programs and initiatives • Participate in forums and sessions to build networks and support consistent practices and workforce measures e.g. community of practice events • Provide reporting and other support as required for People Partner teams across the cluster
Other TfNSW divisions and Transport cluster agencies	<ul style="list-style-type: none"> • Collaborate to develop and deliver initiatives • Support communication of key workforce activities e.g. cyclical performance development requirements • Provide regular and ad hoc reporting to support business decision making
Transport IT teams	<ul style="list-style-type: none"> • Log and resolve issues related to systems/platforms • Complete and/or coordinate UAT and report on outcomes • change requests and system enhancements
Transport Shared Services (TSS)	<ul style="list-style-type: none"> • Provide tier 2 level support to the HR Enquiry centre e.g. for performance development processes and practices • Update TSS on upcoming system enhancements, new functionality and annual business cycles

Role dimensions

Decision making

As per the delegations for the role.

Reporting line

The role reports to the Senior Manager Workforce Management.

Direct reports

The role has no direct reports.

Budget/Expenditure

There is no budget/expenditure allocation for this role.

Essential requirements

Tertiary qualifications in a relevant field, or equivalent experience.

Familiarity with workforce management/Human Capital Management systems e.g. SAP Successfactors or similar.

Advanced MS Office and MS Excel.





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

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 Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • 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
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation