Role Description
Workforce Planning Business Analyst

Cluster	Transport and Infrastructure
Agency	NSW TrainLink
Division/Branch/Unit	Network Services / Workforce Planning & Management
Location	Sydney, CBD
Classification/Grade/Band	RC6
Kind of Employment	Temporary
Role Number	#
ANZSCO Code	#
PCAT Code	#
Date of Approval	July 2018
Agency Website	https://www.transport.nsw.gov.au/nswtrains

Agency overview

NSW TrainLink is a multi-modal passenger transport service provider, providing rail and coach services across NSW and connecting NSW to Victoria, Queensland and the Australian Capital Territory. As an agency of the Transport Cluster, NSW TrainLink provides rail and coach services to deliver integrated and flexible transport solutions and improved transport outcomes for the community and to stimulate the economy of regional NSW. Our aim is to help make regional NSW a great place to live, work and visit.

Each year NSW TrainLink customers take over 42 million journeys across our train and coach networks, travelling on 713 regional train and coach services, and 3050 intercity services a week.

Primary purpose of the role

The Workforce Planning Business Analyst is responsible for providing and maintaining key information and systems to support operational performance and delivery of business objectives. The position plays a key role in assisting the integration of business planning and strategy with cost effective planning and regular performance planning and review.

Key accountabilities

- Analyse, develop and deliver workforce planning reports, including status and performance reporting enabling insights supporting key stakeholder requirements.
- Build and maintain key stakeholder relationships to understand workforce planning requirements and support the delivery of effective analytical insights.
- Analyse data and provide recommendations that identify and resolve gaps within the workforce planning model.

- Contribute to the planning of effective workforce planning systems for controlling and reporting on performance.
- Analyse and review stakeholder feedback enabling solutions for improvements to workforce planning reporting.
- Identify, develop and implement workforce planning solutions for improving operational planning and capability processes enabling key stakeholders to achieve efficiencies and improvements.
- Develop best practice research and intelligence to support activity or business case development and enabling competitor and industry benchmarking.
- Coordinate the administration of resource planning budget aligned to business plans and other projects.
- Support the coordination and implementation of workforce planning projects and activities enabling successful optimisation of service delivery.

Key challenges

- Monitoring operational performance and production of reports activities given the competing priorities within a complex operating environment.
- Supporting transformational change given the range of internal and external stakeholders, the potential resistance to change and the need for both structural and cultural change.

Key relationships

Who	Why
Internal	
Direct Manager; Business leaders	• Provide expert advice and contribute to decision making; identify emerging issues/risks and their implications and propose solutions; receive advice and report on progress towards business objectives and discuss future directions • Assist with quality improvement through performance analysis • Participate in meetings to represent work group perspective and share information. • Participate in discussions and decisions regarding implementation of innovation and best practice.
Executive	• Collaborate and provide advice to contribute to strategic decision-making
Direct Reports	• Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes
HR Business Partners	• Receive guidance and provide regular updates on key projects, issues and priorities
External	
Sydney Trains; Transport for NSW	• Liaise with, and coordinate information between stakeholders; consult and collaborate with, to define mutual interests and determine strategies to achieve their realisation
Vendors / Service Providers	• Manage contracts and monitor provision of service to ensure compliance with contracts and service agreements. • Provide and gather information and resolve routine issues.
Industry professionals/Consultants	• Seek/maintain specialist knowledge/advice and collaborate on the

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Role dimensions

Decision making

The position is fully accountable for the formulation of advice and coordination across all operational objectives. Independent decision making requirements of the position include:

- Business analytics and reporting
- Operational data collection
- Solutions to identify and forecast impacts to Train Crew and Customer service where projects will affect workforce planning and/or capability requirements of crew.
- Put systems in place to monitor and coordinate equity/diversity strategies and programs within Transport for NSW
- Ensuring that analysis undertaken is valuable for the organisation, either in highlighting issues or trends, forecasting, or confirming program impacts

Reporting line

The Workforce Planning Business Analyst reports to the Workforce Planning and Training Manager.

Essential requirements

- Experience in analysis of workforce planning data.
- Extensive experience in the use of database and reporting systems, including the use of advanced Excel spreadsheets, graphs and word processing.
- Proven strategic, research, analytical and problem solving skills with a high degree of initiative and flexibility, with the ability to produce analytical performance reports for strategic decision making.

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	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Adept**
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Intermediate**
	Procurement and Contract Management	Intermediate
	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 Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Personal Attributes	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Manage Self		• Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Adept	• 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 Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	• 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	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• 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

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