Role Description

**Business Analyst - Strategic Property & Fleet**

|  |  |
| --- | --- |
| **Cluster** | Regional NSW |
| **Agency** | Department of Regional NSW |
| **Division/Branch/Unit** | Strategy, Corporate & Performance/Finance, Property, Procurement & Fleet /Strategic Property & Fleet |
| **Location** | Any |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Family** *(internal use only)* | Bespoke/ Procurement & Contract Administration/ Deliver |
| **ANZSCO Code** | 224711 |
| **PCAT Code** | 1229192 |
| **Date of Approval** | November 2022 |
| **Agency Website** | [www.regional.nsw.gov.au](http://www.regional.nsw.gov.au) |

# 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.

# Primary purpose of the role

The Business Analyst undertakes research, analysis, and process and data mapping activities to support the review and analysis of property and fleet data and information from across the Regional NSW Cluster. The role provides research, data analysis, and project support to assist in the decision-making process for the property, accommodation and fleet requirements of the department.

.

# Key accountabilities

* Create and develop spreadsheets, reports, dashboards and other related material to support evaluation that informs decisions relating to Property and Fleet across the Regional NSW Cluster.
* Collect and prepare data from various sources to ensure efficient and useable data analysis that is appropriate for utilisation by other users to inform decisions across Strategic Property and Fleet and the Regional NSW Cluster.
* Provide responsive, effective, accurate and timely data and insights to audiences with different levels of data literacy to support evidence-based decision making.
* Establish and maintain core data sets to meet the analysis and reporting needs of the organisation. Implement proactive initiatives that identify issues with quality and consistency of data collected to reduce potential limitations and ensure the useability of the data for analysis and reporting.
* Consult with relevant staff, project leaders and stakeholders to plan and scope requirements for data analysis and reporting.
* Provide timely, information, analytical and project support to the Senior Manager and team and develop facility management and workplace services plans and communications for property, facilities and fleet to meet the operational performance requirements of the Cluster.
* Provide direct support to team members in the collection, analysis, presentation, and provision of data to assist in the delivery of projects and appropriate outcomes for the Strategic Property and Fleet team.
* Provide project and change management support, by monitoring, tracking and reporting on business initiatives, maintaining project documentation, assisting team members to complete tasks and implement project plans.

# Key challenges

* Managing multiple inputs from stakeholders, including clarification of matters and ensuring required actions are completed to agreed timelines in an environment of competing priorities.
* Build the confidence and support of stakeholders, clients and peers to manage diverse and frequently urgent and competing business requests and demand deadlines in a complex, demanding environment of significant change.
* Creating timely and meaningful reports, information, critical data sets, and presentations which will be used to inform cluster property and fleet strategies.

# Key relationships

|  |  |  |  |
| --- | --- | --- | --- |
| **Who** | | | **Why** |
| **Internal** | | | |
| Senior Manager Strategic Property & Fleet | | | * Liaise to receive instructions and understand work priorities. * Assist provision of business information in the Branch’s role as business partner to the Department and senior management. * Keep informed of and provide information and recommendations on new or emerging issues. * Contribute to work program development, business process improvement and team business outcomes. |
| Division / Entity Executives and Senior Managers | | | * Develop and maintain effective collaborative relationships. * Liaise to understand changing business or program needs and to monitor timelines for reporting deadlines. * Provide information and support to interpret policies, frameworks and procedures. |
| Team member | * Provide support to other team members, manage workloads and resolve complex or demanding service requests * Work collaboratively to achieve business outcomes. * Provide constructive performance feedback and develop skills. * Encourage contribution of ideas to improve branch / team, program, service delivery and work performance and outcomes. | | |
| Shared service functions | * Develop and maintain effective working relationships. * Liaise to maintain information within business requirements. | | |

|  |  |
| --- | --- |
| **External** |  |
| Client/Customers | * Monitor, address and/or escalate requests * Manage the flow of information, seek clarification and provide advice and responses |
| Vendors/Service Providers and Consultants | * Coordinate and monitor the supply of goods and services |

**Role dimensions**

## Decision making

The Business Analyst:

* receives advice and guidance from the Senior Manager Strategic Property & Fleet and from Divisional managers and has responsibility for delivering teamwork priorities within the overall agreed work program
* is required to comply and make decisions and recommendations within applicable sector and Department legislation, financial policy, frameworks and procedures.

## Reporting line

The role reports to the Senior Business Advisor and provides direct support to the Manager Strategic Property & Fleet and team members.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Prior experience in a property, fleet, facility management and/or workplace services related role and/or business analyst role.

# Essential requirements

* Current NSW Driver's licence and willingness to drive to locations which may include overnight stays.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 behaviors expected at each level.

| FOCUS CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |

|  |  |  |  |
| --- | --- | --- | --- |
| personal-attributes | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be open to new ideas and approaches * Offer own opinion, ask questions and make suggestions * Adapt well to new situations * Do not give up easily when problems arise * Stay calm in challenging situations | Foundational |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * 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 * Stay motivated when tasks become difficult | Intermediate |
| relationships | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English * Clearly explain and present ideas and arguments * Listen to others to gain an understanding and ask appropriate, respectful questions * Promote the use of inclusive language and assist others to adjust where necessary * Monitor own and others’ non-verbal cues and adapt where necessary * Write and prepare material that is well structured and easy to follow * Communicate routine technical information clearly | Intermediate |
| relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience * Support a customer-focused culture in the organisation * Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 * Cooperate across work areas to improve outcomes for customers | Intermediate |
| relationships | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Use facts to support claims * Help to find solutions that contribute to positive outcomes * Contribute to resolving differences with other staff or stakeholders * Respond to conflict without worsening the situation and refer to a supervisor where appropriate * Know when to withdraw from a conflict situation | Foundational |
| results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required * Complete work tasks within set budgets, timeframes and standards * Take the initiative to progress and deliver own work and that of the team or unit * Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals * Identify any barriers to achieving results and resolve these where possible * Proactively change or adjust plans when needed | Intermediate |
| results | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence * Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience * Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience * Seek contributions and ideas from people with diverse backgrounds and experience * Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness * Identify and share business process improvements to enhance effectiveness | Adept |
| business-enablers | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures * Understand the impacts of funding allocations on business planning and budgets * Identify discrepancies or variances in financial and budget reports, and take corrective action * Know when to seek specialist advice and support and establish the relevant relationships * Make decisions and prepare business cases, paying due regard to financial considerations | Adept |
| business-enablers | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks * Use available technology to improve individual performance and effectiveness * Make effective use of records, information and knowledge management functions and systems * Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |
| business-enablers | **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.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |

|  |  |  |  |
| --- | --- | --- | --- |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |