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| **Cluster** | Planning, Housing and Infrastructure |
| **Agency** | Department of Planning, Housing and Infrastructure |
| **Division/Branch/Unit** | Property Development & Valuation / Office of Deputy Secretary |
| **Role number** | TBC |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **ANZSCO Code** | 224711 |
| **PCAT Code** | 1229192 |
| **Date of Approval** | March 2025 |
| **Agency Website** | <https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure> |

Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

Property, Development and Valuation (the Group) within Department of Planning, Housing and Infrastructure (DPHI) oversees the management of NSW Government real property assets, including the management of the NSW Government’s social housing portfolio and oversight of strategic use and disposal of government owned land. The Group includes Property and Development NSW, Waste Assets Management Corporation, Hunter Central Coast Development Corporation, Aboriginal Housing Office, Valuation NSW and the Land and Housing Corporation.

The Group leverages public and private sector expertise to improve place-based outcomes, providing greater access and choice of housing through initiatives such as an end-to-end housing strategy, and improving outcomes for Aboriginal communities to maximise community benefit from government owned land and property.

Primary purpose of the role

The role is responsible for undertaking and delivering a range of data analytics and visualisation tasks to contribute expertise and improve service delivery across DPHI as well as other government agencies. The role undertakes data analysis and reporting to inform strategies and decision making processes across Fleet Services.

# Key accountabilities

* Undertake a range of data analytics and data visualisation tasks using data analytic tools to contribute to strategies and policy initiatives
* Provide advanced data modeling and integration to contribute to the development and maintenance of an enterprise data warehouse and analytics platform.
* Contribute to technical project management, prepare briefs, reports and specifications for system projects, business intelligence software and user-generated discovery tools
* Undertake data extracts, analysis and develop dashboard reporting using a range of software to enable best practice in fleet management.
* Establish collaborative and productive relationships with team members working on projects to achieve agreed outcomes.
* Provide accurate and timely analysis and visualisations by identifying trends and patterns to ensure that decisions and advice are based on credible sources and that any potential risks and costs to the business are minimized

Key challenges

* Keeping abreast of current and emerging trends, Government policy and statutory requirements to support improvements to data analytics, processes and systems
* Communicating technical concepts to non-technical audiences and managing negotiations with diverse stakeholders to support data analytics, process and system development.
* Working collaboratively in cross-directorate and cross-portfolio teams in an environment characterised by competing deadlines.

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
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| 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
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| **External** |  |
| Industry stakeholders/clients | * Build and maintain effective and credible relationships with IT technical staff in resolving technical and complex data issues
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# Role dimensions

## Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

## Reporting line

Senior Manager Fleet Services

## Direct reports

Nil

## Budget/Expenditure

As per DPHI delegations

Key Knowledge and Experience

* Demonstrated experience using Alteryx, Tableau/PowerBI, SG Fleet Fleet Intelligence, Teletrac Navman Director databases , Microsoft SQL,snowflake data warehousing or similar software

Essential requirements

* Tertiary qualifications in Information technology or data analytics or relevant field or equivalent experience.

# 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 behaviours expected at each level.

| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level**  |
| --- | --- | --- | --- | --- |
| A close-up of a sign  Description automatically generated | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional waySupport a culture of integrity and professionalismUnderstand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conductRecognise and report misconduct and illegal and inappropriate behaviourReport and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| A close-up of a sign  Description automatically generated | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation | Adept |
| A close-up of a sign  Description automatically generated | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| A close-up of a sign  Description automatically generated | **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 |
| A green square with a check mark in it  Description automatically generated | **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 |
| A purple square with black gears  Description automatically generated | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Champion the use of innovative technologies in the workplace Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies | Advanced |
| A purple square with black gears  Description automatically generated | **Project Management**Understand and apply effective project planning, coordination and control methods | Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project’s objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects | Adept |

# 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**  |
| --- | --- | --- | --- | --- |
| A close-up of a sign  Description automatically generated | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| A close-up of a sign  Description automatically generated | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| A close-up of a sign  Description automatically generated | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| A close-up of a sign  Description automatically generated | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| A green square with a check mark in it  Description automatically generated | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| A green square with a check mark in it  Description automatically generated | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| A green square with a check mark in it  Description automatically generated | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| A purple square with black gears  Description automatically generated | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| A purple square with black gears  Description automatically generated | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |