New South Wales
Crime Commission

Role Description
DATA ANALYST

Role Description Fields	Details
Portfolio	Stronger Communities
Department/Agency	NSW Crime Commission
Division/Branch/Unit	Operations Division - Investigations or Strategic Intelligence
Role number	DA
Classification/Grade/Band	Grade 7-8
Senior executive work level standards	Not Applicable
ANZSCO Code	224900
PCAT Code	1119192
Date of Approval	May 2024
Agency Website	https://www.crimecommission.nsw.gov.au/

Role of the NSW Crime Commission

The NSW Crime Commission's purpose is to disrupt, reduce and prevent the incidence of organised and other serious crime in New South Wales. The Commission is structured into several divisions, support teams and specialist units.

The function of conducting criminal and financial investigations is assigned to the Commission's Operations Division. Investigations are typically conducted pursuant to a Management Committee reference to investigate or approval to work in cooperation with a joint task force comprising one or more of the Commission's partner agencies. The Operations Division is also responsible for the Commission's Strategic Intelligence capability, the provision of specialist investigative support services and of advice and recommendations to Government in relation to minimising the impact of serious and organised crime on the NSW community.

Primary Purpose of the Role

The Data Analyst works within the Data Analytics Team which is part of the Commission's Electronic Collection & Data Analytics Unit within the Operations Division. The Data Analyst is focused on supporting Operations Division investigations through the analysis of data and the development of new analytic techniques. The Data Analyst is also involved in the development and delivery of key products, services and applications.

Key Accountabilities

- Undertake data analysis to solve challenging problems and provide technical advice and insight to support operational outcomes
- Identify, interpret and analyse data to support investigative processes and strategic decisions, and to identify trends, patterns and specific issues to guide the direction of operational change
- Collaborate, liaise and engage with a range of internal and external stakeholders to facilitate data collection and analysis
- Pro-actively identify innovation opportunities, providing new ideas on the improvement of existing and future services
- Assist in the delivery of analytics projects, including design, identification of appropriate datasets and methodologies and application of data analysis techniques
- Apply data solutions to assist in solving business problems by using data analysis, data modelling and simulation, scripting and programming
- Assist with database and systems administration and migration activities.

Key Recordkeeping Accountabilities

- Comply with the Commission's *Records Management Policy* and relevant statutory requirements.
- Create full and accurate records of business activities, including records of all decisions and actions made in the course of official business.
- Ensure that all records are saved into the Commission's official recordkeeping system.

Key Challenges

- Understanding the Commission's core business processes and strategic objectives in order to deliver appropriate business solutions and business intelligence capabilities to effectively capture, extract and utilise information
- Collaborating with key business and IT stakeholders to develop, maintain and optimise data integrity, data collection, analysis and visualisation
- Providing concise advice and determinations in a dynamic and complex working environment where users may not understand the context, assumptions and caveats associated with the data analysis products or services developed.

Key Relationships

WHO (i.e. who is the relationship with)	WHY (i.e. purpose of the relationship)
Internal	
Team Leader, Data Analytics / Manager Electronic Collection & Data Analytics	- Discuss priorities and workload - Receive feedback regarding performance - Provide information and advice
Corporate & Enterprise Services Division (ICT Team)	- Raise matters requiring review / assistance - Exchange information and advice - Build and maintain strong working relationships
Operations Division Management and Staff	- Provide information and advice - Gather user requirements
External	
Vendors and Service Providers	- Raise matters requiring review / assistance

	• Exchange information and advice • Build and maintain strong working relationships
Other IT Professionals / Contractors	• Discuss best practice in IT solutions • Exchange information and advice • Build and maintain strong working relationships
Law Enforcement Agency IT / Data Professionals	• Discuss best practice in IT solutions • Exchange information and advice • Build and maintain strong working relationships

Role Dimensions

Decision Making

- Exercises judgement and initiative in decision making relating to the provision of systems and services which meet the operational needs of the Commission. Decisions regarding operational strategies and service deliveries are made in conjunction with the Team Leader, Data Analytics.
- Works with a reasonable level of autonomy and must provide reliable and timely delivery of data analytics services. Guided by policies, procedures and precedents, the Data Analyst is accountable for the quality and accuracy of outputs, analysis, briefings and advice provided, though recommendations may be reviewed by the Team Leader, Data Analytics prior to implementation.
- Complex or potentially controversial issues including requests for release of complex or potentially controversial information will be referred to the Team Leader, Data Analytics and Manager, Electronic Collection and Data Analytics.

Reporting Line

This role reports to the Team Leader, Data Analytics.

Direct Reports

Nil.

Budget / Expenditure

This role does not exercise financial delegations.

ESSENTIAL REQUIREMENTS

- High level of attention to detail, analytical and problem-solving skills
- Ability and / or experience in complex data analysis to support decision-making processes
- Ability and / or experience in gathering requirements and collecting, cleansing, integrating and analysing data
- Ability to work effectively in a small team environment
- Ability to think flexibly and respond to changing priorities
- Stakeholder engagement and ability to offer advice across data and analytics
- Experience and proficiency in using contemporary data analytics and business intelligence applications such as SQL Server, Power BI, Tableau, STATA, R, Python etc.

- Understanding of the role and functions of the Commission, including the capacity to deal with confidential and sensitive information with tact, discretion and judgement

All roles are underpinned by the Commission's values:
- Integrity
- Trust
- Accountability
- Service
- Unity

Security Vetting

It is a condition of employment at the Commission that a member of staff obtain and maintain:

a) a security clearance issued by the Commissioner, and

b) a security clearance issued by the Australian Government Security Vetting Agency that the Commissioner determines in necessary for the position

This requires providing details of financial interests and other relevant personal and professional information about themselves, their families and their associates. Appointments are subject to attaining appropriate security clearances.

Capabilities for the Role

The NSW public sector 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.

| Capability group/sets		Capability name	Behavioural indicators	Level
	Personal Attributes	**Act With Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow	Adept

|			
		• Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed	Adept

		priorities are explicit and budgeted for	
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	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	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
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate

	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

Occupational Specific Focus Capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Requirements Definition and Management (REQM)	Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity	5
		Contributes to selecting the requirements approach	
		Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements	
		Establishes requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source	
	Data modelling and design (DTAN)	Investigates enterprise data requirements where there is some complexity and ambiguity	4
		Plans own data modelling and design activities, selecting appropriate techniques and the correct level of detail for meeting assigned objectives	
		Provides advice and guidance to others using the data structures and associated components	
	Data Engineering (DENG)	Designs, implements, and maintains complex data engineering solutions to acquire and prepare data	4
		Creates and maintains data pipelines to connect data within and between data stores, applications and organisations	
		Carries out complex data quality checking and remediation	
	Data Visualisation (VSIL)	Leads exploration of new approaches for data visualisation	
		Establishes the purpose and parameters of the data visualisation. Provides overall control to ensure the	

		appropriate use of data visualisation tools and techniques	
		Formats and communicates results using textual, numeric, graphical and other visualisation methods appropriate to the target audience	
		Advises on the appropriate use of data visualisation for different purposes and contexts to satisfy requirements. Develops plans showing how the identified user needs will be met	
		Supports business intelligence needs of specific management or governance processes or operational areas	5
	Business Intelligence (BINT)	Investigates the need for business intelligence reporting and analysis where there is some complexity and ambiguity	
		Selects and applies non-standard business intelligence tools and techniques to provide insights and aid decision-making. Selects, acquires and integrates data for analysis	
		Identifies opportunities to digitise and streamline operational data handling and optimise business intelligence capabilities	

4