

Role Description

Manager, Business Insights & Reporting

Agency	NSW Department of Education
Division/Branch/Unit	SINSW/Business Enablement/Strategy, Policy & Reporting
Location	George St, Sydney
Classification/Grade/Band	Clerk Grade 11/12
Kind of Employment	Ongoing
Role Number	BE018
ANZSCO Code	132411
PCAT Code	1121192
Date of Approval	November 2019
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Developing strategies for effective data analysis and reporting to understand performance of SINSW capital projects and programs.

Key accountabilities

- Manage all analytics operations to correct discrepancies and ensure high quality.
- Selecting, configuring and implementing analytics solutions.
- Evaluation of data to ensure effective reporting, progress tracking and continuous improvement of information management systems.
- Build systems to transform raw data into actionable business insights and extract reports from multiple sources.
- Apply industry knowledge to interpret data and improve performance.
- Develop a framework and capability to discover innovation at strategic level and align corporate strategy and innovation.

- Establish a mechanism to integrate innovation in key strategic initiatives.
- Manage the preparation of reports, briefs and correspondence to inform or respond to agency and/or government requests.

Key challenges

- Influencing the use of analytics at all levels of the SINSW, keeping up with the current and emerging issues, trends and best practice in the use and application of analytics.
- Managing the ongoing implementation of government policies, and contribute to the development and implementation of SINSW objectives.
- Provide comprehensive reporting to Executives and provide data analytics to highlight useful information and support decision making.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • 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.
Reporting staff	<ul style="list-style-type: none"> • Lead, direct and manage performance. • Encourage collaboration of ideas and cohesive working to develop and deliver efficient and effective service delivery and advice in the achievement of objectives.
Executive Directors and Directors	<ul style="list-style-type: none"> • Build and foster relationships and provide support and process advice to support implementation of strategic and business plans, agreed projects and initiatives.
Stakeholders	<ul style="list-style-type: none"> • Provide expert advice on a range of policy issues and strategies • Optimise engagement to achieve defined outcomes.
SINSW Executive	<ul style="list-style-type: none"> • Monitor, address and/or escalate requests and provide services. • Manage the flow of information, seek clarification and provide advice and responses.
Department staff	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication across the department.
External	
Stakeholders	<ul style="list-style-type: none"> • Provide expert advice on a range of policy issues and strategies; Optimise engagement to achieve defined outcomes. • Consult and negotiate on key policy and business strategy issues.
Responsible minister(s)	<ul style="list-style-type: none"> • Maintain effective relationships and consult with ministerial staff to ensure informed decision making and timely resolution of critical, sensitive and contentious issues.

Who	Why
	<ul style="list-style-type: none"> Provide accurate information, interpretation of planning and decision influences, and timely responses to sensitive or contentious issues on behalf of the Chief Executive.

Role dimensions

Decision making

This role acts independently in performing its core functions and applies specialised knowledge, skills and professional judgement to achieve outcomes. In matters that are sensitive, high risk or business critical, the role consults with the supervisor or manager to agree on a suitable course of action.

Consults with the Director in relation to decisions that require significant change to project outcomes or timeframes that are likely to escalate, create substantial or contentious precedent or require a higher administrative or financial delegation or submission to a higher level management.

Reporting line

Director, Strategy, Policy & Reporting

Direct reports

Nil

Budget/Expenditure

Financial delegation of up to \$75,000

Essential requirements

- Degree in Computer Science, Statistics, Data Management or a related field.
- Background in market research and project management.
- Knowledge of Excel, R and SQL and familiarity with business intelligence tools, e.g. Tableau, SAS.
- Knowledge of and commitment to the department's Aboriginal education policies.






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	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Advanced
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • 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 Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Finance	Adept	<ul style="list-style-type: none"> • Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures • Understand impacts of funding allocations on business planning and budgets, including value for money, choice

Group and Capability	Level	Behavioural Indicators
		<p>between direct provision and purchase of services, and financial implications of decisions</p> <ul style="list-style-type: none"> • Understand and apply financial audit, reporting and compliance obligations • Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate • Seek specialist advice and support where required • Make decisions and prepare business cases paying due regard to financial considerations
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development. • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives