

# Role Description

## Reporting Analyst



Transport  
for NSW

Cluster	Transport
Agency	Infrastructure and Place
Division/Branch/Unit	Sydney Projects Delivery/Motorways Delivery/Project Controls
Location	North Sydney
Classification/Grade/Band	USS10
Role Number	TBC
ANZSCO Code	233211
PCAT Code	1112272
Date of Approval	16-Mar-19
Agency Website	<a href="http://www.transport.nsw.gov.au">www.transport.nsw.gov.au</a>

### Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport Cluster. At Transport, we are passionate about making NSW a better place to live, work and visit. Our vision is of a connected roads and public transport network that has a higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we are delivering a \$41.5bn program – the largest this nation has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce which reflects the community and customers we serve.

The other delivery focused Transport Agencies include Sydney Trains, NSW Trains and the State Transit Authority. The Private Transport Operators include Private Ferry operators and Private Bus operators.

### Primary purpose of the role

The Reporting Analyst is responsible for gathering, analysing, QA and reporting on project and program performance. The role provides high level reporting and detailed information on the performance and status of projects, programs and the divisional investment portfolio to support decision making.

### Key accountabilities

- Coordinate the drafting and finalisation of reporting requirements within tight timeframes and to internal and external stakeholder expectations.
- Deliver detailed analysis, review and recommendations and provide high level advice to assess project performance and to facilitate effective decision making.
- Contribute to the ongoing development and review of the reporting framework to ensure that projects are delivered in accordance with legislation, government policy and Transport of NSW delivery plans and reporting frameworks.
- Contribute to the development of divisional performance targets including business plans, KPIs and other deliverables



- Develop and implement systems and processes to provide scalable, consistent, efficient and effective monitoring, analysis and reporting of performance against objectives.
- Deliver divisional benchmarking to inform decision making.
- Collaborate with key stakeholders to improve understanding of reporting requirements and deliver continuous improvements.
- Developing strong working relationship with project teams and other internal and external stakeholders.

## Key challenges

- Ensuring that performance analysis and reporting activities are underpinned by best practice and meet Motorways Delivery, Transport for NSW and other external stakeholder requirements.
- Managing reporting schedules to tight timeframes whilst maintaining strong relationships with stakeholder.
- Investigating and resolving discrepancies in data and information and recommending innovative solutions, business processes and change.

## Key relationships

Who	Why
<b>Internal</b>	
Executive Program Office and Project Teams	<ul style="list-style-type: none"> <li>• Guidance, direction and organisational objectives</li> <li>• Determine high level and strategic priorities</li> <li>• Escalate complex issues and problems</li> <li>• Reporting on performance against the divisional business plan, KPIs, commitments and deliverables</li> </ul>
Project Controls Branch colleagues	<ul style="list-style-type: none"> <li>• Collaborate and share information relating to reporting</li> <li>• Collaborate to drive process improvement</li> </ul>
Other Program Offices	<ul style="list-style-type: none"> <li>• Participate in discussions regarding implementation of program controls across the portfolio</li> <li>• Day to day support and interactions to ensure delivery of projects is on time and on budget</li> </ul>

## Role dimensions

### Decision making

The Reporting Analyst is responsible for delivery of detailed information, reports and analysis on the performance and status of projects. The role implements reporting processes and procedures and uses the reporting system to support streamlined efficient reporting. The role considers a variety of alternatives to make decisions and is expected to resolve problems and discrepancies in data and information. The role uses critical thinking to solve problems and enhance the operations of the Reporting unit.

The role defers to the Project Controls Director on complex issues of a technical, legislative or political nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course duties or matters requiring a higher delegated authority including approval for expenditure or sensitive issues.

## Reporting line

Project Controls Director

## Direct reports

Nil

## Budget/Expenditure

Nil

## Essential Requirements




- Tertiary qualifications in a relevant area or relevant experience in a similar role gained in the construction, engineering or public sector environment.
- This is desirable – not essential, professional experience in implementing relevant reporting systems to improve overall reporting timeliness and accuracy, Experience in implementing corresponding IT systems such as Equip, Tableau, SAP or current Business Intelligence reporting technology is desirable.

## 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](http://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	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
 Relationships	Value Diversity	Intermediate
	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Adept
 Results	<b>Work Collaboratively</b>	<b>Advanced</b>
	<b>Influence and Negotiate</b>	<b>Advanced</b>
	Deliver Results	Adept
	<b>Plan and Prioritise</b>	<b>Adept</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	<b>Finance</b>	<b>Adept</b>
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

### *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
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Relationships</b> Influence and Negotiate	Advanced	<ul style="list-style-type: none"> <li>Negotiate from an informed and credible position</li> <li>Lead and facilitate productive discussions with staff and stakeholders</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>Recognise and explain the need for compromise</li> <li>Influence others with a fair and considered approach and sound</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> <li>Manage challenging relations with internal and external stakeholders</li> <li>Pre-empt and minimise conflict</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate achievements and adjust future plans accordingly</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>Work through issues, weigh up alternatives and identify the most effective solutions</li> <li>Take account of the wider business context when considering options to resolve issues</li> <li>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> <li>Implement systems and processes that underpin high quality research and analysis</li> </ul>
<b>Business Enablers</b> Finance	Adept	<ul style="list-style-type: none"> <li>Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management</li> <li>Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound</li> <li>Assess relative cost benefits of direct provision or purchase of services</li> <li>Understand and promote the role of sound financial management and its impact on organisational effectiveness</li> <li>Involve specialist financial advice in review and evaluation of systems and processes used to identify opportunities for improvement</li> <li>Respond to financial and risk management audit outcomes, addressing areas of non-compliance</li> </ul>