Role Description
Senior Analyst, Information Management

Cluster	Transport for NSW
Agency	Transport for NSW
Division/ Branch/ Unit	Corporate Services/Office of GGM ICT/ IT Strategy and Architecture
Location	Parramatta
Classification/ Grade/ Band	USS11
Role Number	51014218
ANZSCO Code	261111
PCAT Code	1226192
Date of Approval	October 2019
Agency Website	www.transport.nsw.gov.au

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a $51.2bn program – the largest Australia 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 the customers we serve.

Our organisation – Transport for NSW – is comprised of nine integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Primary purpose of the role

The Senior Analyst, Information Management is responsible for providing expert analysis and advice to business users on data, information management policies and the provision of technical information insights. The role is also accountable for supporting business use of information for operational and strategic decision making and advance the management and leverage of Transport for NSW data and information assets.

Key accountabilities

- Conduct and manage the delivery of data analysis and profiling across a broad range of structured and unstructured data sources and systems to advise the business on factors such as suitability for business analytics, data quality and identification of issues in information process flows.
- Analyse and document information flows from data sources through to systems and consumers to understand data movement and transformation, identify information issues and show potential improvements in the end to end process.

- Lead, facilitate and gain consensus between business owners and stakeholders on information definition and ownership to create a standard and agreed information definition and view for the Agency.
- Provide commentary and insight on business information in areas such as information profiling, data quality, and information classification and information relationships.
- Drive and champion business ownership of information and information catalogues to create and manage a commonly shared view of Transport for NSW information assets.
- Leverage, use and contribute to TfNSW information models to improve on-going business accuracy and relevance to support and document a shared understanding of Agency information.
- Advise on the impact of relevant information policies, guidelines and standards to highlight the business implications to information usage and restrictions.
- Coordinate and manage TfNSW information communities of practice to support information management, foster information collaboration and knowledge sharing in the use of our data and information assets.

Key challenges

- Delivering data analysis within an environment of disparate, poorly defined and difficult to access internal and external data sources in short turnaround times.
- Influencing and gaining consensus across conflicting business viewpoints and definitions from different functional business areas and organisational levels.
- Managing deliverables independently against rapidly shifting priorities to respond to internal and external demands.

Key relationships

Who	Why
Internal	
Enterprise Architect (Information)	- Receive advice and report on progress towards business objectives and discuss future directions - Provide expert advice and contribute to decision making - Identify emerging issues/risks and their implications and propose solutions
Information Architect	- Ensure alignment of guidance and advice to TfNSW information management and architecture frameworks, procedures, policies and standards - Provide expert advice on information and information flows to support information understanding and governance activities - Collaboration on information and data modelling outputs and artefacts
Business Information and Analytics Users and Leaders	- Provide data analysis services to deliver expert advice on business data - Support and guide business leaders and users in the use and adoption of information management and governance frameworks and processes
Data Source and System Owners	- To facilitate access and understanding of data sources for analysis and profiling activities. - Provide data analysis services to deliver expert advice on business

Who	Why
	data
Records Management Specialists	• Leverage knowledge and understanding of records management to support compliance obligations
External	
Business Information and Analytics Users and Leaders	• Share knowledge on TfNSW information and flows with stakeholders within the cluster and other external stakeholders
Data Source and System Owners	• To facilitate access and understanding of data sources for analysis and profiling activities.
Records Management Specialists	• Ensure alignment to cluster level records management direction to support Agency compliance obligations

Role dimensions

Decision making

The Senior Analyst, Information Management is responsible for providing expert analysis and advice to business users on data, information management policies and the provision of technical information insights. The role makes day to day decisions independently and is fully accountable for the quality and integrity of advice provided.

The role defers to the Enterprise Architect (Information) on complex issues of a technical, legislative or political nature or decisions that will substantially alter the outcome or timeframes, significant issues or conflicts arising in the course of duties or matters requiring a higher delegated authority including approval for expenditure outside of delegation or sensitive matters.

Reporting line

The role reports to the Enterprise Architect (Information)

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in a relevant area and/or extensive experience in a similar role.
- Advanced analysis and definition of business data and information with skills in SQL, data manipulation, business intelligence and reporting technologies.
- Strong experience in supporting business information usage and information management processes and tools.

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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

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**	**Advanced**
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
Results	**Deliver Results**	**Advanced**
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	**Advanced**
Business Enablers	Finance	Adept
	Technology	**Adept**
	Procurement and Contract Management	Adept
	Project Management	**Advanced**

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	**Strategy and Architecture, Technical Strategy and Planning, Data Management**	Level 5 – DATM
	Strategy and Architecture, Information Strategy, Information Management	Level 5 – IRMG
	Strategy and Architecture, Information Strategy, IT Governance	Level 5 – GOVN

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	Advanced	• Stay calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in the face of strong, contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Relationships Communicate Effectively	Advanced	• 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
Results Deliver Results	Advanced	• 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 Demonstrate Accountability	Advanced	• Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks

Group and Capability	Level	Behavioural Indicators
		• Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Strategy and Architecture Technical Strategy and Planning, Data Management	Level 5 – DATM	Plans effective data storage, sharing and publishing within the organisation. Independently validates external information from multiple sources. Assesses issues which might prevent the organisation from making maximum use of its information assets. Where possible, derives data management structures to support consistency of information retrieval, combination, analysis, pattern recognition and interpretation, throughout the organisation. Devises and implements data management processes, including classification, security, retrieval and retention processes.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Strategy and Architecture, Information Strategy, Information Management	Level 5 – IRMG	Drafts and maintains the policy, standards and procedures for compliance with relevant legislation. Understands the implications of information, both internal and external, that can be mined from business systems and elsewhere. Makes business decisions based on that information, including the need to make changes to systems. Reviews proposals for new digital initiatives and provides specialist advice on information management, including advice on and promotion of collaborative working and assessment and management of information-related risk. Creates and maintains an inventory of information assets, which are subject to relevant legislation. Prepares, reviews and submits periodic notification of registration details to the relevant regulatory authorities. Ensures that formal information access requests and complaints are dealt with according to approved procedures.
Strategy and Architecture, Information Strategy, IT Governance	Level 5 – GOVN	Reviews information systems for compliance with legislation and specifies any required changes. Responsible for ensuring compliance with organisational policies and procedures and overall information management strategy.

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