

Role Description

Data Scientist



Customer
Service

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Customer, Delivery and Transformation / Data, Insights and Transformation / Data Analytics Centre (DAC)
Classification/Grade/Band	Clerk Grade 11/12
Role Number	TBA
ANZSCO Code	224113
PCAT Code	1229192
Date of Approval	July 2019

Primary purpose of the role

Lead implementation of data science techniques in the Unit's analytics projects and undertake complex data analytics, interpreting the results of the analysis to provide expert advice and insights to government agencies to inform decision making and policy. The role actively contribute to a high-performance team environment by building capability, provide excellent customer service and enable continual service improvement practices.

Key accountabilities

- Lead the delivery of data analytics projects, including: project design and ideation; identification of appropriate data sets and methodologies; and application of sophisticated data analytics techniques
- Prepare project documentation, including status reports, end of phase reports, briefings, papers and presentations as required for a wide range of audiences
- Provide expert advice to sponsoring agencies on the use of data and data analytics to deliver better services
- Provide coaching and mentoring to team members to achieve high levels of performance in meeting the Centre's objectives and a culture of ongoing capability development
- Actively contribute to best practice research projects/papers, analytical methodologies, systems and technologies
- Liaise with client agencies and stakeholders and prepare and deliver presentations and briefings as required
- Identify, recommend and implement new analytical tools and approaches for analytics projects
- Ensure data is handled securely and confidentially at all times, in accordance with the Centre's policies and applicable security and privacy legislation, standards and guidelines

Key challenges

- Ensuring that the Unit's Analytics Practice delivers high quality analytics products that meet the needs of the clients.

- Developing and maintaining constructive relationships and optimising outcomes given multiple internal and external stakeholders with potentially competing interests.
- Maintaining current knowledge of contemporary trends and developments in: data science; data management; data analytics; statistical and visual technologies; and initiatives across government to maximise the use of collected data.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise, receive guidance and instructions • Provide recommendations and inform through reporting any sensitive and emerging issues • Participate in meetings and discussions to share information and provide input and feedback
Work Team	<ul style="list-style-type: none"> • Guide, support, coach and mentor team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice • Represent work group perspective and share information • Review work and proposals of team members
Internal Customer/ Stakeholders	<ul style="list-style-type: none"> • Provide a client-focused approach to service delivery • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues • Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution
External	
External Customers/ Stakeholders	<ul style="list-style-type: none"> • Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required • Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards • Engage with, consult, seek clarification and provide advice and responses to ensure the prompt resolution of issues
Industry professionals/ consultants	<ul style="list-style-type: none"> • Collaborate with and seek/maintain specialist knowledge/advice • Participate in forums, groups to represent the agency and share information • Participate in discussions regarding innovation and best practice
Other Government Agencies	<ul style="list-style-type: none"> • Participate in meetings and represent DAC perspective • Provide and share information, discuss and seek input on matters or issues

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 Managers' 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

Director Analytics

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements


- Tertiary qualifications in Statistics, Mathematics, Social Science, Actuary, Engineering, Computer Science, Econometrics, or equivalent experience.
- Satisfactory Criminal Record Check
- Satisfactory Working with Children Record Check

Capabilities for the role




The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>

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
	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	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
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Maintain a high level of personal motivation Take the initiative and act in a decisive way
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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 Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
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 Technology	Advanced	<ul style="list-style-type: none"> Show commitment to the use of existing and deployment of appropriate new technologies in the workplace

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Implement appropriate controls to ensure compliance with information and communications security and use policies• Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes• Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes• Implement and monitor appropriate records, information and knowledge management systems protocols, and policies