Role Description
Senior Consultant - ICT

Cluster	Customer Service
Agency	Department of Customer Services
Division/Branch/Unit	Digital.NSW and Customer Service ICT / NSW Telco Authority / Technology
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	261111
PCAT Code	1226192
Date of Approval	November 2019

Primary purpose of the role

Managers the review and analysis of the organisation's business intentions, services, processes and information needs to identify changes that lead to business improvements. The role assists in the implementation of technology solutions in a cost-effective way by determining the business requirements of a project or program and communicating these clearly to stakeholders.

Key accountabilities

- Provide advice, guidance and accurate information to enhance business systems to ensure business needs and priorities are met
- Support the business in the development of business cases and act as an Subject Matter Expert responsible for requirements workshops, walkthroughs, business process reviews/re-engineering and documenting detailed business requirements both functional and technical
- Manage end-to-end delivery of agreed business requirements, working with integration engineers and architects to ensure the solutions are delivered according to the IT enterprise architecture roadmap
- Provide comprehensive documentation; business and functional requirements, technical/interface designs, business process models, user stories/requirements and user case scenarios to industry guidelines as appropriate for the business need
- Interpret and translate complex information to provide plain language advice on technical issues to non-technical audiences to support delivery
- Work with key stakeholders to define business requirements and trends with a comprehensive analysis of alternate solutions (internal and external) with associated costs and benefits to enable informed business decisions and service level improvements
- Manage and lead data prioritisation and remediation efforts in accordance with the Branch's plans and information sharing needs to ensure the successful delivery of collaboration solutions

Key challenges

- Managing the expectations of a wide range of stakeholders to develop trust and ensure reliable and accurate information in an environment of conflicting priorities and expectations
- Distilling business needs to identify fit for purpose options while supporting organisational agility and responsiveness to change

Key relationships

Who	Why
Internal	
Manager	▪ Escalate issues, keep informed, advise and receive instructions ▪ Inspire and motivate team, provide direction and manage performance ▪ 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	▪ Work collaboratively to contribute to achieving the team's business outcomes ▪ Guide and support team members to adopt agility and flexibility in responding to business change in providing customer focused services ▪ Participate in meetings to represent work group perspective and share information ▪ Participate in discussions and decisions regarding implementation of innovation and best practice
Clients/customers	▪ Resolve issues and provide solutions to problems ▪ Provide information regarding agency sector wide rules and standards ▪ Establish relationships to develop trust and ensure reliable and accurate information exchange ▪ Provide customer focussed approach to service delivery
External	
Customers/ Stakeholders	▪ Develop and maintain effective working relationships and open channels of communication ▪ Address/respond to queries where possible, or redirect relevant party for review and resolution ▪ Contribute to 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
Industry professionals/ consultants	▪ Participate in forums, groups to represent the agency and share information ▪ Participate in discussions regarding innovation and best practice

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

Enterprise Architect

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Tertiary qualifications in a relevant field and/or demonstrated working experience in a similar industry

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

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
	Change & Transformation - Business Change Management	
	Business Analysis	**Level 5 – BUAN**
	Strategy & Architecture - Business Strategy Planning	
	Business Process Improvement	**Level 5 - BPRE**
	Change & Transformation - Business Change Management	Level 4 - REQM
	Requirements Definition and Management	
	Relationships & Engagement - Stakeholder Management	**Level 5 - RLMT**
	Relationship Management	

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	- 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
Relationships Commit to Customer Service	Intermediate	- Support a culture of quality customer service in the organisation - Demonstrate a thorough knowledge of the services provided and relay to customers - Identify and respond quickly to customer needs - Consider customer service requirements and develop solutions to meet needs - Resolve complex customer issues and needs - Co-operate across work areas to improve outcomes for customers
Relationships Influence and Negotiate	Intermediate	- Utilise facts, knowledge and experience to support recommendations - Work towards positive and mutually satisfactory outcomes - Identify and resolve issues in discussion with other staff and stakeholders - Identify others' concerns and expectations - Respond constructively to conflict and disagreements

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Keep discussion focused on the key issues
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues

Category and Sub-Category	Level and Code	Level Descriptions

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Change & Transformation Business Change Management	Level 5 - BUAN	**BUSINESS ANALYSIS –** Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change. Selects, adopts and adapts appropriate business analysis methods, tools and techniques; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Collaborates with stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies. Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.
Strategy and Architecture Business Strategy and Planning	Level 5 - BPRE	**BUSINESS PROCESS IMPROVEMENT –** Analyses and designs business processes; identifies alternative solutions to exploit new technologies and automation. Develops graphical representations of business processes to facilitate understanding and decision making. Assesses the feasibility of business process changes and recommends new approaches. Manages the execution of business process improvements. Selects, tailors and implements business process improvement methods and tools at programme, project and team level in line with agreed standards. Contributes to the definition of organisational policies, standards, and guidelines for business process improvement.
Relationships & Engagement Stakeholder Management	Level 5 - RLMT	**RELATIONSHIP MANAGEMENT –** Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. Facilitates business decision-making processes. Captures and disseminates technical and business information.

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