

Role Description

Business Performance Analyst



Customer
Service

Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224711
PCAT Code	1229192
Date of Approval	October 2019

Primary purpose of the role

Provides reporting and analysis by reviewing reporting and performance needs to identify changes, solutions and recommendations that lead to better informed decision making and processes for business improvement

Key accountabilities

- Contribute to the development of reports and dashboards to support the evaluation and identification of improvement opportunities and to inform better decision-making
- Prepare regular management and dashboard reports to provide insight into programs, financials, risk, compliance and other performance areas to support decision making and inform progress against service delivery outcomes
- Monitor and prepare trend analysis, graphs and provide variance analysis to support the development of strategies and initiatives that deliver on organisational objectives
- Analyse existing systems, applications and functions to ensure fit for purpose to support strategic objectives
- Undertake qualitative and quantitative research to identify trends and assist in determining business priorities to support the delivery of organisational and government priorities
- Develop and maintain customer and stakeholder relationships and partnerships through effective, advice, communication, negotiation and issues management recommending and implementing ways to improve performance and the efficiency and reliability of products and services to ensure deliverables and business objectives are met and a positive customer experience
- Undertake projects and corporate initiatives liaising with clients to ensure requirements are discussed and best practice techniques are utilised to ensure requirements and standards are met on time and to the expected standard
- Maintain awareness of relevant issues, policy obligations, insights, challenges industry trends and practices and opportunities to recommend innovative solutions that optimise outcomes and contribute to a best practice function in line with organisational and government priorities

Key challenges

- Maintaining reporting and performance system to ensure reports meets customer expectations in a changing shared services environment

- Keeping up-to-date with the range, pace and complexity of information and knowledge required to deliver quality service while ensuring on time continuity of services
- Establishing effective relationships with stakeholders to develop credibility to understand and influence business outcomes within agreed timelines, given their varying expectations, viewpoints, and interests

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Advise and guide on the key strategy and planning issues from across the business. • Escalate issues, keep informed, advise, receive guidance and instructions
Work Team	<ul style="list-style-type: none"> • Support team members and work collaboratively to achieve business outcomes • Provide advice, reports, data, analysis • Participate in meetings, present information on program/project status
Client / Customer	<ul style="list-style-type: none"> • Provide expert advice to achieve a consistent and robust planning approach across the organisation • Guide the implementation of planning and performance frameworks • Manage the flow of information, seek clarification, negotiate, provide customer focused advice, influence, resolve and provide solutions to issues • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution
External	
Customer/Stakeholders	<ul style="list-style-type: none"> • 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 • Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of 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.

Reporting line

Manager, Governance or Business Unit Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Relevant qualifications and/or experience





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

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	Strategy and Architecture, Information Strategy, Data Visualisation	Level 4, VISL

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	Intermediate	<ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond in a reasonable way• Work through challenges• Stay calm and focused in the face of challenging situations
Personal Attributes Manage Self	Adepts	<ul style="list-style-type: none">• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals• Examine and reflect on own performance• Seek and respond positively to constructive feedback and guidance• Demonstrate a high level of personal motivation
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
Results Deliver results	Intermediate	<ul style="list-style-type: none">• Complete work tasks to agreed budgets, timeframes and standards• Take the initiative to progress and deliver own and team/unit work• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals• Seek and apply specialist advice when required

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • 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 option • 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 Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • 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

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Skill and Level Descriptions
Strategy and Architecture, Information Strategy	Level 5 – VISL	Data Visualisation Applies a variety of visualisation techniques and designs the content and appearance of data visuals. Operationalises and automates activities for efficient and timely production of data visuals. Selects appropriate visualisation approach from a range of applicable options. Contributes to exploration and experimentation in data visualisation.