Role Description
Senior Performance Analyst

Portfolio	Primary Industries and Regional Development
Department	Department of Primary Industries and Regional Development
Group/Division/Branch	Strategy, Corporate & Performance/ Data & Performance
Location	Regional NSW
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	511112
PCAT Code	1227392
Date of Approval	September 2024
Agency Website	www.dpird.nsw.gov.au

Agency Overview

The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions.

DPIRD brings together Agriculture and Biosecurity; Fisheries and Forestry; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

Primary purpose of the role

The Senior Performance Analyst provides portfolio level planning and performance analysis to inform organisational improvement. The role draws on new and existing data from diverse sources to communicate complex operational and policy challenges, influence decision makers, and improve outcomes for citizens.

Key accountabilities

- Partner with functional areas across the cluster to develop and maintain relevant performance metrics, methods and targets, and ensure alignment with new and existing frameworks.
- Undertake analysis of strategic and operational performance, providing insights and advice to the Executive and external stakeholders to support planning, delivery and performance management in line with established priorities, budgets and timeframes.
- Coordinate consultative processes to capture, analyse and report on performance against agreed targets and criteria, including benchmarking projects.
- Contribute to processes and activities to ensure the Department meets its statutory and whole of government reporting obligations to the Executive, Department, Treasury, Premier's Department, the Cabinet Office and others as required.

- Provide timely advice to internal stakeholders on planning, performance monitoring, business analysis and improvement within established frameworks.
- Ensure that the data and information used in the performance analysis and reporting as well as the collection and review processes have the appropriate data governance, integrity and reliability.
- Support and champion initiatives to improve reporting suites and processes enabled by integrated systems.
- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure planning and performance reporting deliverables are met.

Key challenges

- Navigating disparate systems, tools, ways of reporting to extract meaningful and comparable information.
- Managing time and conflicting deliverables and ensuring that the analysis and reporting of portfolio performance is accurate, consistent and timely.
- Managing change across the organizational unit within a complex environment and business model.

Key relationships

Who	Why
Internal	
Director & Manager	- Receive advice and provide updates on the status of project activities - Escalate issues and advise and present recommendations regarding the potential solutions
Staff	- Maintain existing networks across the department/cluster of staff members responsible for reporting and planning within their work areas, to jointly ensure that departmental reporting requirements are met - Assist colleagues throughout the department on planning and reporting related activities
Team	Actively contribute to the team's objectives and identified outcomes
External	
Government agencies	- Assist in coordinating reporting activities, ensuring high quality reports are provided to required standards and within set timeframes - Gather information, build supporting relationships and identify emergent trends, methodologies and resources

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Role dimensions

Decision making

- The role operates with a high level of autonomy and is expected to determine key operational objectives within delegated authority limits. The role is accountable for the delivery of assigned work and responsible for the service's quality, integrity, and validity.
- The role defers to the manager on issues that have a significant political impact or issues outside of financial delegation.
- Builds networks throughout the department and with other government entities
- Provides advice with authoritative recommendations on a range of issues including system and process improvement, standards and policies for the Branch.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

Nil

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • 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 and maintain a high level or personal motivation	Intermediate
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept

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Capability group/sets	Capability name	Behavioural indicators	Level
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept

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Capability group/sets	Capability name	Behavioural indicators	Level
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• 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 in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria •	Advanced
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept

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Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate

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