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| **Cluster** | Planning ,Housing and Infrastructure |
| **Agency** | Department of Planning Housing and Infrastructure |
| **Division/Branch/Unit** | Planning Land Use Strategy, Housing and Infrastructure/Planning Delivery and Integration/Program Delivery and Reporting |
| **Location** | TBC |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **ANZSCO Code** | 261313 |
| **PCAT Code** | 1126392 |
| **Date of Approval** | February 2023 (Updated November 2024) |
| **Agency Website** | https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure |

Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW.  To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

Primary purpose of the role

Undertake and deliver a range of data analytics and visualisation tasks to support and improve service delivery, undertake data analysis and reporting to inform strategies and decision making processes.

# Key accountabilities

* Contribute to the development and implementation of technological solutions to extract and analyse large and diverse data sets
* Extract and manipulate data from multiple sources, and undertake data validation to ensure data integrity and accuracy is retained when developing reports
* Provide recommendations to improve the availability, quality, reliability and security of corporate data
* Recommend and implement strategic technology solutions based upon industry standards and ensuring alignment to the corporate goals of the agency and the strategic directions of the business units by proactively identifying business risks and opportunities to continually improve efficiency and effectiveness
* Formulate, implement and maintain procedures relating to the Department’s data processing activities to enable continued high availability of data, maintenance, and ease of day to day management and monitoring for reliable provision of corporate data.
* Determine appropriate visualisation techniques that work best for different types of data, as well as limitations, to ensure dashboard information and visual presentations engage the end client and assist in decision making

Key challenges

* Dissecting and analysing large and multiple, complex sources of raw data and translating it to usable information to inform decision making
* Liaising with a wide range of internal stakeholders to identify the information needs of clients, community and key stakeholders to ensure relevant information is presented
* Maintaining awareness of current data analysis and statistical trends and technologies to effectively manipulate and present information

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager and Team | * Seek information and collaborate with team members to implement accurate reporting and analysis of complex data * Collaborate with the team on system and process improvement projects providing advice on system, process, policy and statutory requirements |
| Internal staff | * Consult and communicate effectively with business stakeholders in documenting business requirements during planning and delivery of system and process improvement projects. * Deliver timely and accurate reports and data analytics to Executive and operational staff that reflect business needs |
| **External** |  |
| Industry stakeholders/clients | * Build and maintain effective and credible relationships with IT technical staff in resolving technical and complex data issues |

# Role dimensions

## Decision making

* Works under general direction within a clear framework of accountability
* Plans and manages own work priorities within the context of the role and project priorities.

## Reporting line

Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

* Tertiary qualifications in Information Technology or relevant field and/or equivalent experience.
* Current NSW Drivers Licence and willingness to travel.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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.

| FOCUS CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge 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  Cooperate across work areas to improve outcomes for customers | Intermediate |
| **Work Collaboratively**  Collaborate with others and value their contribution | | Build a supportive and cooperative team environment  Share information and learning across teams  Acknowledge outcomes that were achieved by effective collaboration  Engage other teams and units to share information and jointly solve issues and problems  Support others in challenging situations  Use collaboration tools, including digital technologies, to work with others | Intermediate |
|  | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience  Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience  Seek contributions and ideas from people with diverse backgrounds and experience  Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | Adept |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | Be proactive in taking responsibility and being accountable for own actions  Understand delegations and act within authority levels  Identify and follow safe work practices, and be vigilant about own and others’ application of these practices  Be aware of risks and act on or escalate risks, as appropriate  Use financial and other resources responsibly | Intermediate |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Identify opportunities to use a broad range of technologies to collaborate  Monitor compliance with cyber security and the use of technology policies  Identify ways to maximise the value of available technology to achieve business strategies and outcomes  Monitor compliance with the organisation’s records, information and knowledge management requirements | Adept |
| **Project Management**  Understand and apply effective planning, coordination and control methods | | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | Intermediate |

# 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |