|  |  |
| --- | --- |
| **Cluster** | Planning, Housing and Infrastructure |
| **Agency** | Department of Planning, Housing and Infrastructure |
| **Division/Branch/Unit** | Strategy and Innovation/ Evidence and Insights |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | TBC |
| **ANZSCO Code** | 224212 |
| **PCAT Code** | 1126392 |
| **Date of Approval** | September 2021 (updated January 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 are building the future of NSW through delivering diverse planning, housing solutions and infrastructure across the state. 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 seeks to embed Aboriginal cultural awareness and knowledge throughout the department. .

Primary purpose of the role

The Data Analyst Visualisation is responsible for consulting with key users and stakeholders to design and develop dashboards and visualisation products. The role supports our internal and external customers by providing meaningful insights which informs their decision making and complements the broader remit of the Evidence and Insights branch around research, reporting and data storytelling.

**Key accountabilities**

* Develop a range of dashboards and visualisation products for internal and external customers to facilitate evidence-based decision making.
* Undertake a discovery and engagement process with users and stakeholders to determine their requirements to build dashboards that respond to business needs.
* Develop and maintain cooperative engagement with key internal and external stakeholders
* Provide advice in relation to dashboard development and selection of the best type of visualization for the data characteristics.
* Undertake research to identify relevant data, and the relationships between different datasets and limitations to create innovative and well designed dashboards and visualisations.
* Develop dashboards and visualisations that balance the data, insights and visual design elements and collaborate with stakeholders in relation to troubleshooting, debugging, problem solving and resolving technical issues.
* Contribute innovative ideas to assist with the development and maintenance of team systems, policies and business processes to improve operational efficiency and effectiveness

Key challenges

* Working with the key stakeholders and asking probing questions to gather requirements which meet the audience needs.
* Undertaking follow up actions and responding to changes in user needs, data over time.
* Communicating data in a visually appealing way which also creates a compelling story about the data and ensuring that the solution can be used within the key stakeholder environments.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive instructions and provide support required * Provide regular updates and advice on research and analysis work * Inform of and seek guidance on new or emerging issues and priorities * Contribute to team business planning and work program development |
| Department business units | * Build and maintain effective relationships * Prepare, present and provide timely and professional advice regarding evidence data request, trends and emerging issues |
| Team members | * Work as a team member to support team programs and projects * Participate in team meetings to share information and ideas to improve program, service delivery and work outcomes |
| **External** |  |
| State and Local Government agencies, development industry and community stakeholders | * Maintain effective relationships and communication networks * Respond to enquiries and help resolve customer concerns and issues * Provide clear information and appropriate, accurate advice on current planning matters |

# Role dimensions

## Decision making

* Works with, and receives advice and guidance from the Manager and team members but has responsibility to determine day to day work priorities within the overall agreed work program
* Develops innovative solutions to complex problems and identifies alignment with other Government projects and policy.
* Is required to comply and work within applicable legislative and Department policies and frameworks, procedures and administrative processes

## Reporting line

Manager Digital Products

Key knowledge and experience

* Experience in data analytics, business intelligence, dashboard design and visualization which cater to different audience types.
* Experience or knowledge in Design processes and Business Analyst skills would be desirable

Essential requirements

* Tertiary qualifications in design, statistics, business intelligence, data science, or related discipline and/or equivalent relevant experience.

# 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 |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | 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 |
|  | **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 |

# 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 | Intermediate |
| 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 |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| 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 | Foundational |
| Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | 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 | Foundational |
| Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |