

Role Description

Workforce Analyst Officer



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	People & Culture / HR & Organisational Development/ Workforce Planning and Analytics
Classification/Grade/Band	Clerk Grade 5/6
Role Number	Generic
ANZSCO Code	223111
PCAT Code	1224648
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Undertake establishment management and reporting for FRNSW.

Key accountabilities

- Analyse requests and provide maintenance of organisational and positional establishment data on SAP – Human Resource Information System (HRIS)
- Identify role requirements and approved levels of system access and security and ensure correct allocation to positions
- Undertake administration of the health & safety system including the maintenance of access controls and allocate new access as approved
- Undertake statistical and data analysis of workforce management and prepare reports for Directorates
- Undertake statistical and data analysis of health and safety information and prepare reports for Directorates
- Reconcile and maintain organisational structure in the Health & Safety information system to align to the HRIS to provide accurate reporting and costings for workers compensation claim management and workflow approvals in Safety system
- Prepare People and Culture monthly reporting and statistical HR data
- Maintain organisational charts for all Directorates/Branches/Units in FRNSW
- Assist with the preparation of administrative reports including those relating to compliance with legislation

Key challenges

- Maintain security and confidentiality of sensitive data and information
- Work with high degree of autonomy, balancing business demands and service delivery requirements to maintain consistent workflow where such demands fluctuate daily
- Work to reporting schedules and apply attention to detail

Key relationships

Who	Why
Internal	
Manager Workforce Planning & Analytics Senior Workforce Analyst	<ul style="list-style-type: none">• Receive instruction and advice as necessary• Provide accurate and timely reports
FRNSW Management	<ul style="list-style-type: none">• Implement outcomes of restructures/role evaluations within SAP/HRIS• Assist with the interpretation and reporting on workforce management and health & safety to ensure compliance with relevant legislation and to inform decision making
All FRNSW	<ul style="list-style-type: none">• Provide timely, information regarding established management
External	
External Stakeholders	<ul style="list-style-type: none">• Workers Compensation Insurer and NSW Self Insurance Corporation (SICorp)

Role dimensions

Decision making

- Make day-to-day decisions within the scope of the role, prioritising in accordance with agreed timeframes and level of complexity
- Provide credible and well supported information to Managers to facilitate recommendations of appropriate action

Reporting line: Manager Workforce Planning and Analytics

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Experience in the use of SAP or similar Human Resource Information System (HRIS) including analysis and reporting and capacity to extract and report information from HRIS and health & safety systems

Capabilities for the role

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
 <p>Personal Attributes</p>	Act with integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • 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
	 <p>Relationships</p>	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • 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
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • 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
 <p>Results</p>	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek clarification when unsure of work tasks • Complete own work tasks under guidance within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks 	Foundational
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 Business Enablers	Project Management Understand and apply effective project planning, coordination and control methods	<ul style="list-style-type: none"> 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

Focus Capabilities - Occupation specific capability set

Capability group/sets	Capability name	Description	Level
 Human Resources	Workforce Insights	Establish and maintain workforce management systems, data and analysis to support evidence-based decision making	1

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	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
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational