

ROLE DESCRIPTION

Principal Business Data Analyst

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Housing Portfolio / Programs and Partnerships	
Location	Metropolitan	
Classification/Grade/Band	Clerk Grade 11/12	
Role Number	TBA	
ANZSCO Code	511112	
PCAT Code	3119192	
Date of Approval	24 June 2025	Ref: HPORT136
Agency Website	www.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Homes NSW overview

The NSW Government is determined to make NSW a place where everyone has access to safe and secure housing, and where experiences of homelessness are rare, brief and non-recurring.

Homes NSW is a division of the Department of Communities and Justice. It brings together the housing and homelessness functions of the Department of Communities and Justice, the NSW Land and Housing Corporation, Aboriginal Housing Office and key worker housing functions from across government all under one roof.

Homes NSW leads work to deliver more social and affordable housing, end the cycle of homelessness, and deliver quality public housing to our 262,000 tenants across NSW.

As a single division, we are streamlining services to ensure we meet the needs of the people we support, with empathy, efficiency and effectiveness. We are elevating the voice of people with lived experience of social housing, housing services and homelessness.

We strive for excellence in service delivery and partner with all levels of government, sector and communities to address the housing crisis.

Most importantly, Homes NSW puts people at the heart – including our staff. Working for us means you are joining a division where your expertise and skills will be valued.

Primary purpose of the role

The Principal Business Data Analyst works as a part of a multi-disciplinary team, acting as a bridge between business needs and technical solutions, ensuring business requirements are aligned and best fit within the technical landscape and systems. This role is key in the collection and analysis of homelessness data ensuring it meets national minimum data standards. The role also leads in the knowledge of CIMS, including data extraction, help desk functions, and enhancements of configurations.

Key accountabilities

- Provides the data strategy, processes and mentors the data team to perform their duties efficiently and is the main escalation point for any related data issues in the course of day-to-day activities as well as the team is appropriately equipped with the software and necessary tools.
- Coordinates data activities with business stakeholders, advises on proper methods and processes to be followed and resolve operational issues encountered.
- Provide proactive and evidence-based expert advice to support the Director and the team taking into account business unit's considerations when assessing the impact on current business and future data related decision-making.
- Liaise with NGO's that use other case management systems for homelessness data collection in NSW to ensure compliance with national and NSW standards. Manage the import and verification of data from these NGO's.
- Lead the analysis and documentation of prioritised business requirements and facilitation of business and system solutions, working with technical specialists to identify and evaluate feasible, cost-efficient, and effective technical solutions that complies with regulatory requirements, security standards, department, and industry best practices.
- Ensure consistency in delivery and processes of the analysis function that supports project delivery and provides customer focussed services and outcomes. Provide input and feedback on business and technical design documents to ensure designs align with expected business outcomes, as captured by business and technical requirements.
- Collaborate with stakeholders to ensure appropriate stakeholders are included in the development of business and technical requirements, including facilitating relevant workshops, meetings, working groups, etc.
- Develop documentation including business requirements, functional and non-functional specifications, data flows, test plans and test cases to provide current and future state context to support business and technical requirements.
- Stay updated on technical trends and emerging technologies to propose innovative solutions.
- Proactively contribute to continuous process improvement within the project and technical teams.

Key challenges

- Consulting and negotiating with diverse stakeholders, including vendors, and driving outcomes within acceptable costs and timelines.
- Accurately diagnose state of data quality and integrity and propose data related remediation actions.
- Keeping across changing technologies, business processes and industry best practices.
- Managing deliverables independently against rapidly shifting priorities to respond to internal and external demands.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues and receive instructions.• Provide regular updates on key projects, issues and priorities.
Work Team	<ul style="list-style-type: none">• Guide, support, coach, provide direction and up skill team members.• Work collaboratively to contribute to achieving the team's business outcomes.• Participate in meetings to represent work group perspective and share information.• Participate in discussions and decisions regarding implementation of innovation and best practice.
Stakeholders	<ul style="list-style-type: none">• Consult with business users to understand business needs, gather information and analyse requirements.• Resolve issues and provide solutions to problems.• Provide strategic advice for business improvement.
External	
Vendors / Service Providers	<ul style="list-style-type: none">• Detail requirements with vendors to provide solutions to issues or enhancements.

Role dimensions

Decision making

Sets own priorities and those of any staff/project staff supervised.

Maintains independence to develop a suitable approach in managing a unit/team, allocating resources, determining the conceptual framework towards projects and development of strategic plans.

Has a high level of responsibility for determining appropriate unit/team actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of unit/teamwork.

Ensures that unit/team recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as the source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level.

Reporting line

The role reports to the Director, Homelessness Programs.

Direct reports

TBC.

Budget/Expenditure

Nil.

Key knowledge and experience

High level of experience in client management systems, particularly CIMS, and superior understanding of the specialist homelessness services collection (SHSC).

Essential requirements

Tertiary qualifications in a related discipline or equivalent knowledge, skills and experience with a demonstrated commitment to ongoing professional development.

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

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.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• 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	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • 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 	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • 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 	Advanced






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		contribute to system, process and business improvements <ul style="list-style-type: none"> • 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 	
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • 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

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 is 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	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	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	Advanced
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate