

# ROLE DESCRIPTION

## Data Analyst Assistant

|                           |  |             |
|---------------------------|--|-------------|
| Cluster                   | Stronger Communities   |             |
| Department                | Department of Communities and Justice  |             |
| Division/Branch/Unit      | Corrective Services NSW / Security and Intelligence - Corrections Intelligence Group |             |
| Location                  | Sydney   |             |
| Classification/Grade/Band | Clerk Grade 5/6  |             |
| Role Number               | Various  |             |
| ANZSCO Code               | 224113   |             |
| PCAT Code                 | 2111292  |             |
| Date of Approval          | 22 July 2021   | Ref: CS0453 |
| 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.***

### Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

### Primary purpose of the role

Establish, maintain, and collate statistical data pertaining to key operational areas of intelligence to support correctional and community operations, Support the unit in providing timely and accurate analysis of statistical data which support operational and strategic objectives of Security and Intelligence.

### Key accountabilities

- Manage and coordinate the collation of data from various sources within the Corrective Services NSW principally the Offender Integrated Management System (OIMS) and Integrated Intelligence System (IIS)
- Retrieve data from OIMS and IIS systems for the purpose of maintaining and producing reporting requirements on strategic outcomes for the Corrections Intelligence Group
- Maintain statistics and information to ensure outcomes are responsive to key information systems and emerging trends
- Maintain data dashboards to provide key trend information for the Corrections Intelligence Group
- Prepare and respond to data requests from within the agency reegrding key intelligence trends Prepare information on requests for statistical data from key stakeholders, agencies and operational areas

- Maintain data dictionaries and detailed documentation of key processes used to deliver reporting outcomes
- Maintain communication with key stakeholders and information users
- Collaborate with team members and managers, operational business units and technology units to ensure timely, accurate and operationally sound advice.

## Key challenges

- Providing timely response to queries regarding key operational areas through development of solid understanding of those operational areas and responding to often complex data requests Balance competing demands whilst providing quality administrative services in a pressured / high volume and sensitive work environment.
- Meet competing management / customer needs and expectations. Prioritise work requirements with short timeframes and quality standards and responding to often complex data requests

## Key relationships

| Who  | Why  |
|--|--|
| <b>Internal</b>                                      |  |
| Manager of Security                                  | <ul style="list-style-type: none"> <li>• For operational management, leadership, direction and staff performance management.</li> </ul>  |
| Senior Data Analyst                                  | <ul style="list-style-type: none"> <li>• Consult, seek advice, provide updates on outstanding reports and data requests, escalate issues impacting on delivery of data reporting services, contribute towards decision making</li> </ul> |
| Senior Custodial Managers                            | <ul style="list-style-type: none"> <li>• Provide key decision support material to department stakeholders with regard to tactical, operational, and strategic operational matters.</li> </ul>  |
| Staff / Work Team                                    | <ul style="list-style-type: none"> <li>• For performance management</li> </ul>   |
| Counterparts and peers at other correctional centres | <ul style="list-style-type: none"> <li>• Provide relevant information to all departmental areas for the purpose of promoting safety and security</li> </ul>  |
| Clients/customers                                    | <ul style="list-style-type: none"> <li>• Communicate services and resolve issues</li> </ul>  |
| <b>External</b>                                      |  |
| Customers/stakeholders                               | <ul style="list-style-type: none"> <li>• The provision of timely information to staff in custodial and community corrections divisions.</li> </ul>   |
| Other NSW and Federal government organisations       | <ul style="list-style-type: none"> <li>• Liaise between Corrections Intelligence Group and relevant law enforcement agencies.</li> </ul>   |

## Role dimensions

### Decision making

- The incumbent is responsible for gathering data, use of initiative, sound analysis, dissemination and storage of information.

- Matters beyond the expertise of the position holder or those that may have an adverse effect on the Department are to be escalated to senior management or other stakeholders for urgent and appropriate action.

### Reporting line

Senior Data Analyst Clerk Grade 7/8,

### Direct reports

NIL

### Budget/Expenditure

Nil

## **Key knowledge and experience**

Experience with extraction, management, manipulation and reporting of statistical data using software such as SQL, SPSS, SAS, Excel and MS Access.

## **Essential requirements**

- Tertiary qualifications in a relevant field.
- Possess a current drivers licence and willingness and ability to drive in the course of duties throughout NSW.
- Be an Australian Citizen.
- Obtain National Security NV! Clearance within 6 months.

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        |
| <div><br/>Personal Attributes</div> | <b>Manage Self</b><br>Show drive and motivation, an ability to self-reflect and a commitment to learning                     | <ul style="list-style-type: none"><li>• Keep up to date with relevant contemporary knowledge and practices</li><li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li><li>• Show commitment to achieving challenging goals</li><li>• Examine and reflect on own performance</li><li>• Seek and respond positively to constructive feedback and guidance</li><li>• Demonstrate and maintain a high level of personal motivation</li></ul>   | Intermediate |
| <div><br/>Relationships</div>      | <b>Communicate Effectively</b><br>Communicate clearly, actively listen to others, and respond with understanding and respect | <ul style="list-style-type: none"><li>• Tailor communication to diverse audiences</li><li>• Clearly explain complex concepts and arguments to individuals and groups</li><li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li><li>• Share information across teams and units to enable informed decision making</li><li>• Write fluently in plain English and in a range of styles and formats</li><li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li></ul> | Intermediate |
| <div><br/>Relationships</div>     | <b>Work Collaboratively</b><br>Collaborate with others and value their contribution  | <ul style="list-style-type: none"><li>• Build a supportive and cooperative team environment</li><li>• Share information and learning across teams</li><li>• Acknowledge outcomes that were achieved by effective collaboration</li><li>• Engage other teams and units to share information and jointly solve issues and problems</li><li>• Support others in challenging situations</li><li>• Use collaboration tools, including digital technologies, to work with others</li></ul>   | Intermediate |
| <div><br/>Results</div>           | <b>Plan and Prioritise</b><br>Plan to achieve priority outcomes and respond flexibly to changing circumstances               | <ul style="list-style-type: none"><li>• Understand the team and unit objectives and align operational activities accordingly</li><li>• Initiate and develop team goals and plans, and use feedback to inform future planning</li><li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li></ul>   | Intermediate |





## FOCUS CAPABILITIES

| Capability group/sets  | Capability name   | Behavioural indicators  | Level |
|--|---|---|-------|
|  |   | <ul style="list-style-type: none"> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>   |       |
|    | <b>Think and Solve Problems</b><br>Think, analyse and consider the broader context to develop practical solutions | <ul style="list-style-type: none"> <li>Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul> | Adept |
|  | <b>Technology</b><br>Understand and use available technologies to maximise efficiencies and effectiveness         | <ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>   | 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        |
| <br>Personal Attributes | Display Resilience and Courage      | Be open and honest, prepared to express your views, and willing to accept and commit to change         | Adept        |
|  | 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 |
| <br>Relationships       | 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                            | Intermediate |
| <br>Results           | Deliver Results                     | Achieve results through the efficient use of resources and a commitment to quality outcomes            | Intermediate |
|  | Demonstrate Accountability          | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines         | Intermediate |
| <br>Business Enablers | 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 project planning, coordination and control methods                      | Intermediate |