

# Role Description

## Contract Analyst



|                                  |  |
|----------------------------------|--|
| <b>Cluster</b>                   | Communities & Justice  |
| <b>Department/Agency</b>         | Department Communities & Justice / Homes NSW   |
| <b>Division/Branch/Unit</b>      | Housing Portfolio / Portfolio Management (Assets)  |
| <b>Classification/Grade/Band</b> | Administration & Clerical Grade 7/8  |
| <b>ANZSCO Code</b>               | 261313   |
| <b>PCAT Code</b>                 | 1126392  |
| <b>Date of Approval</b>          | 17 October 2023  |
| <b>Agency Website</b>            | <a href="http://www.nsw.gov.au/departments-and-agencies/homes-nsw">www.nsw.gov.au/departments-and-agencies/homes-nsw</a> |

### Agency 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

Inspect, translate, clean, transform and model maintenance contract-related data from contractors and Housing Portfolio to verify compliance with the contract using a range of data analysis techniques and tools when working with data, in order to identify trends, issues, anomalies, or fraud. The role also prepares the quarterly reports on each contract area against the requirements of the Maintenance Contract and Performance Management Framework.

### Key accountabilities

- Inspects, translates, cleans, transforms and models maintenance contract-related data from contractors and Housing Portfolio to verify compliance with the contract.

- Applies diverse data analysis techniques and tools when working with data, in order to identify trends, issues, anomalies or fraud.
- Applies computer-aided auditing techniques (CAAT) when appropriate.
- Monitors contractor performance against agreed key performance measures (KPIs) to develop and deliver regular/quarterly contractor performance reports.
- Contributes to production of Performance Reports for the Executive team, as required.
- Maintains knowledge of current data analysis techniques and tools and use these effectively. Techniques include: data modelling, text analytics if needed, data quality checking, statistical methods (such as univariate statistics, bivariate associations, graphical techniques, cross-validation, sensitivity analysis, general linear model, generalised linear model, structural equation modelling and item response theory). Tools generally refer to software used for data analysis.

## Key challenges

- Developing and maintaining high level analytical skills, particularly using computer aided software, in an organisation where this will be a relatively new discipline.

## Key relationships

### Internal

| Who                             | Why   |
|---------------------------------|---|
| Senior Contract Analyst         | <ul style="list-style-type: none"> <li>• Receive broad guidance, exchange information and provide advice.</li> </ul>                      |
| Team Members                    | <ul style="list-style-type: none"> <li>• Work collaboratively, exchange information.</li> </ul>   |
| Internal /External Stakeholders | <ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships, provide information and advice.</li> </ul> |

## Role dimensions

### Decision making

Expected to operate with autonomy within the context of agreed work assignments and is fully accountable for the quality, integrity and accuracy of advice provided.

The ability to exercise delegations are subject to:

- restrictions outlined in the delegation schedule and/or guidelines.
- any direction, policy or procedure provided from your reporting officer (or higher) restricting your use of delegations.

### Reporting line

Senior Contract Analyst.

### Direct reports

Nil.

### Budget/Expenditure

This is a general financial limit and does not apply to every delegation. Refer to the Financial Delegations.

## Key knowledge and experience

- Sound understanding of data, analysis and reporting (particularly synthesis of large volumes of data into readily understood information).
- High level skills in computer packages such as Excel and with specialist software used for computer-aided auditing (such as Business Objects or SAS).

## Essential requirements

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

## 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.

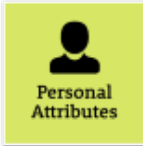
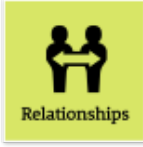
The capabilities are separated into focus capabilities and complementary capabilities

## 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        |
|---|--|---|--------------|
|  | <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>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Stay motivated when tasks become difficult</li> </ul>  | Intermediate |
|  | <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 |



### Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

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

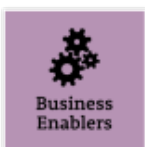


### Technology

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



### 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.

| 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 |
|    | 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 | Foundational |
|   | Communicate Effectively             | Communicate clearly, actively listen to others, and respond with understanding and respect             | Intermediate |
|  | 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                            | Foundational |
|  | 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 |
|  | Finance                             | Understand and apply financial processes to achieve value for money and minimise financial risk        | Intermediate |
|  | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance     | Intermediate |