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| **Portfolio** | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | System Reform / Child and Family/Reform |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | 51007535 |
| **OSCA Code** | 223231 |
| **PCAT Code** | 2119192 |
| **Date of Approval** | 1 May 2025 | **Ref: CF 024** |
| **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 in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

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 by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Support the establishment of a robust reporting framework and infrastructure to ensure that all reporting needs across a suite of child protection and out-of-home care reform initiatives are effectively supported.

Ensure the timely and accurate collection, analysis, and dissemination of data providing critical insights to support decision-making and effective reporting of reform objectives, including program implementation outcomes and financial analysis.

# Key accountabilities

* Prepare and maintain a comprehensive Reform Reporting Framework, including the design and implementation of dashboards, development of data management processes and methodology documents, and ensuring data quality and integrity, to support evidence-based decision-making and effective communication of reform progress.
* Design and develop data visualisation products and reports in consultation with data owners to achieve timely and accurate data information, leveraging financial analysis and research methodologies that will ensure system reform project outcomes are measured and reported.
* Perform a range of data cleansing, data transformation, data analysis and data visualisation tasks using analytical tools and programming language to support performance measurement and reporting of business outcomes.
* Collaborate with relevant stakeholders in the development, implementation, and operation of enhanced data collection and distribution processes across system reform initiatives, optimising data flows and ensuring efficient and effective data dissemination.
* Ensure data quality and integrity by routinely validating data input, documenting underlying assumptions and methodologies, and providing expert advice and support to policy and project areas on data-related issues, contributing to the development of robust reporting capabilities and effective data management practices.
* Research and prepare written communications such as emails, minutes, briefs, project documentation, technical documents, policy, reports and discussion papers in response to Ministerial, Cabinet or DCJ requests.
* Maintain understanding of project implementation, including risk and contingency management, benefits realisation, project impact, and quality measures, to effectively report on project progress and business outcomes.
* Establish and maintain stakeholder relationships through effective communication, negotiation, and issues management to engage stakeholders and ensure strategic business deliverables are met.

# Key challenges

* Synthesise large volumes of complex and sensitive information from diverse data sources, requiring advanced data extraction techniques (e.g., writing complex syntaxes) with a high level of accuracy and attention to detail to ensure insightful analysis.
* Effectively communicate complex analytical findings to diverse stakeholders, ensuring they understand the context, assumptions, and limitations of the analysis while effectively applying advanced data visualisation techniques to meet user requirements.
* Manage tight deadlines, navigate a complex stakeholder environment, and negotiate data availability constraints in an environment of competing priorities.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Line Manager | * Report directly to Line Manager
* Seek direction, guidance and support
* Provide information and feedback
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| Team Members | * For exchange of information, advice, methods, and solutions
* Mutual continued development and feedback to each other on research and analysis undertaken.
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| --- | --- |
| Reform Project Teams  | * Provide expert advice on data and reporting related issues
* Work in partnership and collaboratively to resolve data/project related issues, define mutual interests and determine strategies to achieve their realisation
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
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| Other DCJ Business Units and Divisions  | * Liaise to ensure the provision of timely and accurate advice when requested
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
 |
| **External** |  |
| External agencies and organisations  | * Build and sustain relationships with relevant external stakeholder groups.
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# Role dimensions

## Decision making

The role works closely with the Manager, Reform Reporting, to support data and reporting requirements across various reform initiatives.

The role works within the Reform Unit and in partnership with other relevant DCJ business units to deliver timely and robust support, high-level data analysis, and advice, including those related to savings initiatives and reform project delivery.

The role has autonomy in leading, coordinating and managing their work. The Senior Data and Reporting Analyst makes decisions on matters under their direct control. The Senior Data and Reporting Analyst will need to negotiate tasks and deadlines with the Manager. The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation. The occupant of the role will consult with the Manager on more complex matters.

The role exercises discretion in handling confidential and sensitive information and sound judgement in escalating risk issues to the Manager in a timely way.

## Reporting line

## The role reports to the Manager, Reform Reporting.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Experience in the analysis and presentation of complex data.
* Demonstrated experience in programming languages such as R, Python, or VBA.
* Demonstrated experience with data visualisation tools (e.g., Tableau), database technologies (e.g., SQL/T-SQL), records management applications (e.g., TRIM [Content Manager]), and project management applications (e.g., Power BI) would be an advantage.

# Essential requirements

* Relevant tertiary qualifications in areas such as Statistics, Data Analytics, Data Science, Engineering, Mathematics, Computer Science, Social Science, or equivalent data analysis/reporting experience.

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](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** |
| Personal Attributes logo | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives

Remain composed and calm under pressure and in challenging situations | Adept |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * 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
* 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 | Advanced |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position
* Lead and facilitate productive discussions with staff and stakeholders
* Encourage others to talk, share and debate ideas to achieve a consensus
* Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
* Influence others with a fair and considered approach and sound arguments
* Show sensitivity and understanding in resolving conflicts and differences
* Manage challenging relationships with internal and external stakeholders

Anticipate and minimise conflict | Adept |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * 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 |
| Results logo | **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 |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Prepare and review project scope and business cases for projects with multiple interdependencies
* Access key subject-matter experts’ knowledge to inform project plans and directions
* Design and implement effective stakeholder engagement and communications strategies for all project stages
* Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
* Develop effective strategies to remedy variances from project plans and minimise impact
* Manage transitions between project stages and ensure that changes are consistent with organisational goals

Participate in governance processes such as project steering groups | Advanced |
| Business Enablers logo | **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 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 logo |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| 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 logo  |  |  |  |
| 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 logo |  |  |  |
| 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 |
| Business Enablers logo |  |  |  |
| 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 |