

ROLE DESCRIPTION

Data Analyst

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Security and Intelligence - Corrections Intelligence Group	
Location	Sydney	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	Various	
ANZSCO Code	224113	
PCAT Code	2111292	
Date of Approval	26 July 2021	Ref: CS0454
Agency Website	www.correctiveservices.dcj.nsw.gov.au	

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

Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

Primary purpose of the role

Establish, maintain, develop and manage statistical data series pertaining to key operational areas of intelligence to support correctional and community operations, performance and outcomes. Support the unit in providing timely and accurate analysis of statistical data which support operational and strategic objectives of the agency.

Key accountabilities

- Develop and manage the collation of data from various sources within the Corrective Services NSW agency, principally the Offender Integrated Management System (OIMS) and Integrated Intelligence System (IIS)
- Write code to retrieve data from OIMS and IIS systems for the purpose of maintaining and developing reporting requirements and strategic outcomes for the Corrections Intelligence Group
- Develop reporting systems to ensure reporting systems are responsive to developments within key information systems and are aligned to respond to emerging trends
- Develop and maintain data dashboards to provide key trend information to Security and Intelligence

- Respond to data requests from within the agency in order to provide timely and accurate information and advice to support agency directives
- Respond to requests for statistical data from key stakeholders, agencies and operational areas
- Maintain and develop 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 the manner in which that information is stored within corporate systems
- Balancing competing tasks maintaining regular reporting responsibilities and responding to often complex data requests
- Providing on-going development and documentation of data series and systems towards improving the accuracy, timeliness and quality of reporting responsibilities
- Maintaining close liaison with key operational areas in order to maintain accurate and responsive information systems which remain in-step with developments in agency-wide provision of services

Key relationships

Who	Why
Internal	
General Manager /	• Consult, seek advice, provide updates on outstanding reports and data requests, escalate issues impacting on delivery of data reporting services, contribute towards decision making
Staff / Work Team	• Work in collaboration with team members to ensure delivery of reporting and data request services. • Provide input and advice into development of existing data collection systems and processes. • Maintain documentation and reporting standards for timeliness, accuracy and advice
Senior Custodial Managers	• Maintain open communication with operational areas of CSNSW to ensure reporting systems remain in-step with developments in operational practice and to share business knowledge. • Maintain open communication with data users within the CSNSW in order to maintain a high standard information service. • Provide data services and advice to assist operational areas in responding to external reporting requirements and information requests.

Custodial and Community
Corrections

- Liaise with other Justice business units to ensure provision of accurate and timely responses to data and advice on key area of CSNSW operations

External

Various working committees

- Exchange information and to provide support in relation to research and analysis of data.
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Role dimensions

Decision making

The role operates autonomously making decisions in relation to the management of staff within the team

In responding to internal data requests the role has some freedom to respond directly when reporting on established data series, liaising with operational and other agency staff as required.

The individual understands when matters should be escalated to the senior management or other stakeholders for appropriate action.

The role, in collaboration with managers and other staff, may lead the enhancement of existing or development of new data collections on emerging issues of significance to the Corrections Intelligence Group

Reporting line

The role reports to the Senior Data Analyst

Direct reports

Data Analyst Assistant

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.

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

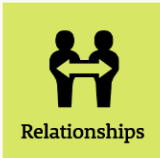
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	
 Relationships	Work Collaboratively Collaborate with others and value their contribution	• 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
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
 Results	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	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		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	
 Business Enablers	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
 People Management	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		that need to be addressed and work towards resolution of issues	

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	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
 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
 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

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 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
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational