

Role Description

Senior Business Analyst

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corporate Services/Information and Digital Services/Various	
Location	TBC	
Classification/Grade/Band	Clerk Grade 9/10	
Role Number	TBA	
ANZSCO Code	261111	
PCAT Code	1226192	
Date of Approval	18 December 2019	Ref: IDS045
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

Identify, analyse and facilitate improvements to business systems, processes and workflows aligned with the overall business and strategic requirements and the Department's operational plans.

Key accountabilities

- Design tools and implement processes to identify, analyse and facilitate improvements to business systems, processes and workflows aligned with the overall business unit requirements and the Department's operational plans.
- Coordinate and undertake research and analysis of best practice on processes and activities to ensure DCJ internal and external services are delivered efficiently, business outcomes are measured and reported as required and systemic and emerging risks are promptly identified.
- Review the business unit's strategies to enable DCJ to deliver services in a cost effective manner and to position DCJ to meet current and future requirements.
- Develop and implement strategies to monitor service provider usage and capture funding and operational performance data to ensure DCJ service delivery partners are performing to a high standard.
- Provide proactive and evidence-based advice and reports to the business unit leader, Director and/or the Executive Director to ensure the business unit's matters which impact current business and future decision-making are fully considered.
- Research and prepare advice in the form of briefs, policy and discussion papers in response to Ministerial, Cabinet or DCJ requests.

- Liaise and work across DCJ Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.
- Work effectively with team members towards mutual continued development and provide feedback and advice on research and analysis undertaken.

Key challenges

- Identifying emerging issues and suggesting potential improvements to business processes and workflows in consultation with external and internal stakeholders in an environment of ongoing change.
- Keeping up-to-date and maintaining in-depth knowledge of economic and financial analysis methods, techniques and tools, relevant IT systems and application of these in a human services context.

Key relationships

Internal relationships

Who you'll work with	Why
Line Manager	<ul style="list-style-type: none"> • Report directly to Line manager • Seek direction, advice and support • Provide information and feedback
Team Members	<ul style="list-style-type: none"> • Provide information and advice • Provide an effective and valuable two way liaison
Other DCJ Divisions	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested • Develop and maintain effective working relationships • Negotiate/agree on timeframes
DCJ Districts and Clusters	<ul style="list-style-type: none"> • Liaise to ensure consistent engagement with service delivery planning and service providers • Develop and maintain effective working relationships • Negotiate/agree on timeframes

External relationships

Who you'll work with	Why
Non-government Organisations	<ul style="list-style-type: none"> • Engage with service providers
Community	<ul style="list-style-type: none"> • Engage with service providers and client groups

Role dimensions

Decision making

The role:

- Carries a high level of autonomy in setting own priorities, and those of any staff/project staff supervised, in alignment with management.

- Maintains a degree of independence to develop a suitable approach in managing the workload, as well as that of supervised staff, and provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects.
- Determines own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own, and any staff supervised, workload.
- Ensures 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 a source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level.
- As necessary, consults with management on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

Refer to the DCJ Delegations for specific financial and/or administrative delegations for this role.

Reporting line

See divisional structure and supplementary material.

Direct reports

Up to 2 direct reports

Budget/Expenditure

Nil

Essential requirements

Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with 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**.

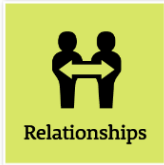

Focus capabilities

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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> • Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders • Demonstrate cultural sensitivity, and engage with and integrate the views of others • Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences • Recognise and adapt to individual abilities, differences and working styles • Support initiatives that create a safe and equitable workplace and culture in which differences are valued • Recognise and manage bias in interactions and decision making 	Adept
 Relationships	Commit to Customer Service Provide customer-focused services in line with public	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	sector and organisational objectives	<ul style="list-style-type: none"> • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	
 <p>Relationships</p>	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
 <p>Results</p>	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 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements 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 	
 <p>Business Enablers</p>	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> 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
 <p>People Management</p>	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps Address and resolve team and individual performance issues, 	Adept

FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
		including unsatisfactory performance, in a timely and effective way <ul style="list-style-type: none"> Monitor and report on team performance in line with established performance development frameworks 	

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	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	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	Adept
	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

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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	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	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate