Role Description
Business Analyst

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8 and Service NSW Award Grade 7/8
ANZSCO Code	224713
OSCA Code	223432
PCAT Code	3119192
Role Family/Function/Type	Data, Analytics & Intelligence/ Analytics & Insights/ Analytics / Insights
Date of Approval	August 2020 (update to 2026 Capabilities Aug 26)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Identify, analyse and document business processes, systems, and other functional requirements to support efficient delivery of business operations and performance in line with organisational strategies and operational plans

Key accountabilities

- Identify, analyse and translate business processes, technical functions and a broad range of data from disparate datasets into meaningful insights to identify valuable opportunities to enhance business performance.
- Investigate problems, analyse options and provide recommendations for new and existing services, new initiatives, strategies and products to improve compliance, effectiveness and to address risks.
- Deliver targeted data driven insights into the underlying drivers of commercial outcomes to translate complex analysis into meaningful insights and develop appropriate recommendations to support decision making.
- Manage and monitor relationships with, and between, stakeholders to engage with users to understand and analyse solutions to business problems, collate needs and research fit for purpose solutions.
- Review and propose business improvements and contribute to the development, facilitation, coordination and communication of initiatives and strategies to ensure organisational consistency and adoption of best practice.
- Build and maintain effective relationships with key internal and external stakeholders to gain/maintain specialist and business knowledge and to facilitate scoping and setting of business priorities

Key challenges

- Responding to requests for business information and advice while balancing competing demands to ensure objectives are achieved.
- Translating complex analysis into meaningful insights and recommendations to effectively influence a diverse range of key stakeholders with varying expectations.
- Supporting the delivery of complex programs and initiatives to realise a range of efficiencies and benefits within a fast paced, agile and high-volume environment

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed and receive guidance and direction • Participate in discussions and decisions regarding business system improvements
Work team	• Assist with problem identification, clarification and solutions using a proactive approach that is underpinned by analytical insight and outcomes • Encourage and support team members and work collaboratively to contribute to achieving the team's business outcomes
Client/Customer	• Facilitate, negotiate and provide advice to the business unit on leveraging their existing use of systems and processes to provide improved business outcomes • Provide advice on change initiatives, upgrades, testing coordination, and present reports and recommendations on issues and system or process improvements

External

Who	Why
Customers/Stakeholder	• Engage, facilitate and provide advice to stakeholders on leveraging use of systems and processes to provide improved outcomes • Provide advice on change initiatives, upgrades, testing coordination, and present reports and recommendations on issues and system or process improvements • Liaise with stakeholders to ensure requirements are discussed and understood

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Relevant Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

- Applicants must be eligible for baseline security clearance if requested (applicable only to the roles in Telco Property Asset Management & Environment or related relevant roles).
- Appointment and ongoing assignment may be subject to restrictions and the satisfactory participation in mandatory pre-employment and ongoing probity screening, in accordance with relevant Legislation and/or related policies

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	**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 • Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately • Raise and work through challenging issues and seek alternatives • Respond professionally when under pressure and in challenging situations	Adept
 Relationships	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	Adept
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to collaborate using a range of technologies • Monitor compliance with policies for cyber security and acceptable technology use • Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate • Monitor compliance with your organisation's records, information and knowledge management requirements • Check that outputs from systems and digital tools support objectives and meet expected standards	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 are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Be persistent, self-reflect and commit to learning	Adept
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational