Role Description
Spatial Analyst EICU

Department/Agency	**Department of Customer Service**
Division/Branch/Unit	**Digital.NSW / Spatial Services**
Classification/Grade/Band	**Departmental Officers Grade 5/6**
ANZSCO Code	**241233**
PCAT Code	**1229192**
Role Family/Function/Type	**Engineering and Technical/Surveying**
Date of Approval	**June 2023 (Updated Feb 2025)**
Agency Website	**www.customerservice.nsw.gov.au**

Primary Purpose of the role

The role utilises specialist spatial knowledge and skills to undertake various activities related to sourcing, quality assurance, maintenance and delivery of Spatial Services' Foundation Spatial Data, including cadastral, topographic, addressing, surveying, imagery, elevation and water. The role also provides support for emergency preparation, planning, and recovery.

Key accountabilities

- Capture, process, and maintain spatial data in a complex digital environment by applying expert spatial knowledge of GIS and related applications, ensuring compliance with quality assurance standards.
- Provide specialist technical advice to customers, stakeholders, contractors and staff and actively participate in industry and agency working groups to achieve business objectives and meet operational and legislative requirements.
- Identify options for system improvements, test new operational procedures and maintain process documentation, specifications, quality standards, records and information security to support the continuous improvement of products and services.
- Work as part of a team to complete program requirements in a timely, efficient and effective manner to support the achievement of planned business outcomes.
- Respond to changes in the work environment, advances in technology, new industry standards and the needs of Spatial Service's customers and stakeholders to ensure that service standards are met
- Provide guidance, information and advice to the work team to support the development of internal capabilities and technical competence.
- Participate in Emergency Support Roster, travelling to support emergency operation centers and training as required to ensure skills are up to date and emergency support requirements are met.

Key challenges

- Managing priorities in a high-volume work area, making reasoned and prompt decisions while meeting customer/stakeholder expectations and business objectives.
- Generating innovative solutions to resolve complex/problematic issues in the context of competing business demands and often limited resources.
- Maintaining currency with the latest technological changes to assess and recommend suitability for adoption in a rapidly changing environment.

Key relationships

Internal

Who	Why
Reporting Line Manager	• Keep informed, provide proactive and timely advice, receive instructions and guidance • Liaise to develop efficient and improved work practices • Collaborate on own performance development plan, review and feedback
Work Team	• Share knowledge, and provide specialist technical advice to support the development of the technical competence of others • Support team work collaboratively to contribute to achieving multiple team's business outcomes • Participate in meetings to obtain work group perspective and share information

External

Who	Why
Customers/Stakeholder	• Provide specialist advice and information. • Provide timely responses to customer/stakeholder matters.
Agency and inter-agency working groups	• Contribute expert spatial knowledge. • Develop and maintain effective networking relationships • Maintain knowledge of current and emerging technologies

Role dimensions

Decision making

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

Reporting line

The role accounts and reports to the relevant reporting line manager

Direct reports

The role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

- Demonstrated specialist knowledge, skills and experience using GIS and related applications.

Essential requirements

- Tertiary qualifications in Spatial Information Services or equivalent and/or recognised industry experience.
- Must have, or be able to attain and maintain, NV1 level security clearance as a condition of employment

- This position will require being on call on a rotational roster and may require working away from home attending Emergency Operations Centres on shifts of up to 5 days

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
	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate

	**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
	**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

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
	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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational