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| **Cluster** | **Planning, Housing and Infrastructure** |
| **Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Strategic Services and Advice / Governance** |
| **Role number** | **50028610** |
| **Classification/Grade/Band** | **Clerk Grade 7/8** |
| **Senior executive work value standards** | **N/A** |
| **ANZSCO Code** | **531111** |
| **PCAT Code** | **1225192** |
| **Date of Approval** | **May 2024 (updated from March 2023)** |
| **Agency Website** | [**https://www.nsw.gov.au/departments-and-agencies/department-o**](http://www.dpie.nsw.gov.au)**f-planning-housing-and-infrastructure** |

Agency overview

The Department of Planning, Housing and Infrastructure is building the future of NSW through delivering diverse planning, housing solutions and infrastructure across the state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Primary purpose of the role

The Records Analyst provides system support to ensure delivery of an efficient, effective, customer focused, and professional information management service, support improvements in digital recordkeeping across the agency and coordinate activities for physical record processes when required.

Key accountabilities

* Coordinate and provide system administration, training, and support for both the EDRM system and other online systems to ensure that they operate effectively, reflect best practice and meet the business needs of the Cluster.
* Manage client request management system by ensuring all incoming requests are resolved in timely manner, and preparing statistical performance and usage reports as directed
* Handle and resolve all enquiries in a timely, efficient, and professional manner, particularly complex enquiries which may require detailed investigation
* Manage projects as assigned, including, and as required, scoping and planning, stakeholder consultation and key milestone reporting, ensuring task completion within required timeframes.
* Undertake maintenance and configuration of information systems to support business requirements, including documenting configuration and managing maintenance and system changes within agreed processes.
* Contribute to the development of internal controls and procedures to ensure the integrity of data and to satisfy departmental requirements including documenting procedures.
* Build effective team relationships to ensure information exchange and delivery of business services

Key challenges

* Maintaining awareness of issues, developments, and technologies across the Cluster, given the  
  dynamic environment and rapid rate of change.
* Administering and coordinating systems support for multiple systems across multiple networks and domains.
* Prioritising systems issues and coordinating service requests to meet customer expectations.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise and receive instructions * Inspire and motivate team, provide direction and manage performance * Provide strategic advice |
| Work Team | * Participate in meetings to represent work group perspective and share information * Support team, work collaboratively to contribute to achieving the teams’ business outcomes |
| Clients/Customers | * Resolve issues and provide solutions to problems * Provide information and guidance regarding sector/agency-wide rules and standards * Encourage good Record Keeping standards and knowledge |
| **External** |  |
| Professional networks and government departments | * Maintain communication channels to ensure up to date knowledge of applicable legislation, standards and best practice in Records Management |

# Role dimensions

## Decision making

The position has responsibility for recommending configurations that will deliver Information Services objectives, and monitoring and managing project tasks within budgets and established timeframes. The position has responsibility to interpret requests for support, education, and advice, and recommend or refer appropriate resources and escalate as necessary. The position contributes to the development of Knowledge Management & Business systems strategic and operational planning and is responsible for prioritising their workload to deliver these outcomes. The position is accountable for qualifying the quality, integrity and accuracy of the advice provided in an Information Services capacity.

## Reporting line

The role accounts and reports to the relevant reporting line manager.

## Direct reports

Nil.

## Budget/Expenditure

Nil.

Key knowledge and experience

* Demonstrated experience in systems and records administration, including maintenance, migrations, integrations, upgrades and fault rectification of the CM9 electronic document management system.
* Demonstrated knowledge of emerging Records and Information Management issues and technology.
* Demonstrated good working knowledge of the State Records Act.

Essential requirements

* Tertiary qualifications in information management or other relevant field and/or equivalent knowledge and substantial experience in the IT and /or records management industry.

**Cyber Security**

Cyber security forms an integral part of every employee’s role description and responsibilities. Individuals such as those with privileged access, application developers, risk owners, and system and application owners have additional responsibilities in securing the Department’s digital resources. As part of your role, you will be expected to undertake cyber security related activities to help contribute to the Department’s overall security posture.

# 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.

| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way * Support a culture of integrity and professionalism * Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct * Recognise and report misconduct and illegal and inappropriate behaviour * Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **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 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 | Adept |
|  | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Use facts, knowledge and experience to support recommendations * Work towards positive and mutually satisfactory outcomes * Identify and resolve issues in discussion with other staff and stakeholders * Identify others’ concerns and expectations * Respond constructively to conflict and disagreements and be open to compromise * Keep discussions focused on the key issues | Intermediate |
|  | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity * Research and analyse information to make recommendations based on relevant evidence * Identify issues that may hinder the completion of tasks and find appropriate solutions * Be willing to seek input from others and share own ideas to achieve best outcomes * Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks * Use available technology to improve individual performance and effectiveness * Make effective use of records, information and knowledge management functions and systems * Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |
|  | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks * Look for ways to develop team capability and recognise and develop individual potential * Be constructive and build on strengths by giving timely and actionable feedback * Identify and act on opportunities to provide coaching and mentoring * Recognise performance issues that need to be addressed and work towards resolving issues * Effectively support and manage team members who are working flexibly and in various locations * Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected * Consider feedback on own management style and reflect on potential areas to improve | Intermediate |

# 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** |
| --- | --- | --- | --- |
|  | 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 | Adept |
|  | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
|  | Work Collaboratively | Collaborate with others and value their contribution | Adept |
|  | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
|  | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
|  | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
|  | 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 planning, coordination and control methods | Intermediate |
|  | 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 | Foundational |
|  | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |