



Job Description Form

Generic Business Performance Analyst

Finance and Performance

Position details

Classification Level: 5

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement (and any subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Court and Tribunal Services, Strategic Business Development

Physical Location: Perth CBD

Reporting relationships

Responsible to: 021204 Manager Performance and Reporting - Level 7

This position: Generic Business Performance Analyst - Level 5

Direct reports: NIL

Overview of the position

The Court and Tribunal Services Division is accountable for:

Output 1: Judiciary and judicial support

Output 2: Case processing

Output 3: Enforcement of criminal and civil orders

Output 4: Administration of victim support and counselling services

The Business Performance Analyst is responsible for providing analysis of performance information and reporting on data relating to the Court and Tribunal Services Division outcomes. The Business Performance Analyst provides quality assurance, data integrity checks and contributes towards the development and implementation of a performance measurement framework either within the jurisdiction or business area in accordance with Departmental standards and counting rules.

Job description

As part of the Performance and Reporting team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

Role specific responsibilities

- Supports the CTS business planning process through the analysis of proposed business change initiatives and their impact on courts performance.
- Contributes to the coordination, preparation, design, technical development and enhancement of reporting systems.
- Provides expert advice, reporting and analysis services, including extracting data from relevant source systems using standard reporting and extraction tools, building data queries and reports that meet obligatory reporting requirements. Reflects business processes and procedures, influencing key performance indicators and analysing and monitoring court statistical information for relevant stakeholders.
- Provides quality assurance, data integrity checks and contributes towards the development and implementation of a performance measurement framework either within the jurisdiction or business area in accordance with Departmental standards and counting rules.
- Collaborates in addressing the identification, correction and development of future aversion strategies concerning the quality of courts data and contributes to the collective knowledge of the branch.
- Prepares written reports and briefing papers on analysis and recommendations, including parliamentary questions.
- Identifies and implements opportunities for continuous improvement of processes, environment and systems in conjunction with team members, including collaborating with other states on best practice and undertaking research as required.
- Provides analysis and interpretation of data in relation to the Division's performance indicators.
- Carries out business analysis to identify and develop performance indicator targets, tracks performance against targets and provides data and reports as required.
- Prepares and coordinates data and business reporting outputs, including the Report of Government Services and standard reporting suites.

- Consults with and provides advice with relevant business areas across the Division and within the Department to establish sound working relationships that contribute to the delivery of agreed outcomes.
- Identifies and implements opportunities for continuous improvement in relation to performance reporting for the Division.
- Critically analyses and identifies aspects of data and performance indicators that represent current and future risk to the achievement of sound business results.
- Evaluates business performance, identifies issues and trends and provides impact analysis.
- Develops systems, strategies and methodologies to analyse, monitor and report on performance and resource allocations.
- Provides court performance information and data for Heads of Jurisdiction, various jurisdictional management committees and the Department to enable the jurisdiction to meet performance reporting obligations.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, draw on information from a range of sources and use judgement to analyse findings, work within agreed guidelines to make decisions and to incorporate outcomes into work plans are important for this role.

Achieve Results

The ability to; assess project and program performance, identify areas of improvement and suggest changes to ensure positive outcomes, demonstrate flexibility and cope with day-to-day changes in priorities, support projects to completion and a focus on quality in all areas of work are fundamental to this role.

Builds Productive Relationships

The capacity to; network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, consult and share information with the team and seek input from others where necessary, encourage contribution and engagement, recognise different views and to ensure that stakeholders are kept informed as appropriate are requirements for this role.

Exemplifies Personal Integrity and Self-Awareness

A commitment to; adhere to the Code of Conduct in all interactions, maintain a high level of personal commitment to integrity, professionalism, probity and personal development, take responsibility for completion of works within timeframes and takes the initiative to progress work when required. Able to justify own position when challenged. Acknowledge mistakes and learn from them and seek guidance and advice when required. Engage with risk by providing impartial and clear advice, seeking guidance when required, identifying and/or reporting potential risk issues to supervisor.

Communicates and Influences Effectively

A demonstrated ability to; present messages confidently and persuasively and to actively listen, understand and adapt communication styles to suit a range of audiences, listen to differing views and opinions and develop persuasive counter arguments are requirements for this role.

Role Specific Criteria

Well-developed computing skills including demonstrated experience with statistical analysis and database management tools, with the ability to manipulate and present data in formats relevant to the target audience.

High level research, analytical skills and conceptual skills including demonstrated experience in providing analysis, and interpretation of data.

Special requirements/equipment

Nil

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Executive Director, Court and Tribunal Services

Signature: _____ Date: 26 August 2022

HR certification date: 30 August 2022