**Job Capsule Supplementary Information: Analyst**

**This supplementary information for** Business Analyst Support **is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family:** Business Services / Finance / Environmental **Job Zone:** 2 **Level:** 3 **Camden Way Category: 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Provide high quality analysis to enable data led decision making by the Business Analyst, the parking management team and Parking Board. This role will ensure that parking processes are effective; simple and accessible; efficient and fair, and that these processes are being followed and administered in a customer focussed way. The post is responsible for ensuring management information is collected accurately, efficiently and utilised to identify ways to improve the efficiency of processes. The role will model scenarios and undertake options appraisals to demonstrate and analyse the impacts of proposed policy and process change on customer service and income.

**Example outcomes or objectives that this role will deliver:**

* Provision of high quality, accurate and timely management information with insightful analysis and recommendations. Understand and document the parking system (end to end processes, inputs and outputs) and support the Business Analyst, in effective decision making.
* Monitor the administration of parking’s policies and procedures, recording and analysing non-compliance and evaluating the effectiveness of agreed performance metrics in light of their behavioural impact on in house staff and contractors.
* Monitor and review how standard operating procedures are applied in practice by parking staff. Identify the existence of personalised or unofficial shortcuts to agreed procedures and explore these as opportunities for system and process improvements to be implemented consistently across the customer services and/or parking department.
* To provide analytical support to the projects team in helping to deliver the services project programme. Model the impact on parking income of changes to policy and process in consultation with Finance staff. Support the Business Analyst in ensuring that all financial and operational processes maximise parking income and recovery from PCN charges.
* Identify opportunities for system improvements and assist in the implementation of any changes, consulting with relevant operational management and service development managers. Working with team leaders, embed processes for the monitoring and evaluation of performance.
* Support the Business Analyst in owning and managing all performance reporting systems and reports; process maps; structure charts; and any quality and management system documentation.
* Evaluate, recommend and maintain any quality or management systems the service decides to employ.

**Note:** All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties.

**People Management Responsibilities:**

None.

**Relationships;**

* Responsible for assisting and where appropriate standing in for the Business Analyst in providing advice and challenge on projects that involve Members, Chief Officers (I.e. Director(s) and Assistant Directors) and Service Managers.
* The role will require the ability to present complex information in an accessible and effective way to present their professional opinion to inform decision making by the Business Analyst, the Parking Management Team and Parking Board.

**Work Environment:**

Has to be able to work flexibly across various work environments depending on focus of the project and the departments involved.

Work will be both office based (e.g. assessing the quality of customer service in the parking call centre) or on-street (e.g. anonymously measuring the impact of a new KPI on the behaviour of parking enforcement officers).

The post holder will be required to work on their own.

Out of hours working may be necessary to take measurements and understand behaviour in relation to activity that takes place outside normal working hours.

The post holder may encounter levels of personal confrontation at times.

**Technical Knowledge and Experience:**

* Relevant qualification that demonstrates analytical competencies
* Sound knowledge of modelling and analysis techniques
* Sound understanding of research methods for undertaking fieldwork
* Excellent knowledge of relevant statistical analysis methods
* Excellent knowledge of report writing formats and techniques
* Scientific research methods; analysis; and reporting
* Sound knowledge of parking legislation; systems and processes
* Ability to understand and model complex systems and process
* Ability to assess and represent risk at both an operational and strategic level.
* Ability to conduct accurate fieldwork; use the findings to conduct relevant written and statistical analysis; make insightful observations considering the needs of multiple stakeholders; write up concise briefings/ reports for the parking management team and board.
* Ability to analyse and model behavioural change within a system
* Excellent communication skills (both verbally and in writing)
* Advanced influencing skills, a persuasive credible individual who can build rapport with staff at all levels
* Ability to work on own initiative, managing conflicting priorities, meet deadlines, targets and agreed work standards.
* Ability to work effectively as a member of a team and develop positive working relationships with other staff across the Directorate and council at various levels.
* Advanced Microsoft Excel user

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure**