

Job Profile: Operations Analyst

This Job Profile for Operations Analyst is for guidance and must be used in conjunction with the Job Capsule for Job Family Business Service Technical. Job Level 3 Zone 2 - Camden Way Category 3

Role Purpose:

The post will play a key role in driving and delivering innovative change in Service processes, procedures and working practices as well as provide high quality data analysis to enable data led decision making leading to increased productivity and value for money.

Example outcomes or objectives that this role will deliver:

- Requirements elicitation to re-engineer processes and systems, thereby optimising productivity and cost to ensure focus on service delivery
- Measurable efficiencies in a challenging local government finance climate.
- Design business intelligence dashboards for accurate data visualisation and reporting of service deliverables in order to resolve ad-hoc inquiries and support strategic decision making by Service managers
- Work creatively and innovatively to interrogate service data to provide advice on optimum asset maintenance programmes/schedules, capital projects and coordination, across service boundaries
- Provide (a)spatial data analysis for use in calculating costings/spending estimates and as supporting data in Council briefing papers, board paper and reports, bids, and information requests from the Service Management Team, and other relevant services
- Manage full project life cycle from inception, over implementation, to completion on small to medium sized projects crossing service boundaries and including external stakeholders delivering artefacts such as task and workflow analysis, business cases, options appraisals, feasibility reports, and training manuals

People Management Responsibilities:

The post holder will be responsible for the supervision of temporary, contract, agency and voluntary personnel as and when necessary.

Relationships:

The post reports directly to the Quality Assurance Manager

The post holder will have the ability to connect across boundaries, developing good working relationships with Service, Directorate, Finance and ICT officers, members and Senior Management in order to justify and influence change

Work Environment:

The role is primarily office based but external meetings may be necessary. The team is based at 5 Pancras Square.

The post holder will be expected to:

- Manage an extensive workload with conflicting demands and priorities in terms of deadlines and customer expectations
- Influence the business decision makers within the service, demonstrating the use of quality data analysis and innovation
- Coordinate the simultaneous delivery of a diverse range of projects covering functions across the service □ Navigate through change and deliver results in uncertain environments.
- Assist in implementing and maintaining those management and administrative systems, including IT systems and performance review systems, necessary for the delivery of cost effective, high quality services.
- Ensure they have a good understanding of the purpose and direction of the Service, using this knowledge to pro-actively seek out service improvements □ Have the ability to work independently or collaboratively as required.

Technical Knowledge and Experience:

- Data analysis training qualification
- Project Management training/qualification
- Qualification in at least one programming language, preferably MapBasic
- Knowledge of business intelligence tools, preferably QlikView
- Understanding of the principles of strategic asset management, planning and programming

The post holder is expected to be able to:

- Have a proven ability to analyse and interpret data, ensuring findings are presented in an accessible and effective way
- Have a good understanding of transport/highway asset management practises

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: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>