**Job Capsule Supplementary Information: Business Analyst**

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

**Job Family: Business Services Job Zone: Level: 5 Zone: 1**

**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:**

To lead and manage the Business Analysis function including budgets and service improvement analysis. Provide high quality strategic input and analysis to enable data led decision making by the parking management team, Directorate the Parking Board and Leadership family. This role will be responsible for managing the service’s finances and will maintain an overview of all financial reporting and lead on managing the service’s financial risk. This role will also ensure that parking processes are effective; simple and accessible; efficient and fair, and that these processes are conducive to the achievement of the overall strategic objectives and direction of the service and Camden Plan outcomes. The post is responsible for managing the Business Analysis function, 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 high level and detailed 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 parking management team, directorate, parking board and Leadership family in effective decision making.
* As part of the Parking Management Team and Parking Board; advise and participate in strategic and operational decision making.
* Research and develop new technologies and business models making insightful recommendations for change where appropriate.
* Effective and appropriate representation of the service to members of the Council, customers and other stakeholders both personally, in written briefings and reports and presentations.
* To lead on and deliver various projects within the parking programme and service plan, on time and to budget, ensuring all identified savings are delivered.
* 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.
* Administer a performance management culture closely aligned to service and directorate priorities and supported by appropriate management information and evidence based decision making systems. To ensure effective and timely implementation of strategy and policy decisions.
* Model the impact on parking income of changes to policy and process in consultation with Finance staff and across the council. Support parking management in ensuring that all financial and operational processes maximise parking income and recovery from PCN charges.
* Model and own all revenue forecasts for the service based on historical trends and changes to policy. Ensure financial risk is identified, reported on and mitigated where possible.
* To effectively manage the finances and financial risks of the service by working closely with budget holders and overseeing all financial reporting.
* Identify opportunities for system improvements and lead 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.
* Own and manage 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.

**People Management Responsibilities:**

While there is no direct line management responsibility, the post holder will be expected to manage people at various levels of the organisation to successfully deliver service wide projects.

**Relationships;**

* Leadership family
* The Directorate Management team
* Officers across the council
* Officers in other local authorities
* Residents, businesses and citizens
* Specialists in other service areas: Procurement, IT, Legal etc.
* Elected members, the cabinet and Scrutiny Committee members.

**Work Environment:**

The post holder is required to work flexibly, adjusting their own and others’ workloads to meet individual work targets and the priority demands of the team. They will be required to work as part of a team, and help colleagues wherever possible. They will be office based (5PS) and required to work in a busy and demanding environment in which multi-tasking and organisation may be required to complete tasks. There may be a requirement to work outside normal office hours and attend evening meetings.

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**Technical Knowledge and Experience:**

* A working knowledge of various research methods
* Sound knowledge of modelling and analysis techniques
* Excellent knowledge of relevant statistical analysis methods
* Excellent knowledge of report writing formats and techniques
* 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
* 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.
* Ability to lead, manage and coach a team to deliver and drive an agreed level of performance, quality and customer care.
* Ability to communicate effectively both verbally and in writing with members of the public, business representatives, contractors and Council members, including presenting reports to committees; other public meetings; and dealing with the concerns of elected members.
* Ability to identify opportunities, initiate and evaluate improvements to services.
* Ability to identify the training needs of staff, develop a range of approaches to meet them and deliver training/coaching as required.

**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>