**Job Profile Information: Business Intelligence Manager**

**This supplementary information for Business Analyst is for guidance and must be used in conjunction with the Job Capsule for Job Level 5 Zone 1 Camden Way Category:** 4

**Role Purpose:**

Member of the Parking Management Team who will be expected to lead and manage the Business Intelligence and Data Analysis function within Parking Operations including budgets and service improvement analysis across the service. Provide high quality strategic input and analysis to enable data led decision making by the Parking Management Team and the Leadership family. This role will be responsible for managing and advising budget holders on the services finances and will maintain an overview of all financial reporting and lead on managing the services financial risk, working closely with the council’s finance officers to achieve this. 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 Our Camden Plan outcomes. The post is responsible for managing the Business Intelligence function, ensuring all management information is collected accurately and 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 upon customer service and income and model them against the requirements of the Our Camden Plan. The role will manage a number of officers and apprentices and will work closely with the Parking Operations Programme Manager to deliver the ongoing programme of works.

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

* Provision of high quality, accurate and timely management information and data with insightful analysis and recommendations. Understand and document the parking system (end-to-end processes, inputs and outputs) and support the Parking Management Team and Leadership family in effective decision-making.
* As part of the Parking Management Team; 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, 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 and identifying risks to those projects as they arise.
* 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 officers and contractors.
* Monitor, review and report on operating procedures and their application by parking officers. 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 Parking Operations service.
* Investigate and develop new technologies that can assist in delivering the aims of Our Camden Plan and shortening all end-to-end processes used by customers and officers.
* 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 all financial risk is identified as early as possible, reported upon 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.
* To be the Data Manager of the service ensuring that the data is compliant and maintained by the relevant service areas. To be the primary point of contact for the service in the management and development of policy and procedures around the use of data, and actively promote Open-Data initiatives.
* Evaluate, recommend and maintain any quality or management reporting systems the service decides to employ.

**People Management Responsibilities:**

The post holder will be directly responsible for:

2 - 4 x Analyst/Project officers

1 x Apprentice

**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 with advanced warning. As part of the Parking Management Team, the post holder will be expected to be the on-call parking duty manager for a month at a time as part of a rota with other members of the Parking Management Team.

**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 officers and customers at all levels, across Directorates and beyond.
* Ability to work on own initiative, managing conflicting priorities, meet deadlines, targets and agreed work standards.
* 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:

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

**Chart Structure**