Job Profile Information: CATS Data Analyst

This supplementary information for *CATS Data Analyst* is for guidance for Job Level 4 Zone 1

Camden Way Category 4

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:

Camden Accessible Travel Solutions (CATS) is the Council's in-house transport service. CATS sit within Housing Support Services and is part of the Supporting Communities Directorate within Camden Council.

CATS is based within York Way Depot, in King's Cross, London. The service is responsible for a wide range of transport related services including; the provision of accessible buses for children and adults, taxi bookings, fleet maintenance, MOT service, Driver training, fuel provision and manages a range of concessionary travel schemes.

Data analysis plays a key role in continual service improvement, increased efficiency and customer satisfaction levels. The CATS Data Analyst role is a key member of the senior management team within CATS and will play a pivotal role in the service improvement journey.

- To lead performance monitoring and service improvement, by creating a new Quality Assessment Framework (QAF) and/or Performance Dashboards for CATS.
- To work with Service Managers to co-ordinate the collation of key performance data, which will feed into the CATS QAF / Dashboards.
- To interpret data trends and present data in a user-friendly format, which will contribute towards strategic decision-making for CATS.
- To prioritise compliance data collation and drive improvements within the area of compliance.
- To oversee regular reporting requirements and returns, such as BSOG, ensuring these are submitted in accordance with deadlines.
- To utilise the key software systems within CATS to be able to design and extract key data and management reports.
- To be the lead Officer for data, trend forecasting, management information and performance reporting for the CATS service.
- To provide data analysis for the various travel assistance schemes within CATS, to support scheme changes or new scheme developments.

- To provide data analysis to support budgetary management, procurement exercises and service expenditure decisions.
- To assess and manage risk and to work within safeguarding policies and procedures

Example outcomes or objectives that this role will deliver:
- The role will create a QAF or Dashboard which will be central to driving forward service improvement measures within CATS.
- The role will be able to deliver accurate performance information, trends and narrative to other stakeholders within the Council.
- The role will oversee important statutory and non-statutory compliance data and ensure data returns are completed on time.
- The role will be able to operate the range of IT systems utilised within CATS and be able to extract management reports from the most appropriate software system.
- The role will be an expert in extracting data and reports from the key software systems for route planning, vehicle compliance and the customer database.
- The role will deliver improved service outcomes, by evidencing customer feedback and performance data.
- The role will work within the latest policy framework for statutory schemes and will update scheme criteria and guidelines as necessary.
- The role will produce reports and data for budget monitoring and budget setting purposes.
- The role will manage annual customer feedback mechanisms, which will support service development.
- The role will produce performance reports for the Director and other key stakeholders within the Council

People Management Responsibilities:
The post holder will have no direct line management responsibilities but will be familiar with the key management tasks undertaken by Service Managers within CATS, particularly in relation to performance setting and performance monitoring

Relationships;
- Working with Customers – understanding the needs and expectations of our customers within the various travel assistance schemes.
- Working with Colleagues – working collaboratively with Service Managers within CATS, as well as other internal stakeholders, such as Adult Social Care.
- Working with External Partners – liaising with other local authorities, TFL, the Mayor's Office and key government departments.

Work Environment:
The post holder:
- is based within the transport depot within York Way, King's Cross.

- may be expected to attend meetings with key stakeholders within other premises or other council offices.
- will be expected to work flexibly, as per the Council's agile working policy.

Qualifications, Technical Knowledge and Experience:

Qualifications:
- Degree level qualification and/or 3 years' experience of a similar role within the field of statistics and data analysis.

Technical Knowledge:
- Working knowledge of data protection / GDPR and data sharing legislative requirements.
- Working knowledge of Office 365 (especially Excel) and working knowledge of statistical software packages, such as STATA.
- Knowledge of the processes and controls necessary to ensure the robustness of data

Experience:
- Experience of managing complex data functions and of displaying high levels of numeracy and literacy.
- Experience of presenting data at Service Manager level, to support strategic direction and decision-making.
- Experience of communicating complex data and information to a range of audiences.
- Experience of quality assuring data and of using a wide evidence base for reporting purposes.
- Experience of designing and using Dashboards.
- Experience of using research methodology and data extraction for report writing purposes, such as for Procurement Reports.
- Experience of managing statutory returns at local or central government level.
- Experience of working within a team to support problem-solving and strategic decision-making.
- Experience of responding to MP/Councillor Enquiries, FOIs, Complaints and other written requests, as per the required standards and response times.

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 select the attached [HERE](#)

Chart Structure

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                              │  1 x FTE Head of    │
                              │      CATS           │
                              │     L6,Z2           │
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1 x FTE CATS Data Analyst L4,Z2

1 x FTE Travel Options Manager L4,Z2

1 x FTE Concessionary Passes & Badges Manager L5,Z1

1 x FTE Logistics Manager L5,Z1

1 x FTE Fleet & Depot Service Manager L5,Z2

1 x FTE Fleet & Workshop Team Manager L4,Z2

The Line Management responsibilities will be determined, following phase two of the service review.

Management Responsibilities