

## Role Profile

<b>Job Title:</b>	<b>Corporate Parking Analyst</b>	<b>Grade:</b> <b>10</b>	<b>Spinal column point range:</b>
<b>Department:</b>	<b>Strategy and Engagement</b>	<b>Post no:</b>	<b>49001</b>
<b>Directorate:</b>	<b>Chief Executive's Office</b>	<b>Location:</b>	<b>Perceval House</b>

<b>Role reports to:</b>	<b>Strategic Intelligence and Corporate Performance Manager</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Indirect Reports:</b>	<b>None</b>

*This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.*

### JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check. **(Delete if not applicable)**

#### PURPOSE OF ROLE:

- To undertake the reporting of data and information to support performance management of parking services.
- To carry out complex reconciliation analysis of Parking's income from multiple revenue streams.
- To work with parking services to ensure that all aspects of the work of parking services are monitored, measured, reviewed and reported on; to contribute to the performance aspects of programmes to improve the service.
- To produce the analysis of data and information which enhances the understanding of practitioners, managers and elected members in respect of parking services.
- To make a major contribution to the Council's ability to use data to drive strategies, identify priorities and evaluate progress.
- To produce work for the corporate performance and business intelligence team as required

#### KEY ACCOUNTABILITIES:

- To be responsible for defining and developing data and systems and reporting arrangements for Parking services

- To be responsible for developing and continuously improving the service's performance measurements tools. This includes;
  - formulating, measuring and continuously improving performance indicators, management processes and business processes.
  - Regularly publish reports on progress to senior officers, Members, customers and other stakeholders.
- Undertake complex reconciliation analysis of Parking revenue streams including parking fees, passes and enforcement income to identify trends and inform service decision making.
- To interpret business and operation requirements and translate these into technical and data specifications and solutions.
- To provide high quality data, analysis, summaries for senior management, programme manager/s and other stakeholders within limited timescales.
- Assist in the planning and implementation of data and systems configurations.
- Assist on a programme of information improvements and data quality to inform service planning and change projects.
- To assist the Parking services in identifying opportunities and risk in relation to current service performance and income streams.
- Research and collection of information around specific issues as required by the senior management team.
- To support the work to ensure all information and analytical products are submitted to time and a format that best supports stakeholder requirements
  - To run regular checks to identify and flag data quality issues on the Parking system and liaise with the Head of Service, Deputy Heads of Services and practitioners where issues are identified and make recommendations for improving systems so that they are best organised and managed to meet service delivery needs.
- To put in place checks to assess the quality and accuracy of all information analysed and reported.
- To provide regular information relating to the performance of the service against performance targets.
- Collection, interpretation and presentation, both verbally and in written form, to service managers and other key stakeholders
- To be responsible for the overseeing of the quality assurance of management information and provide accurate and timely management information reports to given deadlines.
- Maintain a working knowledge and utilisation of reporting tools for analysis of data management and planning data and web-based research methods for maintaining awareness of best practice and future development in service delivery.
- To prioritise own work and work of the service as necessary to ensure that necessary deadlines are met.
- To maintain a good understanding of parking service processes, the parking industry and the external conditions affecting the service.
- To maintain close working relationships with the parking services management team, with regular attendance at meetings and joint working with the service and its stakeholders where required.
- To produce relevant work towards corporate performance reporting and analysis projects as required.
- To prepare analysis and reports for committees relating Parking services activity and decision making (e.g. scrutiny).

#### **Additional Requirements**

- Comply with data protection legislation (GDPR) requirements.
- To attend as required training and courses provided by Parking Services, Corporate

<p>Performance and software suppliers to ensure that the post holder's knowledge of the systems is up to date.</p> <ul style="list-style-type: none"> <li>• To carry out all duties and responsibilities with due regard to the Council's Equalities &amp; Diversity Policy, Health &amp; Safety, Customer Care requirements and within all legislative, regulatory and departmental policies</li> <li>• To prioritise own work and work of the service as necessary to ensure that necessary deadlines are met</li> <li>• To liaise with other departmental staff, council officers and other agencies on behalf of as and when required.</li> <li>• Other duties commensurate with grade which may be allocated from time to time.</li> <li>• To carry out all duties and responsibilities with due regard to the Council's Equalities &amp; Diversity Policy, Health &amp; Safety, Customer Care requirements and within all legislative, regulatory and departmental policies.</li> <li>• To undertake any other duties commensurate with the grade and job description outlined above.</li> </ul>
<p><b>KEY PERFORMANCE INDICATORS:</b></p> <ul style="list-style-type: none"> <li>• Providing information in a timely fashion</li> <li>• Production of performance analysis and Information for Parking services in line with routine reporting requirements (e.g. dashboards) and ad hoc requests</li> <li>• Support service improvement by the use of data analytics and information analysis</li> <li>• Reconciliation analysis on Parking income streams</li> <li>• Individual performance objectives</li> </ul>
<p><b>KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):</b></p> <ul style="list-style-type: none"> <li>• Parking services management team</li> <li>• Service managers, Directors, Councillors, MPs</li> <li>• Internal council departments</li> <li>• Contractors</li> <li>• Members of the public</li> <li>• Ombudsman</li> <li>• Parking &amp; Traffic Appeals Service</li> </ul>
<p><b>AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):</b></p> <ul style="list-style-type: none"> <li>• <b>None</b></li> </ul>

## Person Specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check. **(Delete if not applicable).**

(NB: if you have more than 12 points in your person specification, please highlight those you wish applicants to address in their application with a \*\*. We recommend a maximum of 10 if possible)

### ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

**\*\* Key criteria – applicants need only address points with \*\* please give examples.**

1. \*\*Demonstrable effective use in using a variety of IT software and tools to aid the analysis and interpretation of data and information and to deliver reports, e.g. Microsoft Excel/Access/ Analytics; Business Objects; SQL; PowerBI and/or similar.
2. \*\*Be able to provide statistical as well as reportable information in many formats and within strict timescales.
3. \*\*Excellent written and verbal communication skills
4. \*\*Ability to produce high quality and sophisticated dashboards, visualisations, charts, graphs and tables presenting the results of statistical analyses of data in a clear manner for a range of audiences.
5. \*\*Strong analytical skills, understanding of quantitative analysis techniques and the ability to research, understand and interpret written and statistical information.
6. \*\*Ability to interpret complex legislative and business requirements and develop appropriate systems to support the requirements / changes and deliver the associated performance reporting.
7. Be able to develop an excellent understanding of parking and traffic enforcement processes and grounds for challenging Penalty Charge Notices with ability to use this knowledge to implement policies. Produce complex information and reports in a format accessible enough to enable effective decision-making
8. \*\*Ability to communicate and influence effectively, to consult and negotiate, in a straightforward, articulate, sensitive and persuasive manner both orally and in writing with a range of audiences, including some at a senior level.
9. \*\*Ability to manage own workload and projects, organise and prioritise work, meet conflicting deadlines and targets and to work on own initiative.
10. Ability to work as a member of a team and in close relationship with a wide range of colleagues including senior management, project managers, ICT teams.
11. Capacity to learn new systems quickly and effectively.
12. An ability to think, plan and develop consistent processes for the improvement of management information and systems.
13. Organisational skills to plan and prioritise performance and improvement work programmes and multiple projects to deliver results to time and within budget, managing risk and resolving barriers to success.

### ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)

1. \*\*Experience of the following:
  - a. Using computer software to produce complex statistical analyses and high-quality tables, graphs, visualisations and reports – including MS Excel, MS

- Word, Business Objects, SQL, MS Access, (or similar)
  - b. Using computer software to automate the production of statistical reports
  - c. Applying complex statistics to manipulate and analyse large-scale data sets
  - d. Presenting the findings of research and analysis in reports and presentations
- 2.** A degree or other relevant professional qualification and / or professional experience and evidence of relevant training and development
  - 3.** **\*\***Experience in data management
  - 4.** **\*\***Evidence of business analysis skills, including the use of customer focused performance indicators, in an organisation of comparable complexity.
  - 5.** Experience of analysing and reconciling complex financial data.
  - 6.** **\*\***Experience of setting up processes and systems in which to collate and record statistical information based on predictive analytics modelling.
  - 7.** **\*\***Evidence of continuous professional development.
  - 8.** Awareness of parking and traffic enforcement / notice processing or permit administration.

## Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>