

Role profile

Job Title:	Parking Business Analyst	Grade:	7
Department:	Environment & Customer Services	Post no.:	
Directorate:	Parking Services	Location:	Perceval House

Role reports to:	Commercial Assets Manager
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To assist the Parking Technical Services Manager to ensure that all aspects of the work of Parking Services are monitored, measured, reviewed and reported on; that suitable programmes to improve the service are developed and implemented.
- To assist the Parking Technical Services Manager to ensure that the policies, practices and procedures of Parking Services are properly documented and published.
- To assist the Parking Technical Services Manager in the implementation and review of the department's technical projects.
- To assist the Parking Technical Services Manager in the administration of the IT systems that support the Parking Services operation.
- To assist the Parking Technical Services Manager in the administration, updating and maintenance of the department's internal or externally hosted GIS systems.
- To carry out reconciliations of the department's income and expenditure streams.

Key accountabilities

- To be responsible for developing and continuously improving the services 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.
 - To carry out research and write briefings, draft reports and information for senior managers as required.
 - To be responsible for the management of externalised IT services specific to the directorate.
 - To deal with the more complex and problematic cases (including customer complaints) that other team members cannot reasonably deal with.
 - To assist in the development and management of management information systems for the department and produce performance, financial and other statistics as required.
 - To assist in the design, management and continuous improvement a rolling programme of effective quality audits, including frequent and regular audits of correspondence across all service areas in Parking Services. Train others in the skills and knowledge required to carry out these audits. Report on findings and make recommendations for improving systems so that are best organised and managed to meet service delivery needs.
 - To ensure that the department deals with its correspondence within prescribed time scales and to required quality standards.
 - To represent the Parking Technical Services Manager in his or her absence or as directed at meetings and take such follows-up action as may be required.
 - To carry out other duties and responsibilities of a similar technical and administrative nature and at a similar level of responsibility to those described above which may be allocated from time to time.
 - To carry out all duties in line with the Councils' high standards of customer service, observing regulations and policies on health and safety at work, data protection, equal opportunities and staff code of conduct.
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- To review outcomes from PATAS and identifying lessons learnt whilst producing recommendations for improvements.
 - To monitor type and number of complaints identifying common themes and producing recommendations for improvements to processes.
 - To monitor avoidable contacts (customer services) and ensuring information is proved to Customer services to reduce avoidable contacts.
 - To review and address 'dips' in performance at the earliest opportunity.
 - To develop local performance indicators to ensure 'dips' in performance are addressed / monitored.

Key performance indicators

- Providing information in a timely fashion
- Individual performance objectives

Key relationships (internal and external)

- Parking Services Management Team
- Service managers, Directors, Councillors, MPs
- Internal council departments
- Contractors
- Members of the Public
- Ombudsman
- Parking & Traffic Appeals Service

Authority level

- Team member with no individual management or budgetary authority

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Demonstrable effective use of a variety of ICT to retrieve information, monitor and evaluate business and individual performance.
2. Good understanding of progression paths, states and events in relation to the lifecycle of a Penalty Charge Notice and have the knowledge and skills to extract relevant data for Management Information Purposes.
3. Be able to provide statistical as well as reportable information in many formats and within strict timescales.
4. Excellent communication skills.
5. Excellent understanding of parking and traffic enforcement processes and grounds for challenging Penalty Charge Notices with ability to use this knowledge to implement policies.

Essential qualification(s) and experience

1. Evidence of business analysis skills, including the use of customer focused performance indicators, in an organization of comparable complexity
2. Experience in a parking and traffic enforcement / notice processing or permit administration environment
3. No specific qualifications is needed, however evidence of continuous professional development is required

Values and behaviours

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