London Borough of Hounslow

Role profile

Job Title: Performance & Data Analyst

Post Number(s): 207911   **Grade: PO5**

Directorate: Environment Culture and Customer Services

Service: Traffic, Transport & Parking

Reports to: Programme Manager

PURPOSE OF ROLE:

The Traffic Transport & Parking division within the Environment directorate is responsible for delivering some of London's most ambitious and exciting transport projects, including low traffic neighbourhood schemes, traffic engineering projects, railway improvement projects, cycling infrastructure projects, parking management schemes and the provision of electric vehicle charging facilities.

As our divisional programme continues to grow, we are looking for a performance and data analyst to provide support in managing the division's projects/programmes. You will collate and analyse data from the department's three principal service areas, to support decision making and performance monitoring. You will support the programme team in developing and implementing quality management processes and documentation, managing the performance of project teams, external contractors, and consultants, and ensure adherence to effective governance. You will support the development of a division-wide programme of capital and revenue projects across the traffic, transport and parking division, and successful delivery of agreed project outcomes and deliverables, in accordance with the Council's objectives.

You will use your knowledge of project/programme management to help project teams fully adopt new ways of working. Aside from excellent analytical skills, this role will require excellent understanding of business process, data presentation and data-led decision making. And an ability to influence a wide range of stakeholders and internal partners.

KEY ACCOUNTABILITIES

1. Develop and maintain strong collaborative relationships with the programme manager, project board, heads of service, delivery teams and other key internal and external stakeholders, to ensure full mutual understanding of the projects' strategic and delivery objectives, to report on and review project performance, and to agree solutions that resolve complex issues.

2. Designing process maps, procedures and specifications for the Traffic, Transport and Parking division, ensuring full compliance with the Council's corporate objectives and Programme and Project Management Systems.

3. Work closely with the Council's performance and data teams to produce and track key performance indicators and develop and support reporting processes.

4. Reviewing and updating existing processes and procedures to ensure that they meet current safety, legal and other national and international standards, including maintaining documentation of procedural change.

5. Collate, analyse and interpret data from all service areas across the department and prepare periodic performance reports for each of three service areas.

6. Prepare reports for internal and external audiences using business analytics reporting tools, creating performance dashboards and visualisations.

7. Mine and analyse large datasets, draw valid inferences and present them successfully to management using a reporting tool.

8. Develop and manage internal governance processes, including acting as the link officer between corporate finance, legal and governance teams, to ensure that all necessary approvals are secured before implementation.

9. Lead the development and management of a performance audit programme for all services across the division, including services provided by supply chain partners.

10. Contribute to the development of robust business cases, to clarify business benefits, quantify resource requirements and identify project interdependencies.

11. Manage the performance of delivery partners and expert consultancy support as appropriate, ensuring that project objectives and requirements are clearly understood, setting clear expectations for project quality, time, and cost; and taking appropriate remedial action, including preparing NCRs and undertaking a root cause analysis, where necessary.

12. Monitor training plans across the department to identify gaps in skills and knowledge gaps and work with service leads to develop improvement plans.

To be successful you'll need:

- To be able to measure performance and identify any areas of weakness, recommending and implementing improvements

- Extensive data analysis and performance management experience, ideally gained in a related field.

- Experience of presenting data to senior managers and working in an environment of data-led decision making.

- To demonstrate a record of supporting teams in the delivery of complex, medium to high risk or profile capital projects or business transformation programmes with organisations within the transport sector.

- Experience in managing complex relationships with multiple stakeholders and evidence of skills to influence relationships for positive outcomes.

- A track record of managing business and/or value and benefit management cases for programmes and projects through company defined governance, review and approval gates.

- To demonstrate experience of managing and maintaining agreed project and programme plans, process development and review, in conjunction with wider internal and external partners.

Qualifications:

- Degree qualification ideally in a STEM discipline
- Excellent numerical and analytical skills
- Experience of statistical methodologies and data analysis tools and techniques
- Experience of performance reporting
- A project management qualification is desirable

These are the values that drive us:

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Make the most of the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.