

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Place	Job Ref Number: 04317
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Service Area: Highways Client, Parking Services	Grade: G6
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Job Title: Parking Services Data Analyst

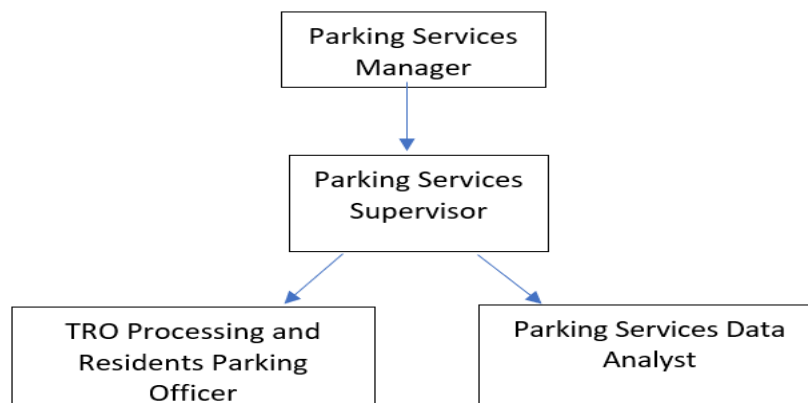
PURPOSE OF JOB:

A Parking Services Data Analyst is required to create high-quality reports and data sets that enable the Parking Services Team and the wider Council to easily access and utilise accurate, quality-assured information. This includes the digital automation of processes and reporting, as well as the development and maintenance of robust data protocols for managing large, identifiable, and sensitive datasets in a secure and controlled manner. The post holder will work closely with colleagues across Parking Services and the Highways Data Insight Team to embed these protocols, ensure understanding, and maintain compliance. They will analyse and interpret intelligence, identify trends and emerging issues, and use these insights to propose and support opportunities for service improvement and cost savings via the Parking Services Supervisor.

The role is responsible for leading the development and implementation of information systems to ensure that the wider Parking Services Team can optimise contract performance management and support service delivery. This includes designing and delivering bespoke data solutions to meet specific service needs, and supporting the Parking Services Team in building effective processes for importing, processing, assuring, and exporting data. By taking ownership of both data and processes, the post holder will play a key role in ensuring information is handled efficiently, securely, and in a way that directly contributes to improved performance and outcomes. This data will serve to monitor the contract and track important KPI's..

The role will also respond to informal and formal appeals that come from Penalty Charge Notices. The post holder will mainly focus on informal appeals and will assist the Parking Services Supervisor in formal appeals and Traffic Penalty Tribunal cases when required.

STRUCTURE CHART:



MAIN DUTIES:

1.	Be responsible for the creation of reports and data sets that allow the Parking Services Team and Council to easily consume processed, quality-assured, and validated data, including through digitally automated processes.
2.	Develop, implement, test, and maintain reporting databases and associated reporting tools to transform raw Parking Services datasets into usable intelligence.
3.	Create and maintain robust data protocols for the effective and secure management of large, identifiable, and sensitive datasets, ensuring compliance with all legal and information assurance requirements.
4.	Take personal responsibility for Parking Services data and processes, embedding protocols, ensuring understanding, and supporting compliance across the team and partner organizations.
5.	Analyze and interpret Parking Services intelligence, identifying trends, patterns, and emerging issues, and present findings to managers to support service improvements and cost savings.
6.	Develop appropriate digital automation for data import, processing, validation, and reporting to improve efficiency and accuracy.
7.	Support the integration of new techniques and technologies to enhance reporting, analysis, and data presentation, including dashboards, infographics, and other visual tools.
8.	Provide expert advice and guidance on data processing and reporting within Parking Services, identifying opportunities to improve reporting quality and streamline intelligence provision.
9.	Ensure quality assurance routines are in place for data within Parking Services systems, establishing monitoring processes to identify and resolve any data integrity issues promptly.
10.	Lead the development of bespoke data solutions to meet Parking Services operational and strategic needs.
11.	Undertake daily operational tasks relative to on and off street parking services contracts, ensuring the contracted services are delivered in compliance with national legislation, the County Council's parking policies, operating procedures and contract requirements by supporting the Parking Services Manager and the Parking Services Supervisor in their duties.
12.	Responsibility for contact with the public on matters concerning general queries about parking procedures and policy.
13.	To lead on the production of reports on the operation of the parking service, including the compilation of various statistics and their presentation as charts and tables for inclusion in management reports and freedom of information requests. Also compiling reports and data analysis of contract performance delivered to participating District Councils within Lincolnshire.
14.	Ensure data is stored and managed in a way that allows for timely responses to Freedom of Information requests, audits, and ad-hoc enquiries, while maintaining data security and integrity.

15.	Stay up to date and compliant with all relevant legislation, policies, and procedures, including GDPR, and ensure that changes are effectively cascaded to relevant staff.
16.	Maintain positive relationships and effective communication with managers, colleagues, and partners to ensure high-quality data services and support effective service delivery.
17.	To produce monthly reports for service delivery to key stakeholders.
18.	To ensure that emails from members of the public are acknowledged and answered or directed to the management or Notice Processing team for further review.
19.	Ensuring policies and procedures are adhered to so as to conform to national legislative requirements and guidance whilst maintaining consistency with council policy.
20.	Coach/mentor teams/colleagues as appropriate to embed new ways of thinking and working.
21.	To assist with the monitoring and reporting of any defects or changes with regards to traffic regulation orders, road markings and parking signs.
22.	Respond to informal appeals adhering to all policies and legislation while making a decision. Assist in formal appeals decisions as well as cases at the Traffic Penalty Tribunal.

PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
Level 4 Data Analytics qualification(s) or higher or a Level 4 qualification or higher in a discipline related to this role.	Application	Yes	
Advanced knowledge of IT packages including Microsoft Word, Excel, Power BI, and Database systems.	Application and interview	Yes	
A high degree of experience in the administration of information systems and the use of software in extracting data from systems.	Application	Yes	
Experience of working with and analysing large data sets including the reconciliation and comparison of data and information, in particular presenting this information in Power BI dashboards.	Application and interview	Yes	
Knowledge of Information Governance and Data Protection procedures and legislation.	Application		Yes
Knowledge of relational database design, build and maintenance (e.g. SQL Server, MS Fabric).	Application	Yes	

Experience of data automation including data processing, reporting and analytical manipulation.	Application	Yes	
Ability to process large, changeable and complex primary datasets and identify opportunities for reporting and/or process/service improvement.	Application	Yes	
WAMITAB Level 2 Award for parking enforcement.	Application		Yes
A good knowledge of Parking Legislation and the role of the County Council in Civil Parking Enforcement (CPE) – working knowledge of Legislation (including the Traffic Management Act 2004), Regulations, Statutory Guidance, Council policy and industry best-practice.	Application and interview		Yes
Thorough understanding and knowledge of the County Councils Parking procedures and Policies.	Application and interview	Yes	
Knowledge and experience of parking related operating software and mapping software (StatMap).	Application		Yes
Understanding of the roles and responsibilities of the Council and its contractors in the operation and management of CPE.	Interview	Yes	
Excellent communication skills, having the ability to work effectively with colleagues at all levels, both verbally and in writing, including those working internally as well as those within external partners.	Application	Yes	
Ability to work as part of a team and has leadership skills required to mentor and teach colleagues.	Application	Yes	
Ability to manage and prioritise own workload, and to deliver in a reliable and consistent manner, often working to tight deadlines.	Application	Yes	
Thorough in their approach to work, pays attention to detail and demonstrates problem solving abilities.	Application	Yes	
Seeks to find ways to improve service delivery through innovation and new ways of working.	Application	Yes	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.