Staffordshire County Council

Assistant Highway Information Engineer

Grade 8

About the Service

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the Council's Economy, Infrastructure and Skills directorate (EI&S). The vision for EI&S is to help Staffordshire's economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

The Highways & Built County team is a multi-disciplinary team whose purpose is to manage, maintain and sustainably improve Staffordshire's Built Environment so that amongst other things it is safe, accessible, functions well, promotes inward investment and economic growth, and supports social cohesion and healthy lifestyle choices.

This will be achieved by:

- Keeping the network in the best condition possible with resources available using asset management to enable the lowest whole life cost of asset ownership.
- Supporting Staffordshire's economy to grow, generating more and better-paid jobs ensuring that work on the highway is of the required quality.
- Improving customer satisfaction with Staffordshire County Council and enhance its reputation.
- Ensuring that highway information required to manage and maintain the network and support asset management decisions is available, is held in the best place is accurate and of the required quality.

- Taking action to reduce waste generation, re-use resources where possible, reduce energy use, increase sustainable travel, adapt to climate change already taking place and for the future.
- Keeping the network safe for all users, improving network resilience and availability, providing a freer flowing network, supporting events on the highway and where issues do occur, efficiently and effectively administering claims.
- Keeping people safe from harm, empowering people to deliver and grow, innovate, share knowledge and best practice.

About the Role

Highway Information Management is a multi-disciplinary team whose purpose is to ensure the Highway Service has the information and intelligence it needs to perform its statutory duties effectively and deliver a high-quality customer experience. The Assistant Highway Information Engineer delivers high-quality intelligence and analysis support to colleagues and managers across Highways. They support our Information Engineers to improve the outcomes, decision-making and continuous improvement and innovation of our Service. The post holder will develop data visualisation dashboards and reports, extract and analyse quantitative and qualitative information and create intelligence for stakeholders to support operational decision-making, service improvement and key priority outcomes.

Reporting Relationships

Responsible to: Highway Information Engineer

Responsible for: Not Applicable

Key Accountabilities:

- Contribute to the work of Highway Information Management through working collaboratively and constructively with colleagues to share good practice, meet corporate and directorate priorities and deliver a high-quality customer experience

- Support the Highway Information Engineers in the development, maintenance and integration of highway information systems to ensure reliable and accessible information is available across the Highway Service.

- Develop and deliver continuous improvements to the Highway Service's Customer Relationship Management (CRM) system, ensuring customer and service data is accurately and appropriately maintained.

- Prepare statistical analysis and technical support to colleagues, senior managers, Members and stakeholders, highlighting areas of risk or improvements required to capture the information in the most efficient ways.

- Extract, validate, co-ordinate, interpret and analyse quantitative and qualitative data from a range of areas identified through performance monitoring and performance management reports to feed into service improvement and development of practice.

- Work collaboratively across Highway Information Management and the wider team to ensure that data systems and processes provide GDPR compliant, intelligence led management and performance reports that meet the demands of the Highway Service, the Infrastructure Plus partnership with Amey and our customers.

- Establish regular monitoring of data quality standards and identify opportunities to improve and enhance reporting arrangements across the service to improve accuracy and maintain an intelligence led system.

- Work with ICT, and other data professionals to implement technical solutions that support efficient and effective reporting processes, making use of the latest available technology in order to create business efficiencies whilst ensuring ease of access and good engagement with the service.

- Contribute to the comprehensive and integrated documentation of all applications, systems and process for information management, setting data standards, specifications and quality assurance processes, ensuring they are properly documented, communicated and regularly revised.

- Provide support and advice to relevant stakeholders in the implementation and improvement activities undertaken in Highway Information Management to establish new developments across the Service to meet emerging business requirements.

- Keep up to date with developments, research and good practice related to Highway services data and intelligence.

It may be necessary for the postholder to work outside normal working hours on occasion to meet business need which may include dealing with an unplanned event or critical incident.

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Person Specification

Qualifications/Professional membership

- Educated to A-level standard or equivalent experience, professional qualification or other evidence of considerable business intelligence, data management and analytical abilities
- Demonstrate commitment to continuing professional development

Knowledge and Experience

- Demonstrable experience in business intelligence and analysis, ideally utilising PowerBI, SQL and GIS in a public sector environment
- Knowledge of a range of performance management assurance tools and techniques including qualitative and quantitative
- Experience of designing and using accurate intelligence-led reports that are GDPR compliant
- Experience of using data to demonstrate and measure outcomes for colleagues, customers or stakeholders
- Knowledge of the Data Protection/GDPR and Freedom of Information Act and the implications on access to personal information
- Experience of using O365 and IT systems to gather, analyse and present information
- Experience of working within a customer-focused environment

Skills

- Ability to undertake research, utilising appropriate methodologies to collate, analyse, evaluate and present information to different customers throughout the organisation
- Effective interpersonal skills including the ability to form effective working relationships with colleagues and partners and be able to work as part of a team
- Advanced IT skills with the ability to utilise Power BI, GIS and apps to collate and analyse complex data, information and intelligence, identify meaningful trends and correlations and advise colleagues accordingly
- Competent in the production of accurate and user-friendly reports
- Time management skills with the flexibility to meet tight deadlines and adapt to changing workload demands
- Effective analytical rigour and attention to detail.

This post is designated as a Casual Car user

disability confident EMPLOYER
CARE LEAVER COVENANT

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The content of this Job Description and Person Specification will be reviewed on a regular basis.