



**JOB DESCRIPTION**

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

**A. POST DETAILS:**

Job Title:	Insight Team Manager	Current Grade:	B002
Department:	Strategy and Performance	Area:	FHQ
Reports To:	Analytical Insight and Statistics Manager	No of Posts:	1
Level of vetting:	RV	Post Number:	

**B. PURPOSE OF THE POST:** *Why the post exists and what it has to achieve*

Responsible for day to day management of insight analysts and professional ownership of official statistical information across BTP and external agencies. Lead, manage, guide, mentor, and coach other analytical staff and coordinate the provision of appropriate analytical support to deliver a high quality and timely analytical service. Ensure that expected service levels and standards are both identified and met and that work is prioritised and tasked in a way that supports organisational objectives and priorities. Provide support to the Analytical Insight and Statistics manager and deputise where appropriate.

**C. DIMENSIONS OF THE POST** *The key statistics associated with the post*

**Financial – Direct or Non-Direct**

Direct Line Management of 3 x Statistics Officers

**Staff Responsibilities – Direct or Non-Direct**

Day to day tasking of 3 x Statistics Officers, 9 x Insight Analysts

**Any Other Statistical Data**

Responsible for all official statistical releases from BTP

**REWARD**

**D. PRINCIPAL ACCOUNTABILITIES:** *What the job is accountable for and required to deliver*

- Form part of a management team and be regarded as a professional advisor for the use of analytical services, products and research within the force. Provide analysis to assist in developing organisational strategies and policies.
- Task, co-ordinate and prioritise work, ensuring research and analytical capacity is used to best effect, following set service level agreements and that resources are effectively prioritised towards organisational objectives.
- Lead on the implementation of improvements to analysis and research, on behalf of and in consultation with the Analytical Insight and Statistics Manager and Head of Analytics
- Develop and deliver a high quality and timely statistical analytical service to BTP (including the Chief Constable, SCT, Senior Managers, Heads of Departments and the Head of Analytics).
- Provide high quality, timely and innovative data and management information to all Departments, Divisional and Central management teams.
- Ensure that expected service levels and standards are both identified and met and that work is prioritised and tasked in a way that supports organisational objectives and priorities.
- Working with other departments, develop and improve the quality of information across the force
- Devise, develop and deliver new products and data sets making advanced use of progressive statistical methodology and techniques.
- Co-ordinate and prioritise the provision of statistics, management information and research across the force and externally, consulting with the Head of Analytics, COG and department heads.
- Develop staffs skills and collaborative working across the force through leading working groups, quality assurance and developing frameworks and guidance documents.
- Appropriately task insight analysts ensuring their work is prioritised and deadlines met
- Ensure best practice is shared and that standard, efficient and effective processes are adopted across the force.
- Mentor and train staff to learn statistical analytics and research and develop their skill set.
- Facilitate learning through demonstrating and coaching and provide learning opportunities for colleagues.
- coach and mentor analysts and researchers in order that they become competent in the application of research and analysis within a policing environment under the direction of the Analysis Manager.
- Provide first line management and leadership to staff; develop and maintain a high level of skills and regularly evaluate performance to identify both unsatisfactory and exceptional performance to the Analytical Insight and Statistics manager.
- Deputise for the Analytical Insight and Statistics manager as and when required.

**E. DECISION MAKING:**

**Make decisions**

- Make decisions about data provision, performance information, products and services that are provided to COG, BTPA and external organisations.
- Substantial autonomy in decision making in areas of management information and
- statistical data.

**Significant say in decisions**

- The statistical and management information support provided across the force

**F. CONTACT WITH OTHERS:** *The frequent contacts the post holder has with others and for what purpose*

**Internal**

Extensive liaison with Chief Officers, Heads of Department, Police officers and staff

Represent the Strategy and Performance department when necessary at board meetings and internal and external meetings

**External**

British Transport Police Authority (BTPA)

Train Operating Companies and rail industry staff

Rail Delivery Group (RDG)

RSSB

Home Office

Department for Transport (DfT)

National Police Chiefs' Council (NPCC)

Her Majesty's Inspectorate of Constabulary (HMIC)

**G. REQUIREMENTS:** *The skills, knowledge, experience, qualifications and training required to perform the job.*

**Essential Criteria:**

**Qualifications and Training:**

A undergraduate degree in a relevant discipline with a strong emphasis on statistics, or relevant work experience

A further qualification in Statistics

**Experience:**

- Proven experience of motivating staff and colleagues to implement changes in working practices and culture.
- Coaching and mentoring experience.
- Ability to demonstrate effective tasking, co-coordinating and prioritising work
- Significant experience of working in a complex organisation with experience of data collection and the provision of performance and research data
- Substantial, proven and well evidenced experience of producing a range of complex statistical and management information products to create innovative solutions and meet changing needs, both alone and as part of a team.
- Significant experience in the development of products and data sets, primarily: quality assurance, creating guidance documents and frameworks for products, implementing new methodology, using new and unique data sets and innovative use of analytical software to present the results
- Extensive experience in using IT software including Microsoft Office and advanced excel skills.
- Experience in using statistical programs (such as SPSS, R or Python)
- Experience in negotiating and influencing senior managers and stakeholders in terms of both the prioritization of work and ensuring BTP make the best use of products to influence change.
- Experience of research methods.
- Ability to demonstrate effective leadership and people management skills, with an emphasis on developing, motivating and assessing the performance of staff.

**Skills:**

- Prioritisation skills to manage time and workload of themselves and the team. The post holder must be able to evidence managing an exceptionally demanding and heavy workload.
- Excellent team working skills.
- Effectively produce a range of types of complex and high level data and reports to a varied audience, adapting style to suit needs, including; data with significant risk and prominence.
- Experience in giving high level presentations to a varied audience using various methods. The post holder will be expected to give briefings and presentations explaining findings and to justify conclusions to various levels of personnel and running training courses and workshops.
- Negotiating and consulting around analytical support and terms of reference (including SCT and Senior Managers).
- High level of political awareness and sensitivity and the ability to present and detail information to different audiences in a comprehensive and easily understood manner.
- Leadership and people management skills, with an emphasis on developing, motivating and assessing the performance of staff.
- Training individuals and teams to enhance and develop skills.
- Advanced skills in using a range of IT technology, including; Microsoft Office,
- Excellent organisational skills and attention to detail with evidence of maintaining standards through periods of high demand, managing competing demands and priorities
- Extremely numerate and analytical.
- Advanced skill in using and developing vast data sets (qualitative and quantitative) and recommending and implementing change.
- The ability to synthesise and summarise complex information (including statistics) into a user-friendly format
- Mentoring and coaching skills to guide and develop others, with an emphasis on identifying training needs for staff.

**Knowledge:**

- Advanced statistical and management information methodologies and techniques.
- Advanced excel
- Advanced statistical methodologies and techniques
- Power BI, SPSS and relevant software
- Knowledge of mentoring and coaching techniques and methodology.

**Desired Criteria:**

**Qualifications and Training:**

- A postgraduate qualification in a relevant discipline, preferably with a heavy statistical element

**Experience:**

- Experience of developing advanced automated and technical analytical products within the police service.
- Experience of carrying out high level analysis and horizon-scanning in a police, criminal justice or government setting

**Skills:**

- Familiarity with programming software (such R and Python) and/or statistical packages such as SPSS.

**Knowledge:**

- Advanced statistical techniques and methodologies
- BTP Systems
- Knowledge of the wider political and socio-economic factors that affect policing and the criminal justice system throughout the United Kingdom and internationally

**H. ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

- The role requires the need to be able to effectively communicate with all members of BTP and logically argue through new ideas and developments. The post holder will need to understand how to relate events in the policing agenda to the particular strategic objectives of BTP as a national force policing the railways of the United Kingdom.
- The role requires high levels of personal integrity and discretion due to the data the post holder may be exposed to.
- The post holder must have the ability to swiftly pick up and become an expert in new and specialist areas
- of BTP's activities, and to be able to provide advice to senior management on the development of these areas to support the delivery of BTP's strategic objectives.

**I. AUTHORISATION DETAILS**

Prepared By: Ashley Auger

Date: 07/01/2019

Area Commander /FHQ  
HoD: Vanita Patel

Date: 10/01/2019

Evaluation Panel:

Date: 14/01/2019

**REWARD**