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| Associate Data/BI Analyst |
| Data Analytics & Customer Insight |
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| Grade 3 |

# Organisational overview

Nest is an organisation driven by its purpose: Building financial peace of mind for all.

Our award-winning pension fund is tailored to members’ requirements by combining extensive research and an expert understanding of their needs. First-class investment practice and governance are the backbone of our organisation. We invest responsibly and sustainably and are always transparent about the choices we make. It is both a privilege and a responsibility to help each of our members achieve the retirement they want.

Established in 2010, Nest has been a critical pillar of the Government’s automatic enrolment pension programme, with a public service obligation to accept any employer wishing to use the scheme to discharge their automatic enrolment duties.

It’s important that Nest has an equally diverse workforce and promotes an inclusive culture. This is in line with the organisation’s values and ensures that Nest is a corporation fit for the future.

# Departmental/Directorate overview

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| Nest is undergoing a transformation to use its data and insight to drive decision making. The Data, Analytics & Customer Insight (DACI) Team is leading how we do it: putting our customers at the heart of our work and helping colleagues to understand and use our data.  Our work enables Nest to continually learn, improve how we work, and create value so that we can deliver a better retirement for millions. The department includes: * **Data** – planning and delivering how we manage high quality data as an enterprise, making it easy for BI, analysis and modelling to happen and be automated
* **Analytics** – taking data and creating value for the organisation, understanding our customer and our business; doing descriptive, predictive, and prescriptive behavioural analysis and modelling to help Nest make decisions.
* **Customer insight** – putting our customers at the heart, understanding their needs through empathy, research, surveys, and digital insight
* **Business Intelligence** – delivering data visualisations to make Nest’s data intuitive to understand.

If you love data and insight, and you’d like to help us on this journey, come and join us. |

# The role

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| The Associate Data Analyst role will sit in the Analytics team, primarily focusing on behavioural analytics related to our customers. The role delivers value for Nest through analysis that will ensure the business is focused on giving users the best outcomes, value for money and digital experience.  This may include a future career path in further behavioural analysis, business intelligence, or modelling.  You’ll assist in the examination of how changes will affect behaviours by highlighting the possibilities, effects, and connections between various systems and behaviours. You don’t need to be a data expert, but you do need to be a problem solver, willing to learn and have the drive to become an expert in using a variety of data analysis tools. At the heart of it, your role in the behavioural analytics team is to help people in the business make informed decisions, whether through marketing, policy, product development or using behavioural analysis to predict what our customers will do in the future. All of this will help us think about how we can apply customer-led solutions to some of Nest’s biggest challenges.  |

# Scope and deliverables

## Accountability

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| * Embraces change, works collaboratively to understand how we can continually improve.
	+ Takes direction to deliver simplicity in the story they are telling with the work they do, spending time to communicate insight well, and ensure that the insight we deliver is consistent with what is being delivered from other parts of DACI
	+ Embraces new ways of working in the team; strives to understand why continual improvement in process can help
	+ Works with the team to support delivering insight within context, and ensures the level of complexity is appropriate to the audience
	+ Contributes to build the culture of the team
* Delivers analysis on a range of topics, but with a focus on behaviour and trends:
	+ Works within thorough research and analysis cycles of customer and user behaviours, from design to data collection and analysis, through to developing conclusions, recommendations, and limitations.
	+ Works with the teams to build reports that help the business monitor customer behaviours and develop the product and feedback whether it is working or not, works with business intelligence team to productionise reports
	+ Supports the analysis of end-to-end customer journeys and customer journey mapping, collaborating with digital and continuous insight / survey team
	+ Works with outsource partner when required to ensure they are delivering the analysis that they should, and ensures quality and output adheres to our requirements before work is shared with SMEs
	+ Analysis includes extraction of data from platforms and data wrangling. The type of work required to do this will shift over the course of time.
* Works within consistent standards of analysis, such as:
	+ Scientific and ethical standards for behavioural analysis
	+ Ensuring outputs answer the relevant questions, quality is proportionate to the request and reflect business continuity criteria.
	+ Identifying any data quality issues associated with data and managing these through the appropriate channels
	+ The team’s standardised system for quality assurance as defined by line management and modelling team
	+ Responds to briefs to provide analytical support to a range of measurement, projects and ad hoc analytical requests encompassing ‘business as usual’ work, key programme initiatives, self-serve reports and strategies and ensuring this support is flexible and adaptable to future changes and business requirements.
	+ Proactively works with other parts of DACI to ensure we are working as a team to deliver
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## Deliverables

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| * Develops own capabilities to deliver current and future analytical needs for Nest
	+ Produces ongoing analysis and reporting to the business, interpreting trends or patterns in our enterprise datasets
	+ Creates interactive dashboards, analysis, stories and insight, and contributes to team objective of self-serve reporting
	+ Identifies opportunities and areas for improvement through data analysis
	+ Reviews and validates data
	+ Monitors our analytics and metrics
	+ Documents all processes
	+ Employs the latest and best design, data visualisation and user experience principles when building reports or visualisations
* Contributes to building the culture of DACI, the wider analytics team and champions the work of the team and how we can deliver benefits to the business.
* Always delivers insight within context, and ensures the analysis and insight is consistent with what is produced through the rest of DACI.
* Delivers analytical recommendations to the organisation, with work guided by and depending on the delegation of line management, that are workable for Nest, along with a plan for next steps (i.e., actionable insight, automation, etc).
* Ensures work is delivered in the most appropriate format for the audience, as determined by working in collaboration with the insight delivery team. This may be in PowerPoint, Excel, PowerBI or any other tool deemed appropriate. Ensures that consistent processes are followed so that this can be done in a way that others in the team can understand and work with.
* Collaborates with Business Intelligence team when a piece of analysis is deemed to be a Nest-wide requirement, so that the work of the team can be productionised
* Turns business problems into analysis. Understands how problems fit into the larger picture.
* Collaborates across teams with fellow analysts, design specialists, researchers and project managers.
* Ensures delivery of work is consistent and methodical, so it can be continually replicated, governed and improved.
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## Relationships and autonomy

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| * Supports the analytics team in analysis projects as well as BAU and occasionally leads on pieces of work related to gathering, wrangling and analysing data.
* Works under supervision and may follow a defined standard output or set of procedures about how to get the best insight from data.
* Works seamlessly between Nest colleagues and our outsource partner colleagues to ensure we are delivering as one team.
* Acts as a team player when work needs to be done and pitches in to help across all organisational subject areas, working closely with all functions to ensure business needs for analysis are met.
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# Role requirements

## Experience and technical skills

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| * Willingness to learn or has some experience in using data analysis and visualisation tools; some of which may include: RStudio, Python, Business Objects, Power BI, Google Analytics, SQL, Dax and Microsoft Excel.
* Desire to learn some data analysis techniques including but not limited to: regressions, drivers’ analysis, web metrics, cluster analysis, RCTs, customer journey mapping, converting data into visualisations
* Experience of or desire to learn about collating, organising, analysing and disseminating owned data, third party data and data matching databases.
* Excellent analytical skills with a well-developed ability to understand and assess trends, highlighting key insights from a large volume of data
* Desire to learn about other areas outside of own team (ie modelling, surveys, qualitative research, business intelligence) to put own work in context of holistic insight delivery
* Desire to learn how to present analysis and visualisations in clear ways to communicate complex and challenging messages.
* Desire to learn how to apply methodologies and analytical frameworks such as personas, customer journey mapping, behavioural models and systems thinking tools.
* Desire to collaborate across different departments to deliver a project or output
* Interpersonal skills and stakeholder management
* Builds customer relationships
* Excellent verbal and written communication skills
* Worked within a customer-focussed service
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## Personal attributes

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| * Analytical –able to find insight and ask new questions.
* Empathy – always considering the impact on others (both inside and outside of the team)
* Interested in industry developments (Ie methodology, technology, changes in legislation, etc)
* A problem solver
* Communicative – to be able to communicate what you have learned from your work using a variety of techniques.
* Drive – a willingness to learn new types of research methods, industry background, a new product. To do so from scratch if necessary.
* Proactively seeks opportunities to influence, change and take on new projects, doesn't wait for delegation
* A natural collaborator
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## Differentiators

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| Nest is an organisation with a unique culture – with staff drawn from both the public and private sector, and a very special people-centric approach. Nest is warm and human as an organisation, and that’s also true of the people you’ll be working with every day. The Data, Analytics and Customer Insight directorate is a blend as well – some people have been with Nest from the start over 10 years ago, others are new in. The DACI team is a gender-balanced, diverse team, and we really enjoy working together in such a purpose-driven organisation. We’re at the early stages of a transformation, and it’s an exciting time for us.Although we’re a relatively young scheme (we have just celebrated 10 years of investing), over the next few years it will continue to develop into one of the largest schemes in Europe with contributions running at circa £10bn annually. We work in an outsource model at Nest, and the DACI team works closely with our new back office & customer experience supplier on designing our future service with our customers at the heart. Our insight capability is split over Nest and our partner team, but we act and deliver as one team. |

## Working pattern

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| Full time. At Nest we recognise the importance of having a good work/life balance and as such, encourage a flexible approach to work in terms of working hours, patterns and location. This can be discussed and agreed with your line manager. We do have an expectation that you’ll come into the office on average 1-2 times per week. |

## Grade Descriptor

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| Grade 3: Works to achieve operational targets with some direct impact on the results within the job area. Works independently, under limited supervision on moderately complex projects / assignments. |

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