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| BI Developer |
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| Data and Analytics |
| **Grade:** 2T |

# Organisational overview

Nest is a great government delivery success story. 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.

Now with over 13 million members, 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.

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:   * **Business Intelligence** – delivering data visualisations to make Nest’s data intuitive to understand. * **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 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     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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| As a BI Developer, you will use your technical, reporting and visualisation knowledge to deliver the right data, BI and analytics solutions to the business, empowering them to make better decisions. Your work will help to make it easy for Nest to become insight-led through understanding user experience and applying your creativity and expertise of data visualisation best practice. |

# Scope and deliverables

## Accountability

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| * embraces change, works collaboratively to understand how we can continually improve.   + taking our data from source to insight to make better decisions   + delivering of a suite of BAU, ad-hoc and self-serve reports to the business   + delivering automation and enhancements to reporting and dashboards   + challenging the status quo and continually applying user experience knowledge to improve how we visualise insight at Nest for ease of understanding * works within consistent standards of analysis, such as:   + peer reviewing the code and output of peers   + helping to define business data definitions   + managing any defects or data quality issues associated with data * developing and presenting insight through reports and creative visualisations * working closely with business partners to understand and deliver customers’ needs, deliver insight and proactively identify opportunities * ensuring appropriate access controls for the team’s shared folders * overseeing permissions and training for colleagues to handle personally identifiable information (PII) |

## Deliverables

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| * mentors junior members of the DACI team to develop team capabilities to deliver current and future visualisation and analytical needs for Nest, including identifying new talent and guiding their career path * 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 * reporting and visualisations to meet the needs of both internal and external stakeholders * self-serve reporting within a centralised Business Intelligence (BI) Hub - our platform for sharing * delivering ad-hoc data requests, visualisations and insights for all parts of the business * interpreting and analysing data * using query tools, transforming data into meaningful insights, and to create data models * working with stakeholders to analyse and translate requirements into data solutions * automating and continuously improving the existing suite of reports and dashboards * embedding proactive data validation * presenting insights and stories to key stakeholders * documenting all BI, data access and quality assurance processes * championing the work of the team and how we can deliver benefits to the business * challenging the status quo * employing the latest and best design, data visualisation and user experience principles * 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 * deliverables can also be checked against yearly objectives at the time for each person * contributes to building the culture of DACI and the BI team |

## Relationships and autonomy

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| * reporting to the Head of Business Intelligence * working closely with the team, other directorates across Nest, the scheme administrator Tata Consultancy Services (TCS), and external stakeholders including the Department for Work and Pensions (DWP) and The Pensions Regulator (TPR) although these may be subject to change * fostering a data analytics community across the corporation * works collaboratively with others to build an insight-led culture at Nest |

# Role requirements

## Experience and technical skills

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| * experience with business intelligence and visualisation tools, preferably Power BI * excellent technical skills, and preferably some experience of SQL, R and/or Dax * advanced analytical skills with a well-developed ability to understand and assess trends, highlighting key insights from a large volume of data * business analysis skills to elicit and translate requirements into data solutions * proven stakeholder management skills and building relationships * some knowledge of statistics and its use in analysing datasets * understanding of data engineering principles and working knowledge of BI technologies * verbal and written communication skills in presenting analysis and insights * experience of building credibility across a business * adhering to data quality and governance protocols * commercial awareness |

## Personal attributes

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| * ability to communicate complex issues to a non-technical audience * ability to plan and organise workloads and competing deadlines * ability to work without close supervision * the ability to work in a rapidly changing environment, dealing equally with strategic and operational issues * good attention to detail * customer-focused * a sense of personal accountability * inquisitive and proactive |

## 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 recently 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 increasing by circa £10bn annually. |

## Working pattern

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| 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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| Works to achieve operational targets with a significant or direct impact on directorate's results in a short-to mid-term through delegation to a team. Works independently with limited supervision. |

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| Nest Corporation  10 South Colonnade  Canary Wharf  London, E14 4PZ  [nestpensions.org.uk](https://www.nestpensions.org.uk/schemeweb/nest.html) |  |