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| Head of Analytics |
| Department: Data, Analytics & Customer Insight (DACI) |
| Directorate: Services and Solutions |
| **Grade:** 1 |

# 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:   * **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. This team comprises of a modelling function and a customer behaviour analytics function. * **Business Intelligence** – delivering data visualisations to make Nest’s data intuitive to understand. * **Customer insight** – putting our customers at the heart, understanding their needs through empathy, research, surveys, and digital insight. * **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.   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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| Delivers value for Nest from our data, leading and empowering Nest’s Behavioural Analysts and Modellers to find new ways to use data to deliver insight and to continually improve our analytical products. You’ll lead a centre of excellence - a team responsible for creating, developing and maintaining analysis and modelling for Nest, working with subject matter experts throughout the organisation. The Analytics team includes Behavioural and Digital analytics, Campaign, Brand and marketing analytics, and a range of Modelling including financial, and customer modelling. You’re either a deep expert in one area of analysis, or a generalist, but you can lead a team of experts to work together. You’re a problem solver, and you’ll think creatively about how we can apply data solutions, including the use of Ai, to some of Nest’s biggest opportunities. |

# Scope and deliverables

## Accountability

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| * Leads multi-functional delivery teams (both own and outsource/partnership teams) to deliver robust analytics services for the organisation. * Inspires best practice for analytics products, process and services within the organisation. * Builds analytics and modelling capability and quality assures all analytics products. * Maintains a holistic picture of current and future analytics and modelling needs and builds the talent and capabilities to deliver. * Provides development for the Nest community, works with other senior team members to identify plan, develop and deliver analytics services. * Defines and promotes consistent standards of analysis and modelling, for example, supports the setting of the scientific and ethical standards for machine learning and AI and ensures these are consistent with industry best practice. Will lead the data ethics debate at Nest for how we use our data. * Accountable for developing current and future data models, including our forecast/simulations models. * Understands, teaches and supervises a wide range of statistical methods and data analysis and modelling practices - descriptive through to prescriptive. Applies emerging theory to practical situations. * Leads the discipline and builds a career path for those aligned to the discipline at Nest, whether they are in the team or not. Leads change, considers the impact on people, process and technology to deliver change safely and in an inspiring way. Motivates teams to work collaboratively to deliver. * Takes accountability for the work of self and team, ensuring continual improvement so that the work efficiently delivers to the needs of Nest * Inspires and motivates within the team, across Nest and externally. Proactively builds reputation within Nest and is seen as a leader in the organisation. |

## Deliverables

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| * Extensively analyses business challenges to seek understanding of the root cause of the problem. * Turns business challenges into a roadmap of analytical products. Can anticipate problems and can creatively and logically plan to prevent them. Understands how work fits into the larger picture. Can build problem solving capabilities and independence in others. * Produces analysis and models, understands where to use different types of data models or analytical techniques. Can compare, review and develop existing analysis and their methodologies. Able to support others to embed industry-recognised data modelling patterns and standards. * Works with the Head of Data to implement new tools and processes, and continually assure, improve and innovate their practices to generate clear and valuable findings. Supports data cleanse and data enrichment exercises. * Delivers analytical recommendations to the organisation, that are workable for Nest, along with a plan for next steps (ie actionable insight, automation, etc). * Ensures teams are always delivering insight within context - starting from the audiences’ needs. Where appropriate in collaboration with Head of Customer Intelligence. * Helps the organisation adopt a wide range of analysis and synthesis techniques. * Ensures deliverables and plans are aligned to organisational and directorate goals. Ensures that own deliverables complement those of other areas and take organisational plans into consideration. * Recommends and operationalises strategies, identifies Nest's people, process and technology needs for their professional area, builds plans to implement what Nest requires and leads engagement across the organisation to build and deliver on requirements. * Provides measurable input to new services, processes, policies or products within the directorate. * Builds a technically-able, proactive and collaborative team. |

## Relationships and autonomy

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| * Works across all organisation subject areas, working closely with directors and heads in all functions to ensure business needs for analysis are met. * Proactively collaborates with complementary areas to ensure that Nest receives the best holistic insight, from multiple sources, and that work is done in an efficient way. * Collaborates with other senior team members and colleagues across Nest to develop a coherent and integrated vision for their discipline that reflects the contribution of each discipline (including the disciplines of peers), creates synergy and demonstrates excellent cross functional awareness. * Communication to executive leadership regarding matters of significant importance to the organisation. * Works to influence others within Nest to integrate the discipline’s view/practices and agree/accept new concepts, practices and approaches. * May at times be required to negotiate with internal stakeholders to accept proposals where there are conflicting goals or beliefs. * Leads relationship into outsource analytics teams to ensure Nest has a holistic roadmap of analytics and models. * Work seamlessly between Nest colleagues and our outsource partner colleagues to ensure we are delivering as one team. Ensure there is no duplication in roles or work produced between Nest teams and partner teams. * Clearly and proactively aligns own work, and work of the team, to deliver the organisational and directorate vision. * Leads analysts and modellers within Nest and partners to develop and grow to deliver to Nest's changing requirements. * Autonomy to deliver the agreed objectives and outcomes, ensuring that they are managed collaboratively within the directorate and across the organisation. * Builds and maintains professional and government networks, and proactively seeks to promote Nest within those communities. |

# Role requirements

## Experience and technical skills

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| Analytical Technical Skills   * Has proven knowledge and experience in the application of mathematical skills. A recognised specialist and adviser in these skills, including user needs, generation of ideas, methods, tools and leading or guiding others in best practice use. * Knows how to do and lead others to do complex mathematical, statistical and simulation analysis and modelling, using data from many different sources. * Holds a deep knowledge of best practice and new capabilities in the analytics and modelling profession. * Knows how to give complex recommendations at a tactical and strategic level. Can present analysis and visualisations in clear ways to communicate complex and challenging messages. * Knows how to use the most appropriate medium to visualise data to tell compelling and actionable stories relevant for business goals. Can present, communicate and disseminate data analysis appropriately and with high impact. * Extensive knowledge within a specific technical discipline or broad expertise across multiple related disciplines.   Experience Leading Teams   * Experience in coaching others and leading a team, with desired experience in the financial services industry. * Experience integrating Analytical Teams with the wider business. * Advanced leadership or discipline knowledge to lead cross-departmental project teams or manage across the discipline. * Has a strong understanding of best practice in the industry and marketplace that may improve the competitive position of Nest, and is able to build a strategy that ensures that Nest continually improves (in the subject area) in order to be competitive. * Experience leading complex, multidisciplinary projects, requiring delegation of work and the review of others' work product. * Can contribute to the assessment of other teams, providing guidance and support as they move through produce life cycle phases. |

## Personal attributes

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| * A collaborator – able to gain credibility and communicate with colleagues from technical and non-technical backgrounds. Able to build productive working relationships with external data providers. * Clear – able to propose a view about the future of the profession. Can guide Nest on a path that ensures effective investment in time and resources. Can propose solutions in clear and persuasive ways, to communicate complex and challenging messages in an understandable and useable way. * A problem solver – able to identify opportunities and set up processes when they are yet to be established * Flexible – can work in a dynamic and reactive environment * Analytical – seeks out insight and ask new questions * Empathetic – always considering the impact on others (both inside and outside the team) * Curious – keeps on top of industry developments (e.g. methodology, technology, changes in legislation) and able to apply in role * Proactive – seeks opportunities to influence, and make changes; doesn't wait for delegation * Coach and Mentor |

## 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 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 (DACI) team 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 enjoy working together in such a purpose-driven organisation.  Although Nest is a relatively young scheme, 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 with an outsource model at Nest, and the DACI team works closely with our back office & customer experience supplier on designing our future service with our customers at the heart. |

## Working pattern

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| Full time, but flexible working available |

## Grade Descriptor

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| **Grade 1:** Head of a team, directing activities that have direct impact to the achievement of results for a Directorate or Lead of a specific technical discipline. Recommends and operationalises strategies. |

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