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| Data Engineer |
| Data, Analytics & Customer Insight |
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| **Grade:** 1 (Technical) |

# 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 8 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 at the beginning of a transformation to use its data and insight to drive decision making, and Data, Analytics and Customer Insight 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 directorate includes:   * **Business Intelligence** – starting with the data at source, delivering lovely data visualisations to make Nest’s data intuitive to understand * **Customer insight** – putting our customers at the heart of Nest – 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 * **Partnership leads** – working with our new outsourced customer experience provider to make sure the right data & insight flows between the organisations from 2023 * **Data strategy** – working on Nest’s data literacy, data governance, and a strategy for how we can all collaborate to make our data a really useful shared asset for Nest * **Analytics** – taking all our data and creating value for the organisation – understanding our customer and our business, and doing descriptive, predictive, and prescriptive analysis and modelling to help Nest to make decisions   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 Data Engineer, you’ll work closely with stakeholders to develop, test, and maintain data products and solutions that align with their requirements. You’ll be helping to develop a cloud-based data and analytics platform on Azure and help end-users integrate their workflows between this and other platforms, including AWS-based solutions. You’ll combine data from different sources, and you’ll build data pipelines to transform and organise raw data into formats that can be easily used for business intelligence as well as deep dive analysis and modelling. |

# Scope and deliverables

## Accountability

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| * Building and documenting data pipelines to transform and organise raw data into formats that can be easily used for analysis and business intelligence * Implementing data quality and integrity checks * Managing defects and data quality issues * Working closely with stakeholders to understand and deliver data products that reflect their requirements * Proactively identifying opportunities to automate and improve processes * Supporting the BI team in the development of BI dashboards and data visualisations * Ensuring appropriate access controls are implemented in the data platform * Ensuring compliance with data governance policies and information security instructions |

## Deliverables

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| * Modelling source data into the data platform * Developing data pipelines and ETL processes to load and transform data into the data platform * Developing and maintaining data pipelines * Planning and prioritising work and collaborating with stakeholders * Triaging incidents and defects that occur * Developing tools and processes to enhance data quality and reliability * Collecting, analysing, and communicating information to stakeholders * Creating and maintaining documentation and other supporting design artifacts * Helping to upskill and provide training to colleagues * Championing the work of the team and how we deliver benefits to the business |

## Relationships and autonomy

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| * Reporting to the Senior Data Engineer * Working closely with colleagues across the Data, Analytics and Customer Insight directorate, other directorates across Nest, and with external suppliers such as our scheme administrator and IT service provider * Helping support the organisation to become more data driven and fostering a data community across Nest |

# Role requirements

## Experience and technical skills

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| * Previous experience in data engineering or data science * Technical knowledge of SQL, ETL processes, data models, database design and data cataloguing. * Technical experience of developing within Databricks. * Experience with Cloud-based data engineering solutions. * Knowledge of DevOps processes and tooling (i.e., CI/CD, Azure DevOps, Git) * Experience with languages such as SQL, Python, or R * Analytical skills with the ability to collect, organise, analyse, and communicate information with attention to detail and accuracy * Experience with various data sources, types and formats including XML, JSON, flat files, etc. * An understanding of data governance challenges (GDPR etc) * Data engineer certification (e.g., Azure DP-200 or DP-201) is a plus |

## Personal attributes

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| * Ability to communicate complex issues to a non-technical audience * Ability to assess and manage around end-user requirements * 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 * An interest and curiosity about learning new tools and techniques and helping and encouraging others to do the same |

## 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 team is a blend as well – some people have been with Nest from the start over 10 years ago, others are new in. The Data, Analytics & Customer Insight 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 pension 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, but flexible working is available. |

## Grade Descriptor

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| Grade 3: Works to achieve operational targets with significant impact on the results of the Function. Works with some supervision. |

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