

## Job Description – Data & Analytics Lead

### Description/Role Purpose:

- Reporting to the Head of Strategic Planning & Operational Excellence, this role will be responsible for the creation and delivery of the BTS data and analysis strategy and roadmap.
- Passionate about data and what we can learn from it to benefit our businesses, the role will be current on data trends with proven experience of managing and delivering an end-to-end data and analysis lifecycle (from data architecture and business analysis, to ingestion, data modelling and visualisation).
- The role is crucial for providing data-driven insights that underpin our Operational Excellence efforts.

### Key Accountabilities:

- Collect, analyse and transform large datasets to identify trends, patterns, and actionable insights that support business objectives
- Develop and maintain dashboards and reports to visualise data and communicate findings to stakeholders
- Enable BTS with data insights to identify areas for improvement, act proactively before issues occur, eliminate root causes and demonstrate improvements delivered
- Ownership of end-to-end data and analysis lifecycle
- Drive data literacy and maturity across BTS
- Ensure data integrity and accuracy by implementing data quality checks and validation processes
- Strong understanding of statistical methods and techniques for data interpretation and forecasting
- Lead data-driven projects from conception to execution, ensuring timely delivery and alignment with business goals
- Leading of workshops and interviews with stakeholders to identify use cases. This also includes identifying areas where data cleansing is required to improve data quality
- Design data solutions and ensure they meet customer needs
- Work with BTS data champions to make data changes to support data requests
- Own data governance across BTS
- Strong problem-solving skills to address data-related challenges and business questions
- Understanding of business operations and the ability to align data analysis with business goals
- Use machine learning and agentic AI to automate data analytics as much as possible

### Essential Skills, Knowledge and Experience

- Great experience of Stakeholder Management
- Highly proficient in data warehousing technologies, such as Microsoft Data Factory, Data Bricks, Power BI or Microsoft Fabric
- Proficiency in data language tools such as Python, SQL, or R for data manipulation and analysis
- Experience of solution design
- Experience of evolving technologies i.e. Big Data, Real Time Analytics, Predictive Analytics, Bots
- Demonstrable experience delivering AI/ML solutions

- Expert in eliciting customer / business needs and translating them into deliverable requirements and solutions
- Highly self sufficient
- Ability to cover the entire lifecycle from requirements gathering, data architecture, over ETL to visualisation
- Excellent verbal and written communication, and facilitation skills
- Excellent influencing skills, able to build effective relationships with senior stakeholders in order to truly understand the underlying needs of the business.
- Demonstrable growth mindset and motivational style
- Excited by, and keeps up to date with latest technology developments, proactively looking outside and proposing ideas
- Customer focused approach ensuring that changes delivered provide value to the business
- Experience of working complex legacy estate, driving change and delivers change to the business
- Knowledge of Cyber Security and Information Security standards and policies
- Experienced with working with 3rd party technical and applications/information architects
- Experience with data mining techniques to discover patterns and relationships in large datasets
- Willingness to learn new tools and technologies as the field of data analysis evolves
- Knowledge of data governance principles and practices to ensure compliance and data security

**Desirable Skills, Knowledge & Experience:**

- Experience in using analytics in ITSM Platform, ideally ServiceNow
- Experience on data modelling methodologies
- Business Analysis
- Experience of working with teams in multiple locations, and remotely
- Working in Agile and waterfall methodologies

**Other requirements of the role:**

- Willing to travel to other locations when necessary
- Some flexibility in working hours when required