Head of Analytical Development

Basic information

Band: B
Job family: Analysis
Terms: Permanent position
Location: Cheltenham

Reports to: Director of Analysis & Research
Team: Development
Business unit: Analysis & Research

Role purpose:

We know that using analytical data is going to be central to the services we provide for students in the future. Our new development section is responsible for taking our most promising ideas for using data and accelerating them from research prototype through to operational data service with evidenced value. You might be asked to build an analytical survey capability, or design a sophisticated data service to help employers find the right candidates fairly and efficiently, or support universities with segmented forecasts of their likely recruitment (and how to change it).

You will have a deep understanding of what can be done with modern analytical data services, both from the customer and technical perspective. Creative and innovative, you identify what customers really need to do, often before they do, and then provide the technical leadership to your team to create the data and service needed. You hold the development strategy for new data services, and will be responsible for creating them and making sure they are the right ones.

Key responsibilities:

- You will work out what the customer need is for new data services, how it could be created and how it fits into UCAS' wider work. You are strategic, identify commonalities between customer needs, and design new services that optimise the resources UCAS has.
- For the chosen development candidates, you apply your creativity and technical excellence to lead your team to rapidly construct prototypes in a code-based SAS environment, moving through development versions and quickly arriving at a functioning service. Your primary measure of success is to see customers being served by handing over new services to your expert colleagues in our Analytical Products and Services Team, for them to take over the implementation and continuous development.
- You will work closely with the Director of Analysis and Research to set the direction of travel for analytical data service development, and create the strategy to achieve this. You will also work particularly closely with our Customer Experience and Marketing Teams. Overall, you will be a key figure in setting the agenda for analytical data services, and ensuring the organisation has the right set of data services in place for maximising its potential to serve customers.
- Provide technical leadership for a coherent strategic programme of analytical data services creation.
- Lead and develop a team of five to ten data scientists, including participants on our internship programme.
- Synthesise what is technically possible with what our customers need to do, and translate this into a fast-paced programme of development.
- Keep your projects close to customer needs, and to schedule.
- Engage the whole of the organisation in feeding into and understanding your team's work.
- Carry out horizon scanning with a wider, longer-term perspective, to identify analytical data service opportunities for UCAS, and take responsibility for making them a reality.

Accountabilities:

- Our set of analytical data services are the right ones to maximise value for customers and UCAS.
- Lead a team of data scientists to develop to their maximum potential by creating a culture of learning, challenge and continuous development.
- Act as a role model, demonstrating the UCAS values.
- Contribute across the organisation as an active senior manager.
- Manage your budget in an effective way to deliver organisational objectives.

Person specification:

- Strong personal values for committed and collaborative leadership.
- High level abilities to diagnose customer and business needs, and work out how value generating sustainable services can be built from that. Track record of focus on customer needs and creating value for them.
- Deep knowledge and experience of using a wide range of analysis, statistical and data science methods in a practical environment, typically gained from extensive working experience in a code-based SAS environment.
- Understanding of creating standardised or automated data products or services.
- Advanced analytical programming expertise in SAS, typical of a senior technical professional or exceptional evidenced abilities of working collaboratively and effectively with technical creation teams.
- High levels of professional judgement in choosing analysis pathways that exploit features of data and existing capabilities.
- Leadership and management capability to achieve section outcomes. Evidenced ability to build strategic capacity in teams.
- Influential and credible. Fluent and engaging in conveying customer value.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.