Motability Operations

About the role

Role
Data Scientist – 9 Months Fixed Term Contract

Location and hours
Bristol, London or Edinburgh
35 hours per week
Hybrid working with minimum 3 days per week in the office

Career Framework

Salary
Competitive salary plus excellent Benefits

What you'll be doing
The Data Science role is responsible for using Data Science and modelling techniques to address critical questions for both the business and our customers. This includes understanding the challenges our customers face with regards to electric vehicle (EV) adoption, understanding how rising costs will impact customers' affordability thresholds and identifying key data points that indicate potential misuse of the Scheme. These are some of the primary issues that this role will help resolve.

The role sits within the Data Science and Analytics team and will be primarily focused on using data to identify potential misuse of the Motability Scheme. The postholder will collaborate with key stakeholders within the business to understand and agree requirements for data can be used to help the business make decisions on tackling this key issue.

On a day-to-day basis, the postholder will be tasked with using their technical skills to help the team deliver key pieces of analyses relating to understanding and predicting customer behaviour. They will also work on turning these analyses into actionable insights which the business can use.

Main Responsibilities

- Building Machine Learning models that provide insight into customers and helps the business predict customer behaviour around scheme misuse, EV transition and affordability. These models are essential as the business undergoes transformation to become data driven and make evidence-based decisions.

- Provide insight into customer behaviour, choices and preferences using statistical methods such as regression and hypothesis testing to analyse data from our customer database.

- Building dashboards that is able to tell a story and provide the business with key insights on customer behaviour.

- Analyse customer research data to gain insights on customer behaviour using Natural Language Processing (NLP) techniques such as sentiment analysis and topic modelling.

- Provide education to both internal and external stakeholders about the modelling process, including the assumptions and methodology used. This will ensure that they fully understand and support the process.
- Supporting the team in meeting ad hoc requests for customer insights from the rest of the business.

About you
The ideal person will have.

- Strong experience in building Machine Learning models and applying Data Science techniques using python.
- Strong data manipulation and statistical analysis experience gained through experience working in various industries.
- Be able to provide clear and tangible examples of time when your insights and analysis have made an impact on a business.
- Strong programming skills in python and SQL and a familiarity with working with cloud platforms such as Snowflake and Sagemaker.
- Ability to communicate with both technical and non-technical audience and strong stakeholder management experience.

Minimum criteria
You'll need all of these.

- Educated to a degree standard, ideally in applied statistics/Data Science/Mathematics.
- Strong experience using machine learning to solve business problems involving both structured and unstructured data.
- Experience of working with cloud-based data stores such as Snowflake and strong experience querying data with SQL.
- Demonstrable analytical problem-solving capabilities.

Who you'll be working with
You will work with Data Scientists and Analysts within the Customer Insights and Analytics team. You will also work closely with experts within Insurance, repairs, commercial operations and customer services to understand the business needs and our customers. The role will involve day-to-day communication with key stakeholders to ensure that insights are communicated and implemented through the business.

We're Motability Operations
About us
We're the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers' mobility in a fast-changing world. We're the UK's largest car leasing company and we help over 815,000 people get on the road.

We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs.

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What we do

We lease a wide range of tailored mobility solutions to people who receive of one of the Government's qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.

At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.

The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10.

How we work

We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. Visit our website to find out more.

We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.

Our beliefs and values

We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.

We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.

Our values are at the heart of everything we do:
- We believe no one should be left behind → We find solutions
- We believe we must take the lead → We drive change
- We believe everything starts with the customer → We care

What we can offer you

- **Pay**: competitive salary, with a yearly discretionary bonus, based on your performance
- **Holiday**: 28 days, and you can buy and sell days
- **Pension**: 15% non-contributory pension (9% during probation)
- **Health and wellbeing**: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme
- **Development**: A library of internal training on our myLearn platform
- **Family friendly**: We have competitive family leave policies

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- **Diversity and inclusion**: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access
- **Helping our community**: One volunteering day each year, and access to volunteering platform Neighbourly
- **Schemes**: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers
- **Other, voluntary benefits**: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office