Motability Operations

About the role

Role
Data & Analytics COE Data Engineer

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

Band

Salary
Competitive Salary

What you'll be doing

We use innovation to shape data so it works for everyone and we're planning to re-platform and improve the existing (commercial, operational and customer) data assets and develop new ones, as well as transform how we work with the business to use our data better.

We're looking for a data engineer able to turn data into insights so they flow consistently across MO and shape our thinking to drive a culture of customer focused, evidence-based decision making. You have the important task of automating and integrating multiple data systems, and developing business intelligence solutions for reliable, seamless reporting to serve multiple stakeholders.

You will be part of a team acting as the centralized function for creating data products to support reporting requests and strategic analyses, serving as the single source of truth across MO. Your work will underpin data integrity including developing, maintaining, and publishing commonly used terminology across MO. You will support teams who provide forecast and predictive models, develop customer segmentation, audience personas, and journey maps.

Main Responsibilities

You innovate to go faster by providing tools and methods for the wider business to garner insights form our data warehouse and data lake. We work mainly on Oracle technologies hosted on AWS, with additional use of snowflake and postgres. Within the D&A team, the successful candidate would be:

- Designing, building, and maintaining a Data Warehouse and related applications.
- Analysing, developing, delivering, and managing business intelligence reports in OAS and other tools
- Assisting in the design of the ETL process, including data quality, reconciliation, and testing
- Contributing to technical process improvement initiatives
- Supporting UAT processes by working with stakeholders to successfully sign-off business requirements
- Assisting in prioritisation and estimation of project work
- Transform data into meaningful insights and recommendations

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Minimum criteria

- Experience of building a data warehouse using an ETL/ELT tool
- Star schema/dimensional modelling.
- Good knowledge of standard data formats (XML, JSON, csv, etc)
- Proven experience of delivering BI solutions for business requirements
- Experience of developing using an Agile development approach
- Proficient in turning raw, structured and unstructured data into meaningful insights and recommendations
- Efficient at handling large data sets in data platforms (such as Oracle, Snowflake), with mastery of SQL and Power BI. Additional Proficiency in Python or R is an asset.
- Experienced in delivering difficult and complex projects involving multiple teams - We're looking for a lynchpin who isn't afraid to get things done even when they don't have formal authority over everyone who needs to be involved to make it work, and is able to build collaborative working relationships across organizational boundaries.

Plus points if you have experience working across multiple data sources. You have successfully created data products within Agile development teams and possess a good understanding of data science principles and practices. You also have the following attributes:

- Strong analytical and problem solving skills
- Ability to make recommendations and take decisions
- Effective time management and planning skills
- Highly organised with excellent attention to detail
- Able to perform well as a sole developer on a project and as part of a wider BI team within MO
- Willingness to adapt to change
- Ability to work to strict deadlines

You also have excellent communication skills, are highly customer focused with the ability to work collaboratively. You are confident in dealing with all levels of staff.

Desirable
- Proven Experience of Oracle ODI
- Experience in Oracle
- Familiarity with Snowflake
- Experience of building Oracle OBIEE/OAS reports & dashboards
- Experience with working on the cloud, preferably with AWS, including certifications
- Familiarity with Apex
- Data migration
- Understanding of machine learning or data science, including python.

Who you'll be working with

The Data & Analytics Team within MO provides tools and methods for the wider business to garner insights and analysis from our Data Warehouse and Data Lake, playing a key role in providing support to the business in their Data Science, AI, and ML initiatives.

Our Data & Analytics technology stack consists primarily of: Oracle tools, Snowflake, Postgres, various AWS Services (SageMaker, Lambda, Step Functions, DMS, S3 etc.) in the AWS Cloud.

We are currently engaged on multiple data focused projects which are in various stages of development following Agile practices.

We pride ourselves on the quality of our development, our user satisfaction and our team spirit.

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 750,000 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.

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.

Motability Operations

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

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