Motability Operations

About the role

Role
Data Analyst

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

Career Framework
Senior Specialist

Salary
Competitive salary plus excellent Benefits

What you'll be doing

The Data Analyst role is responsible for using Data Analysis 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 within Customer Insight and Analytics and will be primarily focused on using data to generate customer insights to help the business solve key issues. The postholder will collaborate with key stakeholders within the business to enforce key Data Governance policies on quality, metadata management and data lineage.

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 customer behaviour. They will also work on turning these analyses into actionable insights which the business can use.

Main Responsibilities

- Perform Data Steward responsibilities including managing and monitoring customer data quality, measuring accuracy, maintaining definitions and ensuring compliance. Will act as the key bridge between technical and business areas on customer data issues.

- Provide deep statistical analysis and actionable insights to help the business understand, anticipate, and respond to evolving customer needs, enabling evidence-based decision-making on key customer issues.

- Design, develop and maintain insightful Power BI dashboards and reports that transform complex data into compelling narratives, enabling stakeholders to understand customer behaviour and spot emerging trends.

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

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- Act as a trusted advocate for customer data and analytics, educating stakeholders on analytical methodologies and best practices to build trust and confidence in the insights and recommendations produced.
- 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 collecting, analyzing and interpreting complex data and applying data visualization techniques using tools such as Power BI.
- Demonstrates strong attention to detail when working with data, ensuring data is accurate, consistent and of the right quality.
- 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 SQL programming skills and a familiarity with working with cloud platforms such as Snowflake.
- 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 analysing both structures and unstructured data to solve business problems.
- 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 EVs, repairs, commercial operations, technology 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.

Motability Operations

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.

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,

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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