Role and person profile

Post title:	Analytics Manager		Location:	Manchester / Guildford
Division:	Research and Regulation		Department:	Analytics and Data Science
Reports to:	Head of Analytics and Data Science		Responsible for:	**Analyst** **Analyst/Data Scientist** **Analyst/Developer**
Scale:	SCP 31	Permanent/FTC/Temp:		Permanent
Post no:	New			

Section 1 – Accountabilities

Main role purpose:

To provide analytical and data science services that support and enhance business performance, including the management and monitoring of marking and post-results activity; the technical basis of AQA's standards and research functions; and wider analytical and technical support AQA's strategic and operational needs.

To engender high levels of performance by modelling best practice in AQA's leadership habits and by modelling and championing AQA's values and behaviours.

The role will utilise and manage AQA's data assets and relevant technology to support and enhance business performance, and produce the data and analyses that underpin AQA's standards, research and regulation functions. The role will involve evaluating evidence and making decisions in complex, open-ended situations, and creating and delivering detailed analyses and insights to meet business needs and support AQA's strategic development and priorities. This will require specialist knowledge of appropriate software and technologies and data analysis techniques.

The postholder will provide line management and leadership to a small team of data analysts and will be expected to lead and support projects within the team's matrix management model.

See strategy if required http://thehub.aqa.org.uk/About/2020-strategy

Key result areas:	Outcomes:
Customer (external or internal) **Being trusted and reliable in assessment design and delivery**	Working with colleagues from across the business, develop and deliver data analyses and insights, providing planned and ad hoc analyses in relation to complex and varied business challenges.
	Develop and maintain collaborative working practices that feed into organisational objectives, providing comprehensive and user-friendly data intelligence to internal customers.

	Provide proactive advice and guidance to managers and other stakeholders on analytics and data science related issues, and the relationship of these to their areas of work.
	Build effective working relationships with internal colleagues, influencing thinking in relation to analytics and data science.
	Represent the team on AQA groups, sharing insights to inform and support AQA decision making.
Cash (finances) **Ensuring sound financial management and a robust asset base**	Ensure that projects meet business needs flexibly, responsively and to agreed time, cost and quality criteria.
	Demonstrate commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
Product and internal processes **Delivering quality products and outcomes – as recognised by the customer**	Lead projects to design and deliver data analytic solutions to meet business needs.
	Ensure accuracy and transparency in relation to the data and insights produced, providing expert advice on the relationship between the way in which we capture, generate and process data and the potential insight and benefits that can be derived.
	Work with colleagues across the Research and Regulation business area and in other business areas to ensure that analytical and data science activity delivers outputs and outcomes that achieve impact targeted to the needs of the business.
	Contribute to the ongoing development of the team's data management and quality control practice.
	Contribute to the development of data governance structures and processes to ensure best practice in the use of data across the organisation, ensuring that all work uses state of the art methods and approaches, reviewing the impact of and approaches taken by similar organisations.
	Ensure AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.
People and culture **Ensuring we have great people achieving their potential**	Recruit, trains lead and manage a small team of Analysts who will work across the Analytics and Data Science team in a matrix management structure, working with the Lead Analyst and other Analytics Manager to ensure that plans are delivered to consistent high quality and responsive to business needs.
	Model appropriate leadership behaviours with confidence to get the very best from direct reports and project teams in a matrix management structure by providing clarity, feedback, coaching and development, while continuously seeking to enhance project delivery in line with business objectives.
	Engender high levels of performance by modelling AQA's values and leadership habits, and by both listening, and providing direction, in line with business objectives.
	Model and encourage a motivated and positive team culture, focussed on service delivery and continuous improvement.
	Champion and foster a culture of accountability.

Technology **Delivering demonstrably secure, reliable, agile and cost-effective systems**	Ensure that AQA makes good use of appropriate and innovative data science and analytics technologies to leverage organisation-wide data assets in support of the achievement of AQA strategic objectives.	
	Influence wider corporate decision-making in relation to AQA's overarching technology architecture.	
Government and external **Providing timely, valued insight and evidence that inform policy**	Manage the accurate and timely production of returns to industry regulators and the delivery of data requirements to other stakeholders.	
	Where appropriate, represent AQA on industry-wide groups, sharing insights and expertise to inform and influence decision making.	

Section 2 – Key relationships and performance

Key internal relationships:

- Colleagues from across the business
- Departmental managers in teams who are customers of the service

Key external relationships:

- AQA customers
- Regulators and policy stakeholders

Key performance indicators:

- Delivery of analytical and data science services in line with cost, quality and, time KPIs.

Section 3 – Person profile

Knowledge	Assessment
In depth knowledge of analytical technologies and methodologies and their and their purposes, uses and potential impact.	**A/I/P**
A broad understanding of databases, data structures, data visualisation and data mining.	**A/I/P**
Highly numerate with a good understanding of quantitative analytical techniques and their implementation in programming environments such as R or Python.	**A/I/P**
Qualification	
A degree in an analytical, technical or mathematical discipline, or demonstrable experience for the required role.	**A**
Skills	
The ability to think analytically, to understand and synthesise complex, diverse and incomplete information and to present reasoned arguments.	**A/I/P**
The ability to interpret complex quantitative and qualitative information to support sound decision-making.	**A/I/P**

Strong interpersonal and communication skills, able to influence and build rapport with a diverse range of stakeholders internally and externally and to be a role model for a partnership based matrix style of working.	**A/I/P**
The ability to compile and present analyses and insights in a variety of formats and styles to meet the needs of different purposes and audiences.	**A/I/P**
The ability to work both independently and as part of a team, leading and supporting projects as required.	**A/I/P**
The ability to lead and manage teams.	**A/I/P**
The ability and willingness to constructively challenge the thinking of others.	**A/I/P**
The ability to use business and commercial judgement effectively.	**A/I/P**
The ability to assess risks and recommend actions.	**A/I/P**
Proven ability to think creatively and solve complex problems.	**A/I/P**
Willingness and aptitude to keep abreast of developments in data science through formal and informal training and development, and external networking.	**A/I/P**
Behaviours	
We treat everyone well and with empathy.	**A/I/P**
We achieve amazing things by working together.	**A/I/P**
We are open and honest.	**A/I/P**
We do what we say we are going to do.	**A/I/P**
We continuously learn and improve.	**A/I/P**
We act in the best interests of AQA.	**A/I/P**
We are optimistic and determined.	**A/I/P**
We value everyone's expertise.	**A/I/P**
Leadership Habits	
Leading with Integrity and Authenticity	**A/I/P**
Enabling Performance, Learning and Growth	**A/I/P**
Enabling Operational Excellence	**A/I/P**
Setting Vision Direction and Providing Clarity	**A/I/P**
Experience	
Experience of team management and leadership.	**I/P**
Experience of leading analytics and/or data science projects in a high stakes regulated environment.	**I/P**
Recent experience of using appropriate technologies to deliver analytics and/or data science solutions.	**A/I/P**
Experience of influencing senior internal and external stakeholders.	**I/P**

Additional

This role provides leadership to a team that is split across sites, and candidates should be prepared for a significant level of travel.

Assessment key (criteria to be assessed at the selection stage)
A – application (it is **essential** to provide evidence on application for shortlisting purposes)
I - interview   **T** – test (or work sample)   **P** – probation