Role and person profile

Post title:	Head of Analytics and Data Science		Location:	Manchester or Guildford
Division:	Research and Regulation		Department:	Analytics and Data Science
Reports to:	Director of Research and Analysis		Responsible for:	Lead Analyst (Awarding and Results) Analytics Manager (x2)
Scale:	Senior Manager	Permanent/FTC/Temp:		Permanent
Post no:				

Section 1 – Accountabilities

Main role purpose:

To lead the Analytics and Data Science Team by developing and delivering team plans for the short and medium term that are in line with business area strategy and AQA's corporate strategy, ensuring there is an appropriate balance of technology, regulatory and technical considerations.

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.

To develop and be accountable for the annual programme of data science and analytical services to the business, in so doing manage organisational risk, ensuring an appropriate balance between potentially competing drivers, risks and medium to long term implications, ensuring that data science and analytical services meet the needs of customers across the business and support and inform the efficient delivery of corporate and departmental strategic objectives, particularly in relation to the delivery of qualifications.

The role will oversee planning activities, determination of customer needs and priorities, compliance with regulations, and the management of risk, quality, time schedules and costs.

Key result areas:	Outcomes:
Customer (external or internal) **Being trusted and reliable in assessment design and delivery**	Lead on, and be responsible for, the delivery of data science and analytics plans for AQA that meets the needs of customers from across the business.
	Work with customers across the business to agree overall analytics, reporting and approach in line with agreed departmental vision and principles. Whilst

	overseeing the delivery of actionable insights to the organisation to meet customer needs and support the effective delivery of our business objectives.
	Monitor, evaluate and enhance data science and analytical services, informed by empirical evidence, best practice and customers' feedback.
	Lead on, and be responsible for, the regular review of data science and analytical services, and ensuring that developments are introduced which reflect good practice and meet the changing needs of the business.
	Demonstrate commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
Cash (finances) **Ensuring sound financial management and a robust asset base**	Produce an annual expenditure and resourcing plan, allowing for delivery peaks, such that objectives are achieved within financial targets.
	Regularly review costs, and encourage efficiencies as part of a continuous improvement programme.
Product and internal processes **Delivering quality products and outcomes – as recognised by the customer**	Working with the Director of Research and Analysis, and in collaboration with other members of the Research and Regulation leadership team, to contribute to the development of a vision, principles and strategy for AQA's research and regulation activities.
	To identify, develop, and lead activities, programmes and projects to meet the strategic objectives, regulatory requirements and customers' needs, developing a rolling programme of work, annual plans and specific objectives for data science and analytical services in line with departmental and corporate strategy, regulatory requirements and customers' needs.
	Identify, manage and monitor risks via appropriate mitigation and contingency plans, and ensure that significant risks are escalated to sponsors and stakeholders promptly.
	Ensure compliance in line with AQA's policies and other regulatory and legislative requirements, including HSE, Equal Opportunities, ISMS and GDPR.
People and culture **Ensuring we have great people achieving their potential**	Engender high levels of performance by modelling AQA's values and leadership behaviours, by both listening, and providing direction, in line with business objectives.
	Recruit, train, lead and manage a team of staff to ensure the strategic objectives are met, ensuring consistently high quality and responsiveness to business needs in data science and analytical services.
	Champion and foster a culture of accountability.
	Work collaboratively with other members of the Research and Regulation leadership team to provide leadership across the business area, and contribute to the Research and Regulation leadership team agenda, in particular by championing best practice in relation to AQA's leadership habits, values and behaviours.
Technology **Delivering demonstrably secure, reliable, agile and cost-effective systems**	Ensure that the technology and systems in data science and analytical services are fit for purpose to ensure effective delivery to meet customer needs and business objectives.

Government and external **Providing timely, valued insight and evidence that inform policy**	Represent AQA on relevant external bodies and external meetings, ensuring that AQA's views are well-represented and AQA makes a significant contribution to emerging national thinking on data science and analytics in the industry.
	To deputise for the Responsible Officer on data science and analytics issues where appropriate.

Section 2 – Key relationships and performance

Key internal relationships:

- colleagues in Qualifications and Markets, Operations, Policy and other teams who will be customers of the service
- Departmental managers in teams who are customers of the service
- Colleagues in People Group.

Key external relationships:

- Ofqual and other regulators
- Data science and analytics personnel in other awarding bodies
- Communities of best practice in data science and analytics in academia and business.

Key performance indicators:

- Delivery of data science and analytical services for the business that meet business needs, are delivered in line with service level agreements and KPIs, and within agreed budgets.

Section 3 – Person profile

Knowledge	Assessment
Broad understanding of the political, educational and business context within which AQA works	**A/I/P**
Understanding of approaches to performance measurement and management in a customer, product or technical environment	**A/I/P**
Broad understanding of current thinking on the provision of data science and analytical services to a business operating in a technical environment	**A/I/P**
Knowledge of a range of analytics and data science methodologies and technologies and their purposes, uses and potential impact.	**A/I/P**
Qualifications	
Educated to degree level or equivalent professional experience.	**A/I**
Skills	
Strategic, business planning and analytical expertise.	**A/I/P**
Self-motivated and able to successfully manage, motivate and develop individuals and teams, leading by example.	**A/I/P**
The ability to develop and maintain effective working relationships with a range of partners and stakeholders.	**A/I/P**
Proven ability to think creatively and solve complex problems.	**I/P/T**

The ability to understand and synthesise complex, diverse, incomplete and potentially contradictory information to support sound decisions and priorities.	**I/P/T**
Strong interpersonal and communication skills, be able to influence and build a rapport with a range of internal and external stakeholders, and be a role model for a partnership based matrix style of working.	**A/I/P**
Able to be flexible and responsive to changing demands, and willing to challenge the thinking of others and to champion new ways of working.	**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 at a senior level, including the management of resource and risk.	**I/P**
Track record of ability to work under pressure and in a fast-moving environment, fostering a sense of calm and resilience within teams	**I/P**
Experience of networking, influencing, persuading and engaging with influential external stakeholders to help ensure desired outcomes are delivered	**I/P**
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	

Additional

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