### Job Description

**Job title: Senior Data Analyst**

**Grade: Grade 9**

**Directorate: Development, Enterprise and Environment**

**Unit: Environment**

#### Job purpose

1. Manage and analyse customer data gathered by the Mayor’s energy company to help inform policy and delivery on energy efficiency and fuel poverty by the GLA and partners such as London Boroughs. This energy company is expected to launch in winter 2019/20. As it acquires customers, particularly those with smart meters, it will gather customer data on energy consumption and behaviour. The post holder will need to work with the licensed energy supplier, GLA colleagues and external partners to devise and implement ways of generating useful insights from this data.
2. To help provide high quality information and advice to inform the development of policy and service delivery by the GLA and to further develop the Environment Unit’s reputation as an authoritative and well-regarded source of reliable information and data on these issues. An important part of the role will be to identify and experiment with new techniques as needed to support delivery of data science projects, and to share this knowledge with the team or with the public.
3. To build relationships with London Boroughs and Housing Associations, working with them to generate useful insights from the energy company data, whilst also ensuring compliance with General Data Protection Regulations (GDPR) with respect to data sharing.

#### Principal accountabilities

1. Be the lead analyst maintaining and analysing the customer data generated by the Mayor’s energy company. This will include working with colleagues in the Energy for Londoners programme to:
* use the data to monitor, evaluate and improve the design of energy efficiency and fuel poverty interventions and policies;
* provide ad hoc analysis, working with policy and delivery colleagues, to help support the Mayor’s priorities on energy efficiency and fuel poverty.
* Monitor our supply company partner’s performance against various performance metrics
1. Devise new systems and ways of working to secure best value from the data that will be generated.
2. Work with external stakeholders (such as London Boroughs) to derive further value from the data for Londoners

**General**

1. Assist policy staff in understanding and translating their needs to an actionable analytical/data science project.
2. Prepare responses on behalf of the Authority to complex issues raised by the public and diverse agencies*.*
3. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London’s communities.
4. Manage resources allocated to the job in accordance with the Authority’s policies and Code of Ethics and Standards.
5. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams.

#### Key contacts

**accountable to:** Principal Policy and Programme Officer

**accountable for:** Resources allocated to the job

**Person specification**

**Technical requirements/experience/qualifications**

**Essential**

1. A very high level of numeracy, evidenced by an undergraduate or postgraduate degree in mathematics, statistics, or an allied subject with a high statistical content, or an ability to demonstrate an equivalent level of knowledge through experience in a relevant field.
2. Proven ability to innovate and devise fresh ways of generating insights from customer level data.
3. Substantial experience of translating the needs of non-technical staff into actionable analytical/data science projects.
4. Ability to analysis and interpret large, complex datasets within an energy context.
5. Evidence of clear personal, verbal and written communication skills, and of ability to communicate complex issues to a range of audiences effectively, including using data visualisation techniques.
6. Strong proficiency in applying statistical techniques using a variety of software/codebases e.g. R, Python to build reproducible processes.

**Desirable**

1. Experience processing, analysing and gaining insights from energy data.
2. An understanding of domestic energy consumption patterns.
3. Understanding of General Data Protection Regulations (GDPR) and how this influences data processing and data sharing.
4. Ability to quickly research and learn new programming/modelling tools and techniques.

**BEHAVIOURAL COMPETENCIES**

**RESEARCH AND ANALYSIS**

… is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 3 indicators of effective performance

* Expands networks to gain new information sources for research and policy development
* Identifies and implements methods to ensure intelligence is of a high quality
* Encourages others to analyse data from different angles, using multiple perspectives to identify connections and new insights
* Tailors research investment in line with likely impact for Londoners and policy priorities
* Retains a bigger picture view, ensuring research recommendations are appropriate and practical for the GLA and its stakeholders

**PROBLEM SOLVING**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 3 indicators of effective performance

* Clarifies ambiguous problems, questioning assumptions to reach a fuller understanding
* Actively challenges the status quo to find new ways of doing things, looking for good practice
* Seeks and incorporates diverse perspectives to help produce workable strategies to address complex issues
* Initiates consultation on opportunities to improve work processes
* Supports the organisation to implement innovative suggestions

**BUILDING AND MANAGING RELATIONSHIPS**

… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

* Develops new professional relationships
* Understands the needs of others, the constraints they face and the levers to their engagement
* Understands differences, anticipates areas of conflict and takes action
* Fosters an environment where others feel respected
* Identifies opportunities for joint working to minimise duplication and deliver shared goals

**COMMUNICATING AND INFLUENCING**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 2 indicators of effective performance

* Communicates openly and inclusively with internal and external stakeholders
* Clearly articulates the key points of an argument, both in verbal and written communication
* Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
* Challenges the views of others in an open and constructive way
* Presents a credible and positive image both internally and externally

**DECISION MAKING**

… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 2 indicators of effective performance

* Takes decisions as necessary on the basis of the information available
* Makes decisions without unnecessarily referring to others
* Involves and consults internal and external stakeholders early in decisions that impact them
* Identifies potential barriers to decision making and initiates action to move a situation forward
* Demonstrates awareness of the GLA’s decision making processes and how to use them

**PLANNING AND ORGANISING**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

* Prioritises work in line with key team or project deliverables
* Makes contingency plans to account for changing work priorities, deadlines and milestones
* Identifies and consults with sponsors or stakeholders in planning work
* Pays close attention to detail, ensuring team’s work is delivered to a high standard
* Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the wor