



resonate



Head of Data Insights London, Derby, or Milton Keynes Competitive salary and benefits package

About us

We deliver game-changing products and services that are already improving the operational delivery of rail services. Central to our success and our growth is our ability to understand our customer's operation so we can continue investing to create further benefits for the user base. The industry, including our systems, creates large data histories of its performance and operation, enabling us to model and analyse the past to influence future performance. We can connect our data and technology skills with deep knowledge of, and relationships across, the industry.

To make this happen, we are looking for an exceptional candidate to inspire our Data Insights team and embed its outputs across our organisation.

The key objectives for the role

The right candidate will:

- Know how to connect insights from data with our customers' operations to improve our products and services, the experience of rail users, and to increase our business revenues
- Be able to guide a highly committed team of data analysts and data scientists to design and build real-world, commercially effective solutions
- Have a strong technical background, experienced in analysing and interrogating large, messy data sets to identify improvement actions that can be made by the business and its customers
- Be a good storyteller, able to explain the potential for improvement, evidenced through data, to a wide range of stakeholders, from internal and external C-level executives to technical staff

About you

You will be passionate about the impact intelligent use of data can have and be able to explain how it can benefit society, the economy and environmental sustainability.

Personally, you will have:

- Strong presentation and communication skills, with the ability to explain complex statistical concepts to key stakeholders
- Experience of achieving results in a commercial environment
- An inquisitive and structured approach, biased to action and results

Technically, you will have:

- Practical experience of applying data analysis and AI techniques to complex business problems
- Experience with tools and frameworks for data science activities (e.g., Python, Jupyter, R, TensorFlow) - currently, most of our applications of data are based on data warehouses, analysing recent, but not real-time data. As we increase the impact of the team, we will create opportunities to move closer to real-time.

We use a range of AWS services to run our data pipelines. Whilst relevant experience is useful, you will be able to learn through the team and personal development if this is not in your current skillset.

What you will get

Working as a key member of the team, you will develop and build valuable experience in all aspects of leading a team to deliver data-driven insights that add real world value in a commercial environment.

You will gain exposure to, and work with, a wide range of our talented staff, growing your personal network and enabling you to further develop your skills and knowledge. Your colleagues, managers, and dedicated mentor will all support your journey, as will internal and external development opportunities, enabling you to build on your existing skills and develop your career.

Our package is comprehensive, with a competitive salary commensurate with the value you can bring, and comprehensive benefits package with hybrid working giving great flexibility, 27 days annual leave (plus public holidays), Company-paid healthcare cover, Life Assurance, Income Protection cover, and a personal pension plan. We also have a wider wellbeing programme, that offers free eye tests, flu vaccinations, an employee assistance programme, and cycle-2-work.

Flexibility in how and where you work

Joining the team, contributing to our vision, and becoming a “Resonator” should not be defined by traditional views of working, our background, or our personal circumstances. What we do, when we do it, and where, should promote positive outcomes – delivering our commitments to clients, innovating, and collaborating with colleagues – flexibility is key to this.

This role could be based in Derby, Milton Keynes, or London (we have contemporary workspaces at all three offices). We offer flexible working patterns and have embraced hybrid working.

Interested? Here’s how to apply...

Please apply to recruit@resonate.tech - your application should include:

- your CV
- an explanation of why you feel you would be suited to this opportunity
- a link to your professional portfolio/examples of your work if available

