

POSITION TITLE:	Manager, Data Science & Analytics	POSITION NUMBER(S):	
SUPERVISOR'S TITLE:	Director, Licensing, Claims & Service Transformation	LOCATION:	Victoria
APPROVED CLASSIFICATION:	AO24		

PURPOSE OF THE EMPLOYER

Consumer Protection BC is a not-for-profit corporation dedicated to strengthening consumer protection in BC and enforcing BC's consumer protection laws. We licence and inspect specific industries, respond to consumer inquiries, investigate alleged violations of consumer protection laws, and educate consumers and businesses about their rights and responsibilities under the law.

PURPOSE OF POSITION

The Manager, Data Science & Analytics uses their advanced knowledge in the field of statistics and analytical modeling to draw insights from large data sets and to develop data driven solutions that impact strategic and operational decision making and lead to improved corporate business outcomes.

NATURE OF WORK AND POSITION LINKS

Based in Victoria, and working primarily with the Licensing and Information Services team but also corporately, the primary focus of this position is to develop data solutions and analysis methods that deliver operational and statistical insights to inform planning and decision making at all levels in the organization.

In order to achieve the complex accountabilities and deliverables of the position, the Manager must establish and foster the following key relationships:

- Director, Licensing, Claims & Service Transformation – receives direction and support, collaborates on development of performance measures for the Business and Operating.
- Business Systems & Solutions - support, collaborates on development of new and enhanced operational applications, databases and queries that support data modelling and analysis, and produce reports and insights for use at all levels of the organization.
- Corporate Communications – provides data, insights and information to support consumer and industry relations activities.
- Executive Leadership – receives direction and support, collaborates on the development of various business and operating plans that require data, measures, insights from corporate and other data sources. Informs and collaborates on operational projects in various departments that involve data capture, analysis, insights and process improvement.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

- Collects and analyses internal and external data to identify emerging issues, trends, risks, corporate implications, target audiences, and makes recommendations.
- Plans, conducts and interprets statistical analysis, predictive modeling analysis and business intelligence reports to transform data into actionable insights and solve business problems. These insights will support operational needs, inform strategic and operational decision making, and meet information requirements of internal and external stakeholders.
- Uses statistical, analytical and modeling tools to identify, analyze and interpret trends and to forecast non-compliance, industry activity, consumer behaviour and operational effectiveness. Identifies trends and cause-effect relationships that lead to recommendations that maximize operational efficiency or shift strategic focus.
- Develops analytic plans, defines business requirements, prepares models of work areas being studied, and develops and/or approves test plans.
- Assists in the development and distribution of surveys and questionnaires, conducts qualitative or quantitative surveys and questionnaires, which may involve field, interview or focus group assessments.
- Leads project teams in the conception, development and implementation of analytical solutions. Participates in committees, projects and working groups which may be multi-disciplinary in composition.
- Engages with, and in some cases leads internal stakeholders to explain complex concepts, adopt new business processes, build knowledge, seek perspectives and develop better analytical solutions.
- Works closely with information technology teams to transition solutions from proof-of-concept and prototype states to production level implementations.
- Guides individuals, teams, and leadership in the use of modeling, statistical analysis, data visualization and business intelligence ensuring work processes and procedures are effectively implemented and communicated across the organization.
- Provides advice on research methods, sampling techniques, questionnaire design, data analysis and other evaluation and measurement processes.
- Conducts statistical analysis and develop models and business intelligence reporting solutions using MS Power BI and MS Excel
- Researches, drafts, reviews, and recommends internal data management policies, procedures, standards and processes related to analytical technologies, methodologies and best practices within Consumer Protection BC, ensuring adherence to all relevant legislative and regulatory requirements.
- Researches and evaluates new analytical methodologies, approaches, and solutions and maintain an awareness of developments and new technologies within the realm of data science and analytics.
- Produces compelling reports, presentations, briefing notes, discussion papers, fact sheets, correspondence, flow diagrams, charts and data visualizations using a variety of methods for diverse audiences.
- Acts as the statistical resource at stakeholder meetings and presentations.

COMPETENCIES

Position Related	Core
<ul style="list-style-type: none"> • Problem solving/judgement • Information Seeking • Results oriented 	<ul style="list-style-type: none"> • Teamwork and cooperation • Listening, understanding & responding • Planning, organizing & coordinating

SELECTION CRITERIA

Education/Experience

- University degree with a focus in statistics, mathematics, data science, research or other related fields of study. A combination of experience and education will be considered.
- 2-4 years' experience in advanced analytics, complex statistical analysis, mathematical modeling, data mining, data visualization and optimization.
- Track-record of applying modeling techniques and statistics to solve real world problems.
- Project management experience considered an asset.
- Experience with MS Power BI and MS Excel.
- Experience with relational databases, such as SQL, and scripting languages.

Skills & Abilities:

- Ability to independently analyze problems systematically, organize information, identify key factors, determine underlying causes and generate solutions.
- Ability to take complex concepts and data and distill them into simple language and visual representations for easy understanding by internal and external stakeholders.
- Skilled in word processing, spreadsheets, databases and other computer and research applications.
- Ability to plan, organize and coordinate work effectively while dealing with conflicting demands, shifting priorities and tight deadlines.
- Ability and willingness to align one's own behavior with the needs, priorities and goals of the organization and to promote organizational goals to meet organizational needs.
- Ability to exercise tact and objectivity while working with sensitive, confidential or polarizing issues and/or information.
- Ability to discover and meet the needs of diverse teams and work groups across the organization in order to achieve common goals.
- Expert in simulation, modeling, research and statistical techniques.
- Self-directed and able to proactively manage complex projects.
- Ability to prepare and present complex statistical reports and briefs.
- Strong critical thinking and problem-solving skills.
- Ability to establish and maintain effective collaborative relationships.
- Strong communication skills with diverse audiences, expressing ideas and concepts effectively and persuasively, orally and in writing.

EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective: January, 2020
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

NAME:

SIGNATURE:

DATE: