Manager of Data Science & Analytics

Unit: Licensing & Information Services
Location: Victoria, BC
Supervisor's Title: Director of Licensing, Analytics & Client Services
Approved Classification: AO 24 (union position)

Organization Summary

Consumer Protection BC is a not-for-profit corporation dedicated to strengthening consumer protection in BC and enforcing BC's consumer protection laws. As a regulator, we license 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 laws we administer. Our vision is a province where all citizens of British Columbia are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of solution-based information. For more information about our organization and to read our annual reports, please visit our corporate website at www.consumerprotectionbc.ca.

Values & Working Environment

At Consumer Protection BC, we believe in accountability to ourselves and each other, in the investment and maintenance of integrity, and in the pursuit of excellence in the delivery of services that ultimately make a positive difference in the lives of British Columbians. These values guide the delivery of our services and employee behaviour – it is expected and required that all employees adhere to these values when governing themselves. Consumer Protection BC is a place where there is respect for all dimensions of diversity, such as age, gender, race, national origin, sexual orientation, disability, indigenous status, gender expression/identity, education, religion and other dimensions that are intrinsic to who we are. As such, discriminatory, bullying or harassing behaviours will simply not be tolerated. We expect the staff at Consumer Protection BC to treat each other and our stakeholders with respect and dignity. In return, you can expect to work in an equal opportunity workplace, where all individuals are supported in a safe environment that is committed to continuous learning and dialogue to become an ally for change.

General

The Manager of 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

Based in Victoria and working primarily with the Licensing & Information Services team, the 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.

Position Links

- **Director of Licensing, Analytics & Client Services:** Receives direction and support and collaborates on development of performance measures.
- **Business Systems & Solutions Department:** Collaborates on development of new and enhanced operational applications, databases and queries that support data modelling and analysis, and produces reports and insights for use at all levels of the organization.
- **Communications & External Engagement Department:** Provides data, insights and information to support consumer and industry relations activities.
- **Executive Leadership:** 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

- Collects and analyzes internal and external data to identify emerging issues, trends, risks, corporate implications, target audiences, and makes recommendations.
- Plans, conducts and interprets statistical and predictive modeling analysis and creates 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 strategic recommendations.
- Develops 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, 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 solutions. Participates in projects and working groups which may be multi-disciplinary in composition.
- Engages with internal stakeholders to explain complex concepts, adopt new business processes, build knowledge, seek perspectives and develop better 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 Microsoft Power BI and Excel.
- Researches, drafts, reviews, and recommends internal data management policies, 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 methodologies, approaches, and solutions and maintain an awareness of developments and new technologies.
- 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.

Special Requirements
- Required to complete a criminal record check.
- Required to sign Consumer Protection BC's Standards of Conduct.

Organizational Chart
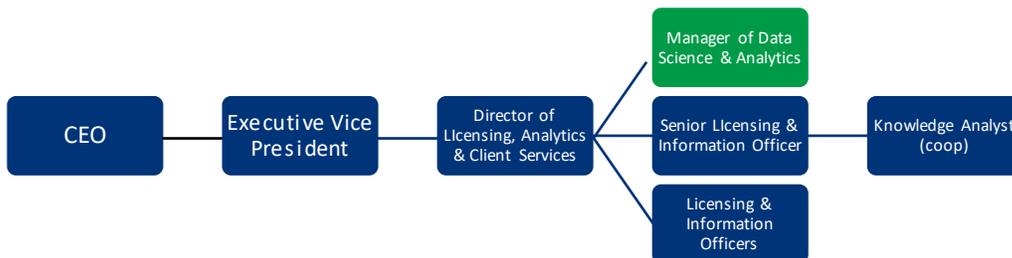
Selection Criteria
Education & Experience
- Post-secondary education with a focus in in statistics, mathematics, data science, research or other related fields of study. A combination of experience and education will be considered.
- Minimum two years' experience in advanced analytics, complex statistical 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 Microsoft Power BI and Excel.
- Experience with relational databases, such as SQL, and scripting languages.

Knowledge, 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 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.

Competencies

- **Teamwork:** The ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Listening, Understanding & Responding:** The ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.
- **Service Orientation: The** desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations.
- **Planning, Organizing and Coordinating:** Proactively planning, establishing priorities and allocating resources to meet performance targets.
- **Information Seeking:** Going beyond the questions that are routine or required in the job.
- **Flexibility:** The ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.
- **Problem Solving / Judgement:** The ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and uses several analytical techniques to break apart complex situations or problems to reach a solution.