

Job Description

Job title	Head of Data, Insight & Analytics	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

Location:

Salary:

Working hours:

Benefits: 25 Days Holiday + BH, Flex Benefits (EMCOR UK discount scheme)

About EMCOR UK:

At EMCOR UK, we revolutionise facilities management by combining our engineering heritage and innovation capability. We prioritise people in everything we do, collaborating closely with our customers to understand all their needs, from the big picture to day-to-day operations. Our purpose is to "create a better world at work". Using our unique insight platform, "One Data World," we harness data-driven intelligence to make informed decisions, adapting our services to meet our customers' evolving requirements. This allows us to cultivate an enhanced workplace experience for their teams whilst optimising efficiency, meticulously managing every asset, and minimising their impact on the planet. All supported by our commitment to safety, compliance, and assurance. Our partnering approach empowers our customers to shape a better future. Whether guiding their path to net zero or redeveloping their facilities for enhanced efficiency, we create better places for work whilst taking away the burden of facility operations, freeing up our customers to concentrate on their business.

EMCOR UK requires an experienced Head of Data, Insight & Analytics to lead our strategic data and insight activities. This role will be key to cultivating a data-led culture across EMCOR UK, driving the use of digital information to effect positive change for both EMCOR UK and our clients. The responsibilities include managing the data governance framework, data platform, enterprise reporting, data quality, and data science teams. This position is crucial for ensuring data integrity, security, compliance, and accessibility across the organization. The Head of Data, Insight & Analytics will work closely with stakeholders to institute governance frameworks, manage data policies, and optimize the performance of the data platform to support business objectives.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Data Governance

- Develop and implement data governance frameworks, policies, work instructions and best practices
- Ensure compliance with data privacy regulations and governance (e.g., GDPR, DPIA's) .
- Establish data quality, integrity, and security controls.
- Define data ownership and stewardship roles across data sets.
- Conduct regular data audits and drive continuous improvement initiatives.

Data Model Management

- Establish data model management in line with star schema principles. Organizing data into fact and dimension tables.
- Work with key business stakeholders to define new data sets for incorporation into the data platform.
- Work with the development teams to test new or updated data sets to ensure they align to the required data model, data governance and data quality requirements
- Ensure that data from various sources is accurately integrated into the star schema. This includes designing ETL (Extract, Transform, Load) processes to move data into the fact and dimension tables.
- Ensuring that the data model is optimized for performance, working with the Development team to ensure any performance issues are resolved.
- Document the schema design, data sources, ETL processes, and any changes made to the schema. Provide training to team members on how to use and maintain the star schema.
- Work closely with stakeholders, including data analysts, data scientists, developers and IT teams, to understand their data needs and ensure that the star schema supports their analytical requirements.

Data Quality Management

- Develop and Implement Data Quality Management Strategy: responsible for creating and executing a comprehensive data quality management strategy. This involves setting policies and procedures to ensure data accuracy, completeness, and consistency across the organization
- Monitor and Measure Data Quality: Regular monitoring and measurement of data quality across all data sets. Conducts data quality audits, performs data quality control checks, and uses metrics to assess the quality of incoming and existing data. This should include
 - **Accuracy:** Ensuring that data values are correct and reflect real-world entities accurately. This involves validation at the point of entry and regular audits to identify and rectify inaccuracies

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- **Completeness:** Making sure that all required data is available and nothing is missing. This includes having all necessary attributes and records in the dataset/s
- **Consistency:** Ensuring that data is consistent across different systems and datasets. This involves aligning data from various sources and maintaining uniformity in data formats and definitions
- **Timeliness:** Ensuring that data is up-to-date and available when needed. This involves regular updates and synchronization of data across systems to ensure it reflects the most current information
- **Validity:** Ensuring that data conforms to the required formats and standards. This involves setting and enforcing data quality standards and procedures
- **Resolve Data Quality Issues:** Addressing and resolving data quality issues promptly. Collaborate with cross-functional teams to identify, analyze, and rectify data quality problems, ensuring data integrity is maintained
- **Establish and Manage Data Quality Standards:** Design, implements, and supports data quality standards and procedures. This includes creating documentation and training staff on best practices to maintain high data quality standards
- **Ensure that data quality initiatives support the overall data governance framework and compliance requirements**

Data Platform Management

- **Oversee the operation, maintenance, and optimization of the organization's data platform.**
- **Work with IT and technology teams to ensure scalability, security, and efficiency of data infrastructure.**
- **Monitor the success of data integration, ETL pipelines, and data storage solutions, highlighting any issues where they occur.**
- **Ensure data accessibility and usability while maintaining high performance and minimal downtime.**
- **Evaluate and implement new technologies and tools to enhance the platform.**

Insight Management

- **To develop and manage the data insight framework for the business.**
- **To work with SME's and data science teams to identify trends, patterns, correlations and anomalies in data to support key business questions.**
- **To manage and develop the Insight management systems to effectively communicate insights to stakeholders. To present these insights in an easily understandable format.**
- **Insight Documentation and Management:** Maintain a repository of insights and ensure they are well-documented, organized, and easily accessible for future reference and decision-making.
- **Work closely with key subject matter experts to understand their data needs and provide tailored insights that support their objectives.**

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Collaboration & Stakeholder Engagement

- Work with key business stakeholders, subject matter experts, data analysts, engineers, and compliance teams to align data strategies with company goals.
- Provide training and guidance to teams on data governance policies and best practices.
- Act as the primary point of contact for data-related inquiries and issues.
- To drive the organization to make effective data driven decisions through data literacy, training and awareness activities

Data Publication

- To manage the framework for data publication into the business. This includes the management of the publication and communication tools
- Working with the data visualization team provide support for business consumers for the published data sets / models to ensure to maximise consumption through reporting tools

Team Management

- To manage and develop the Data Visualisation and data quality team
- To manage and develop the data science team, to ensure that they are accessible and utilised for maximum business value delivery

Security And Compliance

- To consider Information Security as a core principle of design and operation.
- To align with and support the ISO27001:2022 information security policies
- To assist with the design and implementation of data access controls, operating on the principle of "least privilege access"
- Ensure compliance with organizational policies and industry standards.

Continuous Improvement

- Stay updated with the latest Data Platform, technology, best practices, and industry trends to maximise the strategic data focussed outcomes. .
- Propose and implement improvements to governance and data frameworks to enhance functionality and user access and consumption of data.

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Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Direct reports – Head of Data Visualisation & Quality. Data Scientist
- Financial responsibility – None

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Proven experience operating and managing a data platform across multiple disciplines
- Experience in defining, operating and developing a data governance framework
- Experience in utilising Microsoft Purview to support data governance activities
- Strong understanding of data warehousing principles including star schema & snowflake
- Experience with Microsoft data management and reporting tools, specifically PowerBI
- Excellent problem-solving and analytical skills.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Good customer facing skills and stakeholder management.
- Good team management, supporting ongoing development and training.

Well organized, systematic and rigorous approach to planning work and priorities.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

At EMCOR UK, we embrace and celebrate diversity in all its forms.

We welcome applicants from all backgrounds and experiences, regardless of age, race, gender, sexual orientation, religion, disability, or any other characteristic that makes you unique. We believe that a diverse and inclusive workforce fosters creativity, innovation, and better problem-solving.

We encourage applications from all candidates and are committed to providing equal opportunities for employment and growth, supported by our inclusive policies and practices.

Join us in our endeavour to build a culture of mutual respect and equity, a place where every voice is heard, and every individual is championed.

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Join us in building a better world at work.

25 Days holidays + Bank holidays

Holiday Buy Scheme - up to 5 days a year

Industry leading Maternity & Paternity Policies

Refer a Friend scheme – worth £500 per referral

GEMS – Internal recognition scheme with vouchers for Amazon and retail/dining

Extensive Learning & Development opportunities, including opportunities for progression.

Access to Flex Benefits: Discount Shopping, Gym, Mobile, Family Activities, Insurance, Dining Experience, Car Leasing and Breakdown Cover.

Bike To Work Scheme

Paid volunteering and charity days

Medicash - Health cash plan - Benefits covered include dental, optical, physiotherapy and a health & wellbeing.

Employee Assistance Programme - Offering guidance and advice on Personal, Health, Legal and Financial queries.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	