



Data Science Lead

Job pack

Thanks for your interest in working at Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Dan Barrett by emailing dan.barrett@citizensadvice.org.uk

Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in 279 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in the national charity, which includes

- 950 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

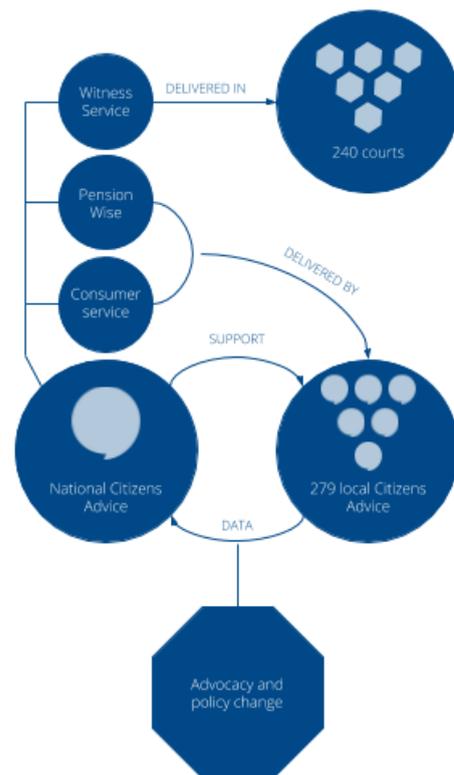
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The team

The role you're applying for is in the **Advice and Advocacy** directorate and in the **Data Science** team. Here are **3** ways you can find out more about us:

1. **[Citizens Advice - for everyone, for 80 years:](https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814)**
<https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814>
2. **[Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice:](https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7)**
<https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>
3. **[Our annual Impact report which helps us to understand how we are making a difference to our clients](https://www.citizensadvice.org.uk/about-us/difference-we-make/impact-of-citizens-advice-service/all-our-impact/)**
<https://www.citizensadvice.org.uk/about-us/difference-we-make/impact-of-citizens-advice-service/all-our-impact/>



The role

We're looking for an experienced Data Scientist to lead on establishing data science at production scale at Citizens Advice. You will be involved in the day to day work of the Data Science team, the work of one or more of our multidisciplinary product teams, and the work of our content and expert advice teams. We are working to make our services more effective, easier to manage and more cost effective, all to help make a difference in the lives of millions of people every year.

This is a new role that will report to the Head of Data Science. You will:

- Lead on establishing a tool set and environments for doing data science work.
- Work as part of multidisciplinary teams to deliver new product features and develop new insight.

- Proactively investigate opportunities for using data science techniques at Citizens Advice.
- Document approaches and work completed to ensure that it is sustainable.
- Provide expert advice on data science and analytics.
- Champion open, agile and iterative ways of working.
- Engage with stakeholders across the business, particularly the Customer Journey, Technology, and Impact teams.

We're looking for someone that:

- Wants to work at a mission-driven organisation that helps tens of millions of people across the UK every year.
- Has a passion for data and understands the role that data science can play in supporting an organisation to deliver great user-focused products and services.
- Has proven ability to lead on establishing new techniques and technologies in an organisation.
- Is an advocate for data science, with good understanding of developments in the field and the work of other organisations.
- Has proven ability of using data science to contribute to product development and organisational improvement.
- Works in an open, agile and iterative way, as part of a multidisciplinary team.



Role profile

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| Band: | Manager (mid) | |
| Reporting to: | Head of Data Science | |
| Proficient salary: | £49,940 (plus £3,520 London allowance if applicable) | |
| Location: | Flexible | Travel H/M/L: Low |
| Team overview: | The Data Science team is a centre of expertise for data at Citizens Advice. It is responsible for working to improve products and services through expert data work, for defining and delivering the organisation's data strategy, for ensuring that the data needs of the organisation are met, and for building capability in working with data across the organisation, helping to increase efficiency and effectiveness. | |
| Role purpose: | <p>To develop, own, and drive a strategic, user-centred approach to data science that meets organisational objectives, and aligns with Citizens Advice's strategic ambitions.</p> <p>Lead on establishing production quality tools and environments for data science work at Citizens Advice.</p> <p>Work in partnership with our Technology team to ensure that our data science environment is an integrated part of our wider technology estate.</p> | |
| Key accountabilities | Key elements/Tasks | % of Time |
| Oversee day to day design and delivery of our data science work | <ul style="list-style-type: none">• Design and implement environments and tools for doing data science work at production scale.• Work with multidisciplinary product teams and content specialists to improve services to clients through the application of data science techniques. | 55 |

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| | <ul style="list-style-type: none"> • Investigate and highlight opportunities in Citizens Advice data for future data science work, including developing proofs of concept • Move from proofs of concept to the delivery of sustainable data science tools and pipelines in a production environment. | |
| Own stakeholder engagement for data science | <ul style="list-style-type: none"> • Take collective and individual responsibility for relationships with senior stakeholders across the organisation, owning and resolving issues and blockers related to data science. • Build trust and consensus with the organisation and users for data science through regular engagement, working in the open, story-telling, and evidence-based iteration. Share and develop thinking widely. Maintain effective relationships with stakeholders across the organisation. • Help to identify user needs, especially those that are currently unmet. • Communicate data science outcomes frequently and to a wide audience including users, programme teams and senior managers that enable informed decision making. • Refine and adapt data science processes based on engagement with colleagues and users to ensure ongoing and effective 'buy-in'. Ensure expectations are managed and stakeholders have the opportunity to provide meaningful input. | 15 |
| Management | <ul style="list-style-type: none"> • Lead on recruitment for data specialists, | 15 |

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| | <p>including contractors.</p> <ul style="list-style-type: none"> • Line manage and coach data specialists, with a focus on personal and professional development. • Build a team culture in line with our organisational values of being inventive, responsible and generous. • Contribute to the data science team approach to diverse and inclusive hiring and retention. • Plan and manage work allocated, monitoring achievement of deadlines and supporting staff. | |
| <p>Contribute to establishing and maintaining professional standards and best practice for data science</p> | <ul style="list-style-type: none"> • Own and assure the quality of data science across product and programme teams, and make sure that practitioners take a holistic approach across different service areas. • Develop and assure good practice for data science by contributing to the organisation's career progression frameworks, and by influencing and mentoring others. • Understand and interpret the application of best practice approaches and processes in data science in the context of our work | <p>10</p> |
| <p>Other</p> | <ul style="list-style-type: none"> • Deputise for senior staff and supervise staff as required from time to time. • Undertake any other duties as may be reasonably required within the scope of the role. | <p>5</p> |



Person specification

Essential Criteria

1. Experience of leading on developing data science capability, including how to develop and maintain knowledge of current techniques and how to share this effectively.
2. Experience in applied maths, statistics, and scientific practices.
3. Experience in data engineering and manipulation, including ad hoc data exploration in a wide variety of data serialisation and storage formats.
4. Ability to design, code, test, correct, and document programs and scripts and lead on establishing standards and tools.
5. Demonstrable experience of improving user centred services through the application of data science techniques.
6. Experience of working in agile, multidisciplinary teams and working in the open.

Desirable Criteria:

1. Experience of using data science techniques to improve web content work.



Terms and conditions

1. **PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. **ANNUAL/TOTAL LEAVE**

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. **PENSION SCHEME**

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. **LEARNING AND DEVELOPMENT**

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. **INTEREST FREE LOANS**

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. **SALARY SACRIFICE SCHEMES**

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. **DISCLOSURE AND BARRING SERVICE CHECKS (DBS)**

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be

confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

13. LOCATION

As advertised

14. EMPLOYMENT STATUS

As advertised

15. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

16. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website: https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/)



Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on:](https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)
<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here:](https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/)
<https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/>

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/) to find out more:
<https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/>