

# Head of Data

Team:	Technology
Reports to:	Chief Technology Officer
Contract Type:	Permanent, Full Time
Location:	Blackfriars Bridge Court, 41-45 Blackfriars Road, London, SE1 8NZ

## About Reevoo

At Reevoo we believe that a transparent relationship between brands and consumers is better for both. Over 200 brands agree with us and use our Ratings & Reviews, Social and Customer Intelligence products to engage with, listen to and learn from their customers.

We also believe we can help everyday people make better decisions about what to buy by connecting them with likeminded people. That's why we're always innovating – creating new tools for customers to express their opinions and constantly improving the ones we have.

We don't settle for average. We want to make cool stuff that serves a good purpose. If you work with us you will too.

## The Technology Team

- Data and Analytics are core to our future technology efforts.
- We care a lot about using the best technology to solve the most difficult problems for us and our clients
- We use an agile development process along with test-driven development and continuous deployment and have invested heavily in tools to make this work seamlessly.
- We support an architecture that handles 30m unique hits a day and growing.
- We believe that knowledge gained is best shared and encourage pairing. To make this work we have the best possible pairing stations and desk arrangements.
- We keep an open mind with everything and hold regular retrospectives to take the team pulse and actively pursue making things better.

## What will you be doing?

At the heart of Reevoo lies a complex network of business software and internally developed systems enabling our people to work. You will need to meet the needs of a highly successful fast growing international business, with demanding users who are data driven, want deeper insights, clearer visualisations and more self service capabilities.

Our Head of Data will lead a growing and ambitious team that provides data analytics and business intelligence, data warehousing, ETL, and data visualisation services. You will need to take ownership of our data quality initiatives to ensure we are getting the most accurate

and complete information to work on. You will also be responsible for working with the Software Development team on how to better integrate our analytics in our client facing software suite. In addition, you will lead our efforts in working out how the latest developments in machine learning and AI can add value to our portfolio.

You will have to work closely with other areas of Reevo such as Product Management, Analytics, Operations, Finance and Sales, to ensure our users are getting outstanding service from their data tools, and to put together the right solutions when problems arise. You will also work with small multifunctional “matrix managed” teams from across business units where solutions involve cross departmental co-operation.

### What you won't need to do

Although you will work with various Business Units, you will not be primarily responsible for the development of reference data definitions. In addition, you will not be primarily responsible for defining the requirements of reports. That will be handled by members of the Product Management team, or by the Business Unit concerned.

You will also work closely with the Software Development department in maintaining existing “in app” reports and integrating a new reporting solution into our software. You will not be required to write any application code other than optimised SQL queries or algorithms in the coding language your team chooses to use.

### What will the successful candidate be like?

- Show an almost evangelical enthusiasm for technology and data
- Show leadership, be communicative, and work best in a partnering approach to work colleagues
- Show pride in their achievements, honesty about their shortcomings, be always hungry to learn how to do better
- Find working with more experienced people as an opportunity to learn
- Understand that working in a commercial environment sometimes requires compromises in their approach to solving a problem
- See and communicate with business stakeholders as partners with a common goal
- Thrive in a fast-changing environment and be dedicated to continuous improvement
- Show dedication to quality service levels for their stakeholders
- Be comfortable with delivering at pace
- You will have the desire to simplify and rationalise complex systems.
- Have the confidence and communications skills to challenge senior executives where you see different ways of interpreting the data.

### Skills & Experience

#### Required:

- Must have line managed a small team with ability to put together improvement roadmaps, mentor junior team members and implement a culture of continuous improvement.

- Significant analytical experience within a number of fast-moving business intelligence and data roles involving commercial externally facing stakeholders
- Must have experience in identifying data quality and stewardship issues and implementing solutions, both process and technology, to rectify them.
- Must have excellent database experience and in-depth SQL capability. Should have worked extensively with databases such as MySQL / Postgres with experience in warehousing architectures and ETL / integration tools
- Good project management skills with experience in using tools such as JIRA to manage team workloads.
- Experience of implementing and improving ETL and Data Integration processes that integrate data from numerous enterprise sources (e.g. Company Developed Software Apps via API, Finance systems, Excel worksheets, CSV, JSON from Web Services, data extracts from numerous SQL DBs).
- Strong analytical capabilities, allowing you to understand complex statistical, mathematical and financial concepts and turn them into easy to comprehend reports and visualisations using a variety of technologies.
- Be comfortable working with data ranging from financial, to sales and operational, and be able to easily understand the context and meaning of the data.

#### Desirable:

- Ideally has some experience with machine learning and AI techniques particularly in the fields of classification, regression analysis, and grouping.
- Domain experience in the automobile, retail or hospitality industries or a mix of these would be a significant advantage
- Ideally has experience with the Reevo Technology Stack (Ruby on Rails, MySQL, Redshift, Tableau, Alteryx)
- Experience in coding solutions using scripting languages such as R, Python or ideally Ruby.
- Experience in architecting Data lakes, data marts and warehouses to meet the requirements of complex client driven analytics reports while maintaining performance and data integrity.
- Knowledge of current NoSQL technologies, such as Graph DBs, Document DBs, key value stores, and document stores, and how they could improve our data platform would be useful but not essential.

Reevo is an Equal Opportunities Employer.