

Data & Analytics Manager

Role Reports to	Chief Product and Technology Officer (CPTO)
Full/Part Time	Full time
Location	Summertown, Oxford, with flexibility for WFH

About Diligencia

Diligencia is a specialist information services provider, focused on due diligence solutions and corporate intelligence across Africa and the wider Middle East. Established in 2008, we use advanced technology and human insight to gather and compile high-quality legal entity data in territories where public domain information is not readily available. This data acts both as a foundation for our clients' KYC and due diligence activities as well as our own investigative research; the data and insight we provide informs opinions and accelerates our clients' decisions.

Headquartered in Oxford, Diligencia has offices in Tangier, Morocco, and Dubai in the UAE, coordinating our data gathering activities across emerging markets. Our vision is to bring clarity to a region poorly served by reliable and accessible public record information.

What we believe in

- **Clarity** – our guiding philosophy informing everything we do, from the quality of our information, how we communicate and what we enable our clients with i.e., enabling clarity in their decision making
- **Authenticity** – our information is authentic because we have gone back to original and official data sources to establish unequivocal facts. We also strive to be authentic, open, and honest in our relationships with each other internally, and the clients and partners we work closely with; we provide information on emerging markets, which we believe should be easily and openly accessible to everyone
- **Tenacity** – we have had to work hard to build our database, tying together data from several different sources, sometimes entering it manually. Our company history therefore speaks of tenacity, the same kind of tenacity and attention to detail all our employees show when they go about their research
- **Relationships** – the relationships between the subjects on our database unlock the power of our information; the relationships we have with our clients, our employees, our suppliers, and our host governments are also key to our future success.

Job purpose

Due to our continued success in our online platform, we are expanding our portfolio to increase our current offerings adding more products to our corporate intelligence and due diligence solutions.

We have a new and exciting opportunity for Data & Analytics Manager to join the team based at our Head Office in Oxford.

This opportunity is to work with our Data & Analytics Team scoping out new potential developments and redevelopments of our data platform used by our clients. We are striving to digitally transform all areas of the company and require a strong, capable, and structured Data & Analytics Manager to help achieve this. Our data capabilities are predominantly in cloud supporting all areas of the business.

Main Accountabilities

Leadership and Management

The Data & Analytics Manager role will oversee all activities that optimize the value, cost, and risk of data:

- Take authority, responsibility, and accountability for exploiting the value of enterprise information assets, and of the analytics used to render insights for decision-making, automated decisions, and augmentation of human performance. Be the corporate leader of data-driven insights that help support the exploitation of strategic and tactical business opportunities.
- Work with CPTO and Head of Data to establish the vision for managing data as a business asset to exploit data using research and analytics to maximize the return on data assets.
- Develop methods to ensure consistent application and use of analytics. Establish the governance of data and algorithms used for analysis, analytical applications, and automated decision-making.
- Define data and analytics strategy practices, lead the creation (and assure the ongoing relevance) of the firm's data and analytics strategy in collaboration with CPTO and Head of Data. Institute an enterprise operating model that is consistent with the capabilities and competencies required to execute the strategy.
- Oversee the development and deployment of the enterprise's data and analytics platform for digital business.
- Lead research, strategy creation, and development of new data products or services to expand markets, monetise data (directly and indirectly), and grow company revenue.
- Expand the organization's research and analytics offerings, especially in emerging analytical approaches, skills, and technologies, focusing them on digital business innovation.
- Foster the creation of a data-driven culture, related competencies, and data literacy across the enterprise.
- Identify new kinds, types, and sources of data to enable business innovation throughout the organization. Create and oversee a centralized service for sourcing external data to ensure quality, traceability, timeliness, usability, and cost-effectiveness. Define processes for the effective, integrated introduction of new data.
- Create and expand open data offerings to empower citizens, and to enable better government and commercial services.

Regulatory and Governance Accountabilities

- Implement regulatory and compliance programs related to data and analytics assets.
- Act as the corporate representative to regulators, and represent the enterprise to customers, suppliers, and external bodies in the development of industry data and analytics standards.
- Ensure that appropriate audit controls exist for data and analytics that serve as the source material for regulatory reports.
- Ensure that the data used for financial reporting and to support legal requirements is valid, reliable, traceable, timely, available, secure, and consistent.
- Develop and maintain controls on data quality, interoperability, and sources to effectively manage the corporate risk associated with the use of data and analytics.
- Collaborate with the chief information security officer to create policies and controls for the appropriate protection of information assets. Protection should encompass a defined information life cycle, from acquisition or creation to end-of-life destruction and disposal procedures.

- Implement data and analytics governance council to provide executive sponsorship for and oversight of governance policy creation and compliance.
- Organize and chair a data and analytics governance council that meets at least quarterly with leaders representing several key business functions.
- Participate in the following governance domains: business strategy and planning, management and financial reporting, enterprise architecture, IT strategy and planning, risk and compliance, and marketing strategy and planning.
- Define, manage, and advance enterprise information management principles, policies, and programs for stewardship, advocacy, and custodianship of data and analytics, in concert with legal, information security, and corporate risk and compliance offices.
- Evolve and institutionalize behaviours for the appropriate use of information taking into consideration changing security requirements, privacy needs, ethical values, societal expectations, and cultural norms (in collaboration with the data protection officer and legal counsel).
- Define, manage, and ensure an adequate information trust model, controls for master data, and metadata management, including reference data.
- Ensure that business reports derived from controlled data are consistent and representative of the true state of the business.
- Measure master data and reference data for compliance with policy, standards, and conceptual models. Assure the deployment and management of data quality monitoring practices.
- Ensure the timely execution of independent audits, as appropriate.
- Ensure company confirms to Enterprise Data Governance Skills and Experience.

Management and Operational Accountabilities

- Develop, manage, allocate, and govern the annual budget for the team.
- Organize and lead a data and analytics centre of excellence, and constantly improve the organization's capacity to develop insights with advanced analytics. Define members' responsibilities and accountabilities for both. Define job roles, recruit candidates, and then manage (directly or indirectly) a team.
- Lead the development, publishing, and maintenance of the organization's information architecture, as well as a roadmap for its future development, ensuring that it matches and supports business needs.
- Oversee the integration and staging of data, and the development and maintenance of the data lakes, data warehouse, and data marts, for use by analysts throughout the organization.
- Partner with the CPTO and Head of Data to scan the horizon for emerging management tools, skills, techniques, and technologies. Work together to ensure their timely introduction for competitive advantage and to minimize duplication.
- Deliver Data Products (including business intelligence, analytics, machine learning and AI) Data Platforms.

Candidate Requirements

Behaviours and Competencies

The Data & Analytics Manager role acts in a leadership role and must demonstrate the following leadership attributes:

- High levels of personal integrity when conducting the professional affairs of the organization and dealing with sensitive and confidential data relating to risks and costs.
- Calmness and clarity of thought while under pressure.
- The ability to uphold the goals and culture of the organization.
- The ability to lead, enable, and motivate teams by providing advice and guidance in a nonjudgmental fashion.

- An understanding of strategic business objectives and the ability to drive results toward those objectives.
- Openness to, and the ability to deal with, rapid change in business needs, processes, and technologies.

Knowledge & Skills

The Data & Analytics Manager role must be able to demonstrate the following:

- Excellent business acumen and interpersonal skills; able to work across business lines at a senior level to influence and effect change to achieve common goals.
- Demonstrated leadership; proven track record of leading complex, multidisciplinary talent teams in new endeavours and delivering solutions.
- Proven data literacy — The ability to describe business use cases/outcomes, data sources and management concepts, and analytical approaches/options.
- Analytical skills — Outstanding analytical and problem-solving abilities.
- Familiarity with business information generation and analysis methods.
- Ability to effectively drive business, culture, and technology change in a dynamic and complex operating environment.
- Gravitas to develop a framework for information and analytics governance, as well as to sell and embed it in all levels of the business.
- Excellent oral and written communication skills, including the ability to explain digital concepts and technologies to business leaders, and business concepts to technologists.
- Proven record of effective leadership, including the ability to balance team and individual responsibilities, build teams and consensus, get things done through others not directly under his/her supervision, and work ethically and with integrity.

Experience / Skills

The following experience is considered essential:

- Ten or more years of Data and analytics experience, ideally in legal, financial, risk, compliance information, or IT management
- Three or more years of progressive leadership experience in leading cross-functional teams and enterprise-wide programs, operating and influencing effectively across the organization and within complex contexts.
- Managing a team of at least 5 members within Data and Analytics
- Experience in multiple database technologies including SQL, NoSQL, Graph, Document, Cache etc..
- Experience in databases from multiple cloud platforms including Azure (SQL Server, Cosmos DB, Redis, etc), AWS (RDS Aurora, DynamoDB, Neptune, Redshift, etc..) and GCP (Cloud SQL, Cloud Data Store, Google Cloud SQL etc..)
- Physical/virtualised on-premises managed service provider (MSP) and cloud (IaaS, PAAS, SAAS, and iPaaS) solution architectures.
- Strong modelling skills in UML (BPMN beneficial) using a standard modelling tool.
- Experience in working with various BI tools including Tableau, Power BI, Ateryx, IBM Cognos TM1
- Experienced in working with Data Catalogs, Data Management, Enterprise Data Warehouse / Data Lake, Data Integration and Master Data Management solutions.
- Experience in management and maintaining ETL, Data Profiling, Data Quality and Data Modelling. ETL & data management and best practices
- Excellent Microsoft SQL Server (2014), SSIS and SSRS skills
- Excellent command and understanding of Dynamic and Advanced SQL queries in MS SQL Server 2012, and extensively experienced with SQL / T-SQL / SSIS / SSRS.



- Excellent Programming experience in writing Complex Stored Procedures, Queries, Views, User Defined Functions, Cursors, and Common Table Expressions using T-SQL.
- Experience in Performance Tuning and Query Optimization by Indexing, Partitioning, and Denormalization.
- Excellent understanding of Entity-Relationship/Multidimensional Data Modelling (Star schema, Snowflake schema), Data Warehouse Life Cycle, and SQL Server Analysis Services (SSAS).
- Extensively worked on Design, Development, Deployment, and maintenance of ETL process using SSIS to Extract, Transform, and Load (ETL) data from different sources (Flat/Excel/Access/XML/SQL) to different targets (DB/Files).
- Expert in developing Data Marts, Data warehousing, Operational Data Store (ODS), calculation scripts, data matrix, OLAP, Star Schema Modelling, Snow-Flake Modelling, facts, dimensions, and partitions.

The following experience is considered desirable but not mandatory:

- Experience in integrating complex, cross-corporate processes, and information strategies, and/or designing strategic metrics and scorecards.
- Architectural strategy and design experience, ideally in MS Azure Data Warehousing or SQL
- Experience of working with third-party suppliers; exposure to industry-standard commercial processes and practices
- Expertise in generative AI preferred.
- 2 to 3 years of experience working in the Financial Services industry.
- 5 years of experience in managing external IT service providers.
- 5 years of experience managing the risk and cost implications of IT contracts or contract negotiations.
- Membership of professional organizations, trade, or user groups and a pattern of regular attendance at industry conferences to enhance knowledge of current technology.
- Morocco travel may be required.
- High levels of the following key competencies:
 - Planning
 - Time management
 - People management
 - Problem-solving
 - Attention to detail.
 - Communication
 - Negotiation
 - Conflict management

Benefits

Diligencia is a forward-thinking company which offers a generous package, including:

- Competitive base salary
- Discretionary performance bonus
- Life assurance at 4x salary
- Contributory workplace pension scheme (4% employee, 6% employer)
- 25 days annual leave
- Private health scheme

How to apply

Thank you for your interest in working at Diligencia.



Please send a copy of your CV and a covering letter to careers@diligenciagroup.com. We will be in touch shortly if there is a suitable position available for you.

Unfortunately, it is not possible to respond to all applications due to the number we receive. If you do not hear from us, regrettably your application has been unsuccessful. We wish you all the best with your employment search.