

## Section 1: Job Description

<b>Job Title:</b> Analytics Engineer	<b>Post No:</b>
<b>Band:</b> F7	<b>Job family:</b>
<b>Directorate:</b>	<b>Section/Dept:</b> Insight and Data Management
<b>No. of Direct Reports:</b>	<b>No. of Indirect Reports:</b>
<b>Reports to (Position):</b> Director Insight and Data Management	

### Job Purpose:

We are looking for a proactive and highly capable hands-on Analytics Engineer with strong Microsoft Azure Synapse and Python engineering experience to develop, manage and optimise Kew's commercial data platform, pipelines and analytical data assets.

This role is critical to delivering Kew's Customer and Supporter Data Strategy. You will build and maintain scalable, high quality data assets that enable better understanding of our audiences, support personalised engagement, enable insight and AI use cases and drive commercial income growth.

You will operate within Kew's wider data platform strategy to deliver robust data solutions ensuring that the data is trusted, well-governed and fit-for-purpose for decision making.

### Job Context:

Royal Botanic Gardens, Kew (RBG Kew) is the world leader in plant science and conservation, unlocking the potential of plants and fungi for the wellbeing of people and the future of all life on earth. We are a charity with an aspiration of ending the extinction crisis to help create a world where nature is protected, valued by all and managed sustainably. Kew Gardens is a UNESCO World Heritage Site and leading visitor attraction with 2.0 million visitors annually and 120,000 members.

The Marketing and Commercial Enterprise (MCE) directorate, which this role is in, focuses on 3 key areas to help deliver our mission - reach, revenue and reputation. We aim to increase our reach in the UK and around the world, growing and diversifying our audiences and fanbase for Kew Gardens and our digital channels; increase revenue by driving more commercial income via multiple income streams; raise awareness of RBG Kew and change the perception of the RBG Kew brand, so that more people know of our world leading plant science, horticultural and conservation work.

The Insight and Data Management Department are responsible for maximising the value of data to Kew to ensure Kew has the financial health to succeed and to help RBG Kew to meet its manifesto for change priorities.

We are looking for a proactive and highly capable Analytics Engineer to develop, manage and optimise our commercial data infrastructure, pipelines and reporting capabilities.

This role is critical to delivering Kew's Customer and Supporter Data Strategy. You will build and maintain scalable, high quality data assets that enable better understanding of our audiences, support personalised engagement, enable insight and AI use cases and ultimately drives commercial income growth.

You will operate within Kew's wider data platform strategy to deliver robust data solutions ensuring that the data is trusted, well-governed and fit-for-purpose for decision making.

You have a curious mindset and are passionate about exploring data, transforming and integrating data from different sources. You enjoy trouble shooting and optimising data processes to improve data quality and reliability. You like working as part of a team and collaborating with stakeholders.

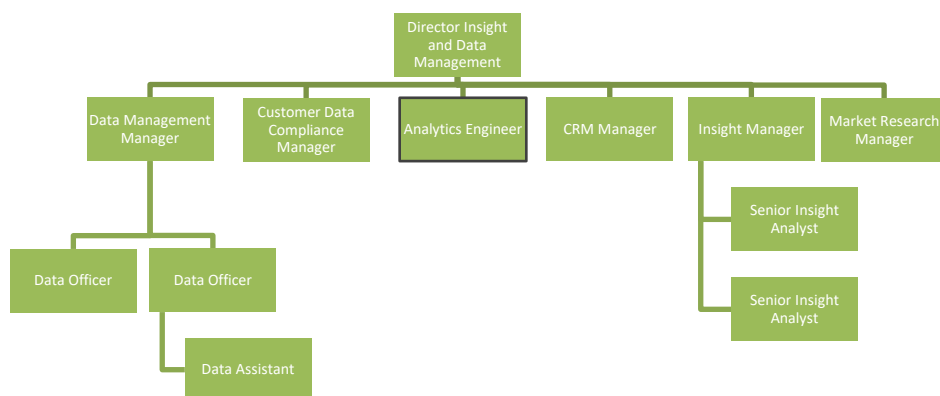
If you enjoy problem solving, automation, efficiency improvements and working in an environment where not everything is established, this role is for you.

This role has a dotted line to the Lead Data Platform Engineer in the IT directorate.

### Accountabilities:

1.	<p><b>Develop, maintain and optimise RBG Kew's commercial data infrastructure in Microsoft Azure</b></p> <ul style="list-style-type: none"> <li>• Develop, maintain and improve the data platform for RBG Kew's commercial data in line with the Kew-wide data platform strategy set out by Enterprise Services</li> <li>• Create, deliver, maintain and optimise Synapse pipelines and Spark notebooks that efficiently collect, process and store data from multiple sources utilising CI/CD</li> <li>• Ensure data integrity, consistency and performance across all pipelines</li> <li>• Automate and optimise data workflows for scalability and efficiency</li> <li>• Work together with Enterprise Services to ensure data solutions comply with relevant data compliance regulations and implement best practices for securing data at rest and in transit</li> </ul>	30%
2.	<p><b>Data Warehouse Development</b></p> <ul style="list-style-type: none"> <li>• Maintain and optimise a scalable modern data platform using Medallion architecture principles (Bronze, Silver and Gold layers)</li> <li>• Optimise query performance and maintain efficient data storage</li> <li>• Ensure the Insight team, who own the gold layer, analytics and Power BI reports, have access to clean, structured and well documented data</li> <li>• Automate and improve how Insight team make changes, commit, test and push from development through to production environments</li> <li>• Provide guidance and support to Insight team on SQL performance optimisation</li> </ul>	30%
3.	<p><b>Single Customer View Development</b></p> <ul style="list-style-type: none"> <li>• Own the development and optimisation of the single customer view working together with the Insight team for requirements</li> <li>• Integrate new data sources in line with the data capture roadmap set out by the Customer and Supporter Data Strategy</li> <li>• Enable the single customer view to supporter income-generating use cases, including segmentation, targeting and lifetime value analysis</li> <li>• Act as a bridge between technical and business teams, translating requirements into effective data solutions</li> <li>• Ensure data accuracy, deduplication and governance to maintain a reliable Single Customer View</li> </ul>	30%
4.	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Collaborate with IT on the implementation of their solution to remove expired data from the source systems and anonymise it in the data lake ensuring that the process can be moved into BAU</li> <li>• Work closely and collaboratively with Insight team, IT and business teams to ensure smooth data operations</li> <li>• Contribute to the evolution of Kew's data platform, supporting future needs including AI and advanced analytics</li> </ul>	10%

Position within the Team



Section 2: Person Specification

Education and Experience

<b>Essential</b>
Educated to degree level or equivalent experience
Technically sound with extensive experience of writing complex code in SQL, and strong Python engineering capability including performance tuning and query optimisation
Proven experience in designing, managing, optimising Synapse pipelines and notebooks ensuring data quality, accuracy and timeliness in data delivery
Experience in building, managing and optimising modern cloud data platforms.
Experience troubleshooting production data issues, pipeline failures and performance bottlenecks within enterprise Azure environments
Proven experience of working with Microsoft Azure (Synapse Analytics, Datalake, Azure SQL), DevOps and GitHub, Understanding of data ethics, AI and responsible data use
<b>Desirable</b>
Interest in environmental, scientific or cultural organisations
Experience of working with Microsoft Dynamics D365 CE and F&O
Experience of Power BI (Dax, data models, performance optimisation)

Job Specific Competencies

<b>Essential</b>
Curious and passionate about exploring data, transforming and integrating data from different sources
Trouble-shooter who excels at deciphering complex data to optimise data processes and improve data quality and reliability
Team player who works in step with colleagues and shares knowledge
Handles sensitive and confidential information with tact and discretion and in line with Data Protection regulations
Ability to communicate technical concepts to non-technical audiences
Strong communicator with excellent interpersonal skills and stakeholder relationship management
A strong focus on delivery with the ability to effectively prioritise and manage workload and meet tight deadlines
<b>Desirable</b>
An interest in environmental causes