

Data Consultant

Land, Property and Public Protection, Customer Success, Onboarding

UK, Home Based

About the role

At Idox, data powers everything we do. We are a forward-thinking organisation that uses data to drive innovation, inform decision-making, and create value for customers. With our commitment to excellence, we continuously push the boundaries of data integration, ETL process and issue resolution.

Idox fosters a culture that celebrates curiosity, collaboration, and continuous learning, empowering our team to explore new ideas and solve complex challenges. We are currently seeking a Data Consultant / Engineer with strong technical expertise and consultancy experience to help deliver high-quality data solutions for Local Government clients.

If you are passionate about data, driven by innovation and eager to make an impact, join us on our journey to shape the future of data transformation at Idox.

Key responsibilities

Customer Engagement

As a Data Consultant, you will engage frequently and directly with Local Government clients to provide expert consultancy throughout the data migration lifecycle, ensuring clarity, accuracy and efficiency. Responsibilities will include:

Discovery & Planning

- Lead introductory sessions to outline end-to-end data migration processes, overall approach and potential risk
- Conduct in-depth discovery workshops to analyse customer data, define transformation specifications and scope project requirements

Data Mapping and Transformation

- Facilitate guided mapping sessions, working at granular level to align customer data with target system requirements
- Collaborate with stakeholders to translate complex technical issues into clear, actionable insights for non-technical users

- Contribute to regular updates & calls, communicating effectively to ensure progress transparency and address concerns proactively

Execution and validation

- Undertake ETLs with accuracy and integrity, within scope, timescale and budget parameters as advised by Project Managers
- Troubleshoot and resolve issues collaboratively with internal teams and customers
- Provide validation reporting to verify successful transformation and assist issue resolution

Post Migration support

- Provide support to customers post-migration, assisting with reconciliation and issue resolution
- Provide feedback from ongoing improvement

Technical experience

- Undertake database extractions from back-office software solutions commonly used in Local Government regulatory services, ensuring completeness and accuracy.
- Lead and execute upon a portfolio of complex ETL project deliveries (transformations and merges) using a combination of internal and industry-standard ETL tools and scripting languages.
- Contribute to the ongoing development and evolution of innovative and efficient processes that improve delivery quality, scalability and consistency across our data consulting services.
- Develop and maintain documentation for ETL processes, including data mappings, transformations, technical specifications, and workflows for reference and compliance.

Stay informed of industry trends, best practices and advancements in ETL and data management.

To be successful

Essential Qualifications and Experience:

- **Educational Background:** A bachelor's degree in computer science, Information Technology, or similar; equivalent work experience in a data consulting or ETL engineering is also valued.
- **Local Government Experience:** Familiarity with back-office software databases used in Council Regulatory Services, such as Development Control, Housing, Environmental Services or Licensing.
- **ETL Expertise:** Proven experience delivering large scale, complex data migration projects. Expert in the development and automation of ETL processes utilising industry standard scripting languages as well as common ETL tools.
- **Client-facing Consultancy:** Demonstrated ability to engage with customers, lead discovery sessions, undertake requirements analysis, extract objectives and translate into technical deliverables.
- **Database Proficiency:** Strong hands-on experience with Oracle, SQL Server, and PostGres SQL databases.

- **Technical Skills:** Proficiency in at least 2 of the following: SQL, PSQL, C#, Python and Pandas for data manipulation and analysis.
- **Problem Solving:** Detail-oriented with exceptional problem-solving skills, capable of troubleshooting issues quickly and efficiently.
- **Communication:** Excellent ability to convey technical concepts to non-technical stakeholders, collaborate with customers and work cross-functionally with internal teams.
- **Process Improvement:** Willingness to contribute to development of new processes and tools to streamline service quality and enhance delivery speed.

Desirable Skills and Experience

- Familiarity with cloud-based data platforms (e.g., AWS, Azure, Google Cloud)
- Understanding of DMS (Document Management Systems) and ability to extract and manipulate documents and associated data
- Understanding of spatial data and use of spatial tools such as ESRI ArcGIS or QGIS

Applicants will be expected to evidence experience and qualifications as well as undertake a practical demonstration of skills as part of the interview process.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why this role is of interest to you and how your experience aligns with the key responsibilities to join.us@idoxgroup.com

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 660 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism
We shape our future



Responsibility
We are accountable for our actions



Integrity
We do the right thing



Valued
We value each other



Excellence
We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>

