Rank’s burgeoning Data Science team is exploring exciting new areas for the organisation. We require a Data Scientist to focus on the area of responsible gambling, to significantly extend Rank’s work to date in the field.

To significantly develop Rank’s ability to identify customer behaviours that may lead to problems in the future, utilising the full suite of data that we have available, both currently and potentially, owning the actions and monitoring that are taken from these analyses.

1) Devise and build an analysis and reporting structure to enable ongoing monitoring of customer play to identify and respond quickly to uncharacteristic “spikes” in play.

2) To take ownership of the company “propensity model” and responsibility for its ongoing development and improvement.

3) To devise and build an analysis and reporting structure to enable ongoing monitoring of players identified as being at risk by the propensity model, those who have otherwise been identified via other means as being at risk and those whose accounts have been reinstated after a period of self exclusion for problem gambling reasons.

4) To create and operate a system for daily routine monitoring of customers identified by the above structure and reports to identify customers who need interaction or intervention as a result of problem gambling concerns identified in the course of such monitoring.

5) To devise and build a process for immediate automated interaction with customers identified in point 3).

6) To monitor the systems created for point 3) to identify customers for whom direct personal contact is required due to the seriousness of their behavior.

7) To liaise with the VIP team (or specified persons) to conduct telephone contact with any customers identified in point 5) for whom immediate direct contact is required, providing all necessary data and background information needed to make such calls.

8) To provide monthly reports to the Director of Compliance and Responsible Gambling, Digital Compliance Manager and Head of Fraud and Payments relating to the data, level of monitoring and impact of communications instigated from point 1-6) above.

9) To provide periodic reports as required to senior leadership.

10) To constantly review and develop the systems and reports in points 1-6, above, to improve their effectiveness using knowledge obtained from ongoing use.

- Degree in mathematics, statistics, data science modelling (or similar).
- Further educational achievement is desirable
• Experience and understanding of behavioural analysis
• An empathy and understanding of what constitutes problem gambling and problem behaviour in the context of remote gambling.
• Broad experience working within a fast pace multi-channel industry
• Able to translate complex mathematical and statistical concepts and results for non-technical audiences
• Strong qualitative and quantitative analytical skills are essential as is proficiency within SAS/R/SPSS/SQL/Python/Hive (or similar).
• Demonstrable knowledge of modelling – e.g. cluster analysis, decision trees, regression, propensity modelling, neural networks, Bayesian analysis
• Knowledge/experience of machine learning techniques is desirable

Inquisitive – able to seek out evolving and innovative ways to add value to the business and to solve problems

Analytical – able to obtain and present clarity amongst ambiguity and complexity

Data driven – thinks from a data perspective and is highly conscious of the value of insight and insightful interpretation

Attention to detail – to ensure the accurate identification of trends and patterns

Empathy – able to understand the criticality of early and effective interventions surrounding problem gambling from both a business and customer perspective

Communication – a proven ability with both verbal and written communication and a well-structured and analytical approach to reporting