

Role Description

Role Title: Head of Data Science

Department: Operations

Reports to: COO

About Pikl

Pikl is on a mission to enable the growth of digital marketplaces, starting with vacation rentals. We design and deliver insurance-enabled solutions that help platforms, property managers and owners unlock new revenue and deliver better customer experiences.

Founded in 2016, we began by protecting individual hosts and homeowners with specialist holiday-let cover. That experience now powers our insurance-enabled products, which increase participation, lift conversion and drive revenue across the marketplace value chain: platforms, homeowners and guests.

With offices in Norwich and London, and plans for international expansion, we work with some of the most recognised brands in travel as well as major insurance aggregators.

Our Values

At Pikl, our values are the foundation on which our success is built. They guide how we work together, how we make decisions for customers and colleagues, and what we recognise and reward.

Created/Updated: April 2026

Head of Data Science



Possibility

We think big and are fearless in turning challenges into opportunities. We stay curious, test ideas and learn quickly.

People

We put people first, building relationships rooted in empathy and trust. We respect, include, and learn from one another. We celebrate progress.

Progress

We unlock growth opportunities for our customers and each other yet make it our personal responsibility to own actions and see them through.

About the role

The Head of Data Science will lead Pikl's data science strategy, advanced analytics capability, and decision intelligence roadmap. This is a technical leadership role with a strong emphasis on hands on model development and advanced analytics while building and scaling a high-performing, multidisciplinary team.

You will oversee the end-to-end development and deployment of machine learning models and predictive analytics, while also managing the Business Intelligence (BI) and Data Analysis functions. This is a high-impact role requiring a balance of rigorous technical execution and strategic leadership to ensure Pikl harnesses data to optimise pricing, enhance customer experiences, and support international expansion.

Key Responsibilities

Technical Leadership & Data Science Execution

- Design, build and deploy predictive models, pricing algorithms, and segmentation frameworks.
- Apply statistical modelling, machine learning and experimentation techniques to real-world business problems.
- Use Python, R and SQL for data exploration, feature engineering, modelling and evaluation.

Created/Updated: April 2026

Head of Data Science



- Select appropriate techniques such as regression, tree-based methods, clustering, time-series analysis and experimentation.
- Ensure models are robust, interpretable and suitable for use in regulated decision-making.
- Monitor model performance, manage iteration and refine approaches as data, markets and products evolve.

Strategy & Functional Leadership

- Build, mentor, and lead a team comprising Data Scientists, BI Analysts, and Data Analysts.
- Define and own an enterprise-wide strategy that aligns advanced data science with core BI reporting and MI frameworks.
- Champion a culture of experimentation, evidence-based decision-making, and continuous technical improvement across the data function.
- Champion a commercial mindset ensuring technical development is tethered to clear business KPIs and Pikl's core growth strategy.

Cross-Functional Collaboration & Decision Support

- Act as a key technical partner to Pikl's Exec Team and Underwriting, Pricing, Product, and Finance functions to provide actionable decision-support solutions.
- Oversee the delivery of strategic dashboards and MI that empower stakeholders with clarity on business performance.
- Support market expansion and operational scaling by providing analytical expertise and performance optimization insights.

Data Infrastructure & Compliance

- Partner with Engineering and Technology teams to ensure data pipelines and tooling to support scalable analytics and product development.
- Drive best practices in data ethics, privacy, and quality assurance, ensuring compliance with regulatory standards.

Created/Updated: April 2026

Head of Data Science



About you

- Significant experience in hands-on data science roles, with strong grounding in statistics, machine learning and analytical problem-solving.
- Expert capability in Python and/or R, with strong SQL skills and experience working with complex datasets.
- Experience owning analytical problems end-to-end, from data exploration through to recommendation and impact.
- Demonstrated ability to provide technical leadership, mentoring and direction to other data scientists or analysts.
- Strong communication skills, with confidence engaging senior stakeholders and executive leadership.
- Highly analytical, commercially aware and pragmatic, with sound judgement and decision-making ability.

Desirable but not essential

- Relevant academic or professional background in data science, mathematics, statistics, economics or a related field.
- Experience applying data science in insurance, travel, platform or marketplace businesses.
- Background in startups, scaleups, MGAs or digitally-led regulated environments.
- Experience building or operating pricing, risk or decisioning models in production.

Created/Updated: April 2026

Head of Data Science



Why work at Piki

- Flexible working conditions, access to an incredible in-person working space
- Support from an awarding-winning CEO & Founder
- Annual holiday entitlement of 28 days plus bank holidays
- 35 hour working week
- Death in service scheme
- Access to wellbeing services
- Training and development opportunities
- Social events

Created/Updated: April 2026

Head of Data Science

