

Q-STEP SUMMER INTERNSHIPS 2021

Nest - Make our people insight viz-tastic!

Organisation and Team

Nest Corporation: MI and Analytics

10 South Colonnade, Canary Wharf, London

Selection Method

Written CV & cover letter followed by an interview

Application Criteria

Essential:

Statistical understanding and ability to do survey analysis

Creativity & storytelling – a visual eye for unique ways to tell a story

Self-starter - Desire and ability to learn a new tool to get your story across in a creative, automated and compelling way

Microsoft Excel

Desirable:

Microsoft PowerBI basics

SPSS

R

The principles of Design Thinking or human-centred design, and how they could be applied to research storytelling

Key Words

visualisation, viz, survey analysis, people data, statistics, PowerBI, business intelligence

Project Outline

Nest is a fantastic place to work, and it wants to be even better – it wants to learn from staff feedback, but it's hard for senior stakeholders to know what the regular staff survey is telling them to do, and whether something is significant or just interesting. We want to be an organisation that uses data to make decisions, but data is complex, and challenging to understand... Isn't it? We don't think it should be, and we'd love you to help.

You'll start with the types of questions Nest is asking about our employees – are they happy? What do we need to do to improve? Is there a difference in terms of how different demographics feel about their careers at Nest? Are we fulfilling our diversity goals? How can we make better decisions about how we help our staff to thrive?

We'd then love for you to think about the insight they need to answer those questions. It'll be found in our regular staff survey, which is run by a third party, and which you'll have access to all the data and analysis for (but it'll be anonymised to some level for confidentiality). You'll also have access to more people data from our systems. **Then comes the important bit: how are you going to tell the story to your audience so they can make decisions, in a way that will automatically update when there is new data input?** We'd like a data visualisation (we call that a **viz**) that will be insightful for our senior stakeholders, and easy for them to use to make decisions – a self-service dashboard that automatically tells them when something is important or when it's not. The viz will need to change depending on the audience – so that the leader of one team can only see their own data, and when a second leader logs in, they see the viz for their team.

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Practical Considerations

All Nest employees work from home, and going to the office isn't mandatory, and won't be in the future. We might ask you to come into the office for a day here or there, and if so, we'll pay for your ticket to London.

Issues of Data Confidentiality / IPR

The data you work with will be anonymised. You will have to sign an NDA because you will have access to systems and internal Nest information, with access to sensitive personal data.

Support and Training

You'll have a mentor supervising you – an expert in our people systems and data.

The internship will start with sharing sessions from key stakeholders & users to understand the organisation and the challenges we hope you can help us with, as well as sharing and Q&As with people in the data & analytics community.

Every week, there will be a 1-hour group check in with our 3-4 interns and our Head of Business Intelligence.

Every two weeks, you'll have a 30-minute mentoring 1:1 with the director of data & analytics

You'll have design guidance to follow – our Nest corporate brand guidelines (ie for which colours and fonts you need to use).

Much of the PowerBI training will be from Microsoft and other suppliers, and will be self-directed

Supporting Information

We are just starting to use a Microsoft tool called PowerBI at Nest – it's a tool that thousands of organisations use to analyse and visualise data, and using it is a massive skill of the future. With a challenge in hand – thinking of user needs and how to deliver an insight story – can you use PowerBI to tell your story and do something we call a 'viz'? We don't mind if you don't know the software yet – Microsoft has made it, so picking it up will be like picking up PowerPoint or Excel. But telling a great data story will probably mean you need to become an expert, so that you can show us what a good actionable, insightful data story looks like. There is loads of training and forums for you to get stuck in with, and you'll have support around you to help.

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Supporting Information Continued

We'd like to work with the principles of human-centred design and Design Thinking: start with people's needs and challenges, and then apply that to how we share insight at Nest. This will help us to make our staff data, analytics and insight intuitive for people to use and take action from. How do we make it simple? The first thing you'll do is to meet someone who will become a 'persona' that you'll design your insight for. You'll share your work with this person at 2 stages and get their feedback to see if it meets their needs. We do this because most people don't know what they are looking for until they see it, then they can give feedback.

You will have two presentations to make to a group of about 10 people – one after a month to show work in progress, and one at the end to show your brilliance and tell us how you did it! You'll have two or three other interns with you, and you'll each be working on different challenges.