

Q-STEP SUMMER INTERNSHIPS 2021

Nest - Who are our members?

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:

R and Excel

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

Desirable:

Microsoft PowerBI basics

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 we all feel the social purpose of the organisation – helping millions, especially those on lower incomes, to have a better retirement.

We've had issues with accessing all our data regularly – something that we are just starting a two-year project to fix – and we want to give our internal customers some simple insight to help them while we're working on the big project. This is something people are continually asking us – who are our members, how many are active/inactive, where do they live, what are their demographics, what is the average size of pension pot, how many do we have an email address for, what are their characteristics by the length of time they've been with us?

We'll give you a very big data set on our 9million members and we'd like you to come up with a brilliant, automated visualisation (a viz) that anyone can access to find out the answers to their simple questions. You might find ways to enrich the data with Fresco or free ONS information. We'd then like you to design a visualisation in PowerBI that will tell people what they want to know – and will help them to look at the data in different ways (ie What do members who are self-employed look like? Are they different from members who work in retail? Are members who are in their 50s different than those in their 40s?). We'll want it to be insightful (so it tells people when something is a good or bad trend, when a change is significant or not) and we'll want it to be able to update automatically when we have new data (our data changes every day as new members join). Different people will most likely want different types of information, so how can you bring it together to be insightful? We'll give you examples of PowerPoint presentations, which is how we visualise this information now, but which is really manual.

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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.

8 week internship

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.