Q-STEP SUMMER INTERNSHIPS 2021

Nest – What are members and employers telling us?

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:
Ability to do text analytics and big data analytics to surface insight
R and Excel
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

Key Words

big data, data science, text analytics, automation

Project Outline

Nest is a fantastic place to work, and it wants to be even better – it wants to learn from member and employer feedback, but we have so much data and it's hard to work out what the insight is. We have 50,000-70,000 pieces of unstructured text communication every month from our members, employers and third parties. We also get a lot of TrustPilot feedback. We'd like to know what it says – but at a really high level. Are we doing well? Poorly? What is overall sentiment, and what are the highs and lows? Is there something that people are telling us that we aren't picking up on? Are there differences in what people say based on the type of relationship they have with us? What are key themes, and what is the trend? How can we improve? Our customer service teams respond to each message, but we aren't analysing the big themes. Are themes different by type of member, type of employer, by geography, by channel?

So tell us – please help us with our text analytics, and please help us to automate analysis so that we can make it available on a regular basis to senior stakeholders. This is a classic big data challenge – we don't know what we don't know until the analysis tell us.

MANCHESTER 1824
The University of Manchester

q-step@manchester.ac.uk

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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
This challenge is quite different from the other ones we are asking for help on – this is a classic big data challenge, so we're looking for someone who wants to dig deep into the data and help us find patterns, then tell us what is significant. We have a few different tools to do analysis, so ideally you can use those, but we also recognise that in order to do text analytics, different tools might be required. We might have access to Adoreboard for this project, or it might be a different tool.

You'll be using 'user-centred' design principles for your challenge. This means that you'll have someone who will be wanting to use the insight from your analysis and will have questions that they hope you'll be able to answer. While with big data, we don't always know what we don't know, we do want to make sure that the work you do is useful to the business…

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Nest – Who are our employers?

Supporting Information Continued

If you have the time, a stretch goal would be great to take this through to visualisation in PowerBI, but the analysis is the key task. PowerBI is a Microsoft tool, and is really easy to pick up – it's like PowerPoint for data visualisation.

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 to three other interns with you, and you'll each be working on different challenges.

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