

Q-STEP SUMMER INTERNSHIPS 2021

Nest - A big data challenge - text analytics

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:

Adoreboard

Microsoft PowerBI basics

Key Words

big data, data science, text analytics, automation, data story

Project Outline

Nest is a government success story – 10 years old and already it holds a pension for almost 1 in 3 UK workers. We all feel the social purpose of the organisation – helping millions, especially those on lower incomes, to have a better retirement.

We want to put our customers at the heart of what we do - we want 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 are looking for insight to help us better make customer-centric decisions.

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.

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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

Support and Training

You'll have two mentors supervising you - helping you to structure how you approach this challenge.

You'll also have weekly and bi-weekly check ins and training from different analysts and others in the organisation to help guide your work, as well as meetings with senior stakeholders.

Much of the PowerBI or other software training will be from suppliers and forums, and will be self-directed.

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.

Supporting Information

You'll be using 'user-centred' design principles for your challenge. 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.