



Policy and Operations Analyst

Location	Westminster, London office (subject to COVID-19 lockdown restrictions)
Role	Permanent, 5 days per week
Salary	£22,000 - £26,000 (dependent on prior experience)
Closing date	17.00 on Friday 29 January 2021
Start date	As soon as possible
About PiP	Company slide deck and website

About the role

We are looking for an impact-oriented candidate with strong quantitative research skills to help us deliver client projects.

You must be passionate about improving how public services are delivered, and keen to develop a high level of policy knowledge. Additional coding skills or experience in public policy are highly desirable. Previously successful Policy and Operations Analysts include sharp-minded people with frontline experience or hardworking graduates with the drive to have an impact on the frontline.

The ideal candidate will demonstrate a keen interest in social policy and be passionate about making change happen from central government policy to frontline operations. You will be looking to develop your quantitative analytic skills and policy knowledge from a very strong foundation up to an expert level. You should have excellent people-skills, and an ability to influence and build relationships quickly.

Your main responsibilities will be to ensure that we deliver excellent services to our clients and develop our analytics service to have a tangible and positive impact on people.

You will be supporting the Director of Policy and Operations and policy analysts colleagues in their roles, as well as undertaking research of your own. Responsibilities may develop and change rapidly so you will learn about each area that we work in at pace.

The position is offered as a permanent contract subject to a six month probationary period.



About Policy in Practice

Our mission is to communicate policy in a clear, simple, actionable way. We empower our clients to help people within their communities, inspire positive change and make the best use of limited public funds.

We are a team of professionals with extensive knowledge of the welfare system who are passionate about making social policy work. We help over 80 local authorities use their household level data to identify vulnerable households, target support and track their interventions. Our benefit calculator engages over 10,000 people each day. We identify the actions people can take to increase their income, lower their costs and build financial resilience.

Our core services are our analytics platform and advisor software. They are used across the UK to track the effectiveness of policy and accurately reflect complex and ever-changing government regulations to show the combined impact of policy changes on individual households.

- Our [analytics platform](#) tracks and forecasts the impact of policy changes on each low income household over five years, helping organisations to be proactive, intervene early and use resources more effectively.
- Our [benefits calculator](#) (linked on Gov.uk) helps people understand how policy changes will affect them and the actions they can take to be better off. It enables advisors to give more vulnerable customers access to clear, reliable and supportive information.

Underpinning our services is a comprehensive and accurate **policy engine** that makes up to 4,000+ calculations on each case. Developed over four years, it models policies across government departments and automatically updates to mirror current and planned legislation as it comes into force. Our ability to access **administrative data on over one million families**, to combine this with other datasets and to link this over time, gives us the unique ability to track the effectiveness of policy. These core competencies combine to help our clients act proactively, target resources more effectively and engage their customers, intervening early and preventing major and costly issues including homelessness.

Our team are **policy experts** with personal experience of the benefit system and influence across central government. Our analysis has had national media coverage and a tangible impact on government policy. One of our [flagship projects](#) involves tracking 700,000 low income households across London over two years.



Working at Policy in Practice

We are committed to creating an environment of collaboration, support and inclusion. The operations team is office based, but we encourage team members to work from home 1-2 days a week, especially when they need to focus on specific projects. New starters are paired with a senior member of the team to provide mentoring and support. Normal working hours are 9.00 to 17.30 but flexibility with these times can be agreed with your line manager. We offer 23 days of paid annual leave, membership of the NEST pension scheme, and free eye test for all employees.

Watch [interviews with us about what it's like to work at Policy in Practice](#).

COVID-19 update: Due to lockdown restrictions, we are working fully remotely for the foreseeable future. This is under constant review. Currently new members will work from home, along with the rest of the team.

The ideal candidate

Required:

- Organised and professional with demonstrable strengths in research and analytical skills
- Independent self-starter and with passion for solving social issues, an interest in policy or politics and commercial awareness
- Team-player who enjoys being part of a highly collaborative, dynamic organisation
- A flair for engaging communication with the ability to translate data into meaningful analysis and convey this to a wider audience
- Highly literate, numerate, with a passion for problem solving

Highly desirable (any of the following):

- Proficiency with data analysis or coding software such as Stata, R, Tableau, JavaScript and SQL (especially PostgreSQL). Experience working with large longitudinal datasets particularly relevant.
- Experience working in social policy, providing frontline welfare support, or working in local government.

The position would suit a recent graduate interested in a career in public service, consultancy, technology, or someone with professional experience in one or more of these areas. Team members come from a wide range of backgrounds including STEM, social sciences and arts, and this diversity is a great strength of the team. What all our successful applicants share is a desire to develop their policy knowledge and analytic skills to a high level, with the goal of helping bring about tangible positive change in the lives of people on low-incomes.



Responsibilities

As you will be a part of a small and growing team your responsibilities may develop and change quickly. There is excellent and proven potential for growth within the company.

Your initial responsibilities will include:

- Supporting our policy analysts with the delivery of research and consultancy projects for local authority clients
- Working with the policy and operations team to analyse large national datasets and convert the findings into meaningful policy insights
- Contributing to research, presentations and publications on policy affecting low-income households
- Supporting the testing and development of our software and analysis products
- Presenting our service to clients and customers, training new users in our software in person and online via webinars
- Support the senior management team by taking responsibility for the timely and effective execution of some administrative responsibilities core to building a business
- Carrying out fast and effective research into relevant policy debates and discussions related to welfare, poverty and the labour market to support collaborative consulting projects, and to generate relevant content such as blog posts for the website

How to apply

Please send your CV with a covering letter that clearly outlines your suitability and your interest in the post to admin@policyinpractice.co.uk. The recruitment will close at 17.00 on Friday 29 January 2021.