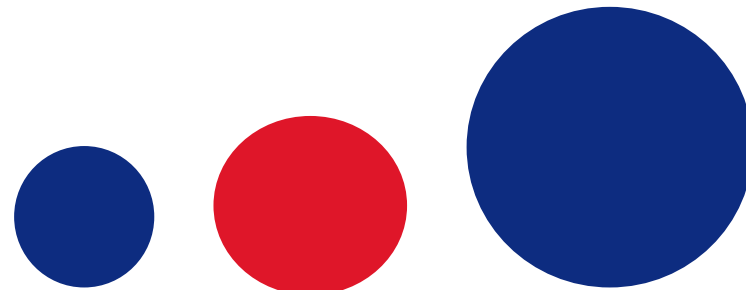


Government Operational Research

Quentin Dhumeaux

Department for Work and Pensions





Summary

- Introduction to GORS and the Civil Service
- Myself and my role
- Working in GORS
- Career opportunities
- Questions

The Civil service



Not only London!



Civil Service



Government Operational Research Service (GORS)



- 400,000 people in the civil service, with jobs from psychologist to lawyers and policy makers.
- GORS has more than 1,000 analysts spread across 25 departments/ agencies.
- Operational Researchers use analysis to advise decision makers in government.





My background

Qualifications:

- 2015-2018: BSc Mathematics – Durham University
- 2018/19: MSc Operational Research and Data Science – Edinburgh University

GORS:

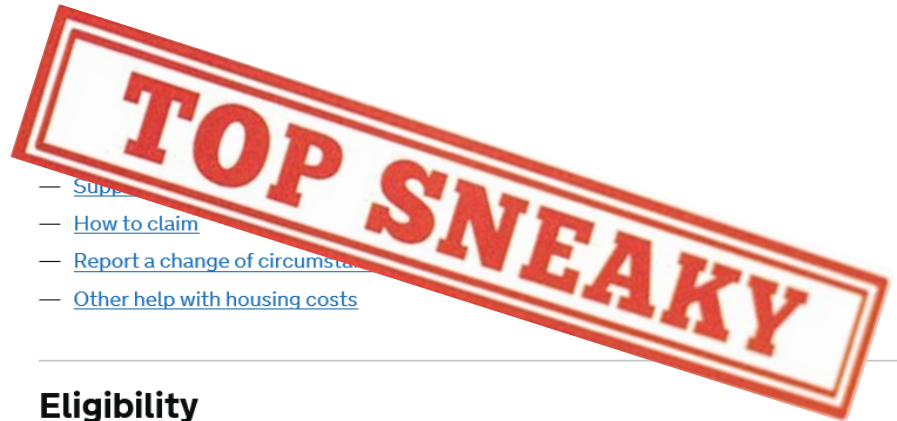
- 2019/20: Housing Benefit analyst – Department for Work and Pensions
- 2020: Forecasting Universal Credit – Department for Work and Pensions

My role – Housing Benefit analyst



- Main role: use data to support Housing Benefit (HB) policy.
- Housing Benefit (HB): payments made by the government to help claimants pay their rent.
- Data handling and analysis: build datasets, extract and analyse data.
- Forecasting/predicting Housing Benefit, impacts of certain policies.
- Help understand the past, current state and predict the future states of HB.

Housing Benefit



- [Subsidy](#)
- [How to claim](#)
- [Report a change of circumstances](#)
- [Other help with housing costs](#)

Eligibility

Housing Benefit can help you pay your rent if you're unemployed, on a low income or claiming benefits. It's being replaced by Universal Credit.

You can make a new claim for Housing Benefit if any of the following apply:

- you're getting the [severe disability premium](#), or are entitled to it
- you got or were entitled to the severe disability premium within the last month and are still eligible for it
- you have reached [State Pension age](#)
- you're in supported, sheltered or temporary housing

My role – Day to day

- Main part of the day spent working on some kind of analysis.
- Plenty of emails and meetings.
- Need to agree priorities, update on current work, discuss problems, learn about other's work...
- Work on analysis but also need to work with others, document and communicate my results.



My role - Project example



- Project working with the Prime Ministers Implementation Unit (PMIU), looking at HB and its economic Impact.
- Data analysis (Excel): extract large dataset and analyse it, understand univariate trends, use charts, mean, kernel density...
- Multivariate analysis, correlation, regression, statistical tests, small model building.
- Made a PowerPoint to display results, need to be understood by everyone.
- Presented my results to different departments and Number 10.

Obs	PartNumber	PartName	Amount_in_Stock	Price	ReceivedDate
1	AA11	hammer	55	32.26	03/27/2018
2	BB22	wrench	21	17.35	03/27/2018
3	BC85	clamp	80	9.55	08/16/1999
4	BV1E	timer	56	36.50	08/03/2000
5	CC33	socket	7	22.19	03/27/2018
6	JD03	switch	383	13.99	01/09/2000
7	K89R	seal	40	247.50	07/07/1998
8	KJ66	cutter	16	24.50	06/18/1999
9	LK43	filter	121	10.99	05/19/1999
10	M4J7	sander	98	45.88	06/20/1998
11	MN21	brace	43	27.87	08/10/1999
12	NCF3	valve	198	24.50	03/20/1999
13	UVA7	rod	244	11.55	09/09/1999

Not actual data





Other types of work in GORS

- Telephony: working on running the Department. Analyse volume of calls made to helplines. Forecast number of staff needed to answer claimants...
- Maintaining large models: understand and aid development of a large model used for predictions. Engage with people that use the outputs. Produce special outputs, find errors...
- Others: Education: Analyse student finance loans, UK border control: passport eGate.



Is GORRS for you?

What I like about my job:

- To solve complex problems using maths.
- To work on problems for the “public good”.
- Great work/life balance.
- Lots of data which is ready to use.
- Easily move around and change role.
- **Lots of learning and support.**
- A friendly atmosphere.
- A very stable job.





Is GORS for you?

What I like less:

- Large “company”.
- Lots of paperwork, lengthy processes.
- Constantly changing directions.
- Recruitment is very specific.
- Not sure where you will end up in the civil service.





Career opportunities

- **Summer student placement**, shouldn't be your final year, applications open at the start of 2021.
- **1-year student placement**, part of your degree, applications closed at the end of October.
- **Mainstream or Fast stream**, permanent positions, applications closed at the end of October.

GOV.UK Civil Service Jobs

Location
Enter a postcode, town or region

Search distance
50 miles

Job role
Operational Research

Organisation
Search all

Job grade
Search all

[Show more](#)

MSc dissertation with GORS



Applications: my hints and tips

- Job application is a **skill**.
- Like sports or playing music, you need to **practice** to get better.
- Don't apply for your dream job first.

- **Confidence** is important.
- Build your confidence by practicing
- And **use the resources available**: get your CV looked at, practice interviews and assessment centres, go to career talks.

- **Start early:** applications for Operational Research in the civil service close in November.
- Applications are judged by people so quality is **subjective**.
- **Quality** is more important than quantity.
- Find jobs you really want, it will make applying easier.
- In the end, you only need one success.
- Even with a 20% success chance after 10 applications you have a 90% chance of getting an offer.



Contact Details and questions



GORS website: www.operational-research.gov.uk

Student placement email address: analytical.studentplacement@dwp.gov.uk

Civil service jobs: <https://www.civilservicejobs.service.gov.uk/csr/index.cgi>

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Any questions?