

Oliver Singh

Graduate Civil Servant



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History and politics graduate from Sheffield Hallam University with experience in public administration. Completed a **3-month work experience placement** at the Department for Education Sheffield office, supporting policy delivery across **2 national programmes**. Strong communication and organisational skills with an interest in government operations.

■ EXPERIENCE

Policy Support Intern, Department for Education, Sheffield

Jun 2024 – Aug 2024

Summer placement within the Schools Capital Allocation team at the Sheffield office.

- Supported the delivery of **2 capital funding programmes** worth a combined £1.8 billion nationally
- Updated tracking spreadsheets for **140 school building projects** across England
- Drafted **8 ministerial correspondence replies** for review by senior civil servants
- Prepared briefing notes for **3 cross-departmental meetings** with HM Treasury and DLUHC officials

Call Centre Advisor (Part-time), Sky UK, Sheffield

Oct 2022 – May 2024

Inbound call handler for Sky's customer retention team.

- Handled an average of **50 calls per shift**, resolving billing and technical issues
- Achieved a **customer retention rate of 78%** against a team target of 70%
- Awarded **Employee of the Month** twice in 18 months based on call quality scores

■ EDUCATION

BA (Hons) History and Politics in History and Politics, Sheffield Hallam University, Sheffield

Sep 2022 – Jul 2025

2:1 (63%). Dissertation on the impact of austerity on local government services in South Yorkshire, drawing on FOI requests and council budget data. Modules included British Government, Policy Making, and Modern British History.

■ SKILLS

Policy Research • Briefing Note Writing • Stakeholder Communication • Microsoft Excel • Data Tracking • Ministerial Correspondence • Project Coordination • Report Writing

■ LANGUAGES

English - Native

■ PROJECTS

FOI Research Project on Council Spending

Sep 2024 – Mar 2025

Submitted **12 Freedom of Information requests** to South Yorkshire councils and analysed spending data on youth services from 2010 to 2024. Published findings as a **4,000-word article** on the university politics blog.

■ EXTRA CURRICULAR ACTIVITY

Sheffield Hallam Model United Nations

Jan 2023 – Jun 2025

Secretary-General in final year, organising the annual conference for **120 delegates** from **8 universities**.