



THE UNIVERSITY *of* EDINBURGH

Digital guidebook

for student
employees



Information Services Group



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Introduction to the Information Services Group

Welcome to the Information Services Group. We want each student who works with us to feel supported and valued, enabling you to get the most out of your work experience. In this guidebook you will find key information about the Information Services Group and our commitment to on-campus student employment, as well as resources and support; before, during and after your work experience.

Who are we?

The Information Services Group is a fully-integrated support service for the University of Edinburgh. We offer physical and digital services across; library, IT, learning technology, student study spaces and teaching room technologies.

Further information:

- [About the Information Services Group](#)
- [Student employment in the Information Services Group](#)
- Connect with us on [LinkedIn](#)
- Follow us on [MyCareerHub](#)

Our services

Most of our services are in use 24 hours a day, 7 days a week. We provide a range of essential IT, computing and library services to the University of Edinburgh's 38,000 students, 14,000 staff and 5,000 official visitors, as well as the general public and applicants for University posts and courses.

Further information:

- Visit our [Service Catalogue](#).
- Take a look at our support for **new** and **returning** students.

Our offices and buildings

The University of Edinburgh has over 164 buildings spread over the city. Of these, the Information Services Group occupies space in; Argyle House, the Murray, Old College, the Main Library, and various museums and galleries across Edinburgh.

Further information:

- [Argyle House](#)
- [University libraries locations](#)

Information Services Group: organisational structure



The Information Services Group is led by the Chief Information Officer and Librarian to the University – Mr. Gavin McLachlan.

The Information Services Group is organised into 8 areas, known as 'directorates':

1. IS Corporate
2. User Services
3. Library and University Collections
4. Applications and Software Operations
5. Learning, Teaching and Web
6. IT Infrastructure
7. Information Security
8. EDINA
9. Digital Curation Centre.

Further information:

- [Information Services Group organisation](#)
- [University of Edinburgh organisational chart \(pdf document\)](#)

The student experience

The **student experience** is a key area of the our strategic vision, which aligns with the University's goals for the future.

“Providing valuable work opportunities for students is an important part of achieving an outstanding student experience at the University. As Head of the Information Service Group, Gavin McLachlan has pledged a target to engage 500 students in work experience with us each year. He also strongly encourages student input on each **'student-facing'** project across our services.”

Jeanette King | HR Business Partner | HR for the Information Services Group



“Student employment is a key objective for the Information Services Group and the University. One of the main goals of the

University is to enhance the employability of its students. One way that we can directly help towards this goal is to employ students within the Information Services Group during their stay at the University. This broadens and enriches their University experience.”

Gavin McLachlan | Head of the Information Services Group | CIO and Librarian to the University



“The Information Services Group is a brilliantly dynamic place to work as a student. We offer a variety of part-time jobs, so you can easily combine work with your studies. It is a chance to develop digital skills even if you are studying something completely different for your University degree.”

Melissa Highton |
Director of Learning Teaching and Web Services

Further information:

- **Our commitment to student employment**
- **Our strategy and planning**
- **The University of Edinburgh's 'Youth and Student Employment Strategy' (2017-2021)**
- **University of Edinburgh Strategic Vision 2025**(links to pdf document)
- **BITS magazine: student employment edition**(links to pdf document)

We **won** the 2019 'Scottish HR Network Magazine Award' for our commitment to employing students across our organisation.

Did you know...?

Case studies: hear from your fellow students

We've gathered some quotes from your **fellow students**, to give you a snapshot of the skills and experience you can gain while you are working for us.



Baber Rasheed

"My work experience allowed me to learn employable skills."

Michael Malvenda

"A wide-ranging, gratifying opportunity to help enhance the student experience."



Dominique Green "I gained excellent practical experience directly related to my studies."

Hasa Vennapusa

"I admire the way the way the University strives to help the students and how we, the students, are made the very core of projects to help us."



Nathalie Bertaud

"Doing an internship for the Information Services Group has given me insight into a completely different facet of the University. I have met new people, gained new skills and learned enormously about the professional world and about myself."

Vicki Madden

"My post with the Information Services Group has really helped boost my CV in terms of giving me not only demonstrable writing experience, but also valuable social media experience. Hopefully, this will help in the future should I choose to pursue a non-academic job."



Previous student employees: where are they now?

Below are some case studies from previous student employees in the Information Services Group, who offer insight into how their work experience has helped them with their future career objectives.

My work experience in the Information Services Group:



Laura Karpyte: I was a 'Student Helper' at the main library during the exam season. I would monitor study space in the main library; directing students to areas that are less busy, informing them about alternative study spaces and answering questions about the library.

I felt my role was meaningful and helpful for other students; both through direct interaction and just having a visible presence in the library - showing students there is someone there in case they need help.

How has this experience helped me? It was a valuable addition to my other work experience, and I now have a role in the Library Learning Services team creating and reviewing resource lists.

My advice to fellow students: Keep your eyes open for upcoming opportunities and use this chance to get valuable work experience. These opportunities will be useful for the future and might be quite difficult to find after graduation.

.....



Sam Ribeiro: I was an 'Assistant Technician Intern' for the MakerSpace project. It was a very challenging and enjoyable position that allowed me to learn a lot of new things. I worked in the uCreate Studio for one day per week - having a fixed schedule made it easier to include work experience alongside my PhD studies.

How has this experience helped me? My work experience with the uCreate Studio definitely made an impact. It was relevant to my PhD work, which allowed me to apply my knowledge. I expanded my skill set in terms of digital technologies, which is useful in Informatics (I'm a Post-Doctoral Researcher working in Artificial Intelligence at the School of Informatics). I've also developed related hobbies and I still often visit the uCreate studio.

My advice to fellow students: It's definitely worth it. Don't be afraid to try new things and choose challenging job opportunities.



Danielle Howarth: I completed a six-month internship with the Centre for Research Collections as a **'Student Engagement Intern'**. I set up a 'relaxation station' in the foyer of the main library to help students de-stress and raise awareness of the Special Collections department on the sixth floor. I stocked it every day with colouring-in paper, tea bags, aromatherapy, puzzles, and origami - all of which carried messages and were based on the Special Collections and library's 'rare books collections'. I also produced weekly blog posts (part of the **'University Collections – Volunteers and Interns'** blog).

How has this experience helped me? I really enjoyed being able to use my own enthusiasm for the collections to spread awareness of them in an enjoyable and useful way. It was very useful to learn that I enjoyed this type of front-facing engagement, as I had previously enjoyed more behind-the-scenes roles. The internship was also key in getting my subsequent roles (I was Senior Peer Support Leader in LLC, and now a Research Assistant for Scotland's MEP).

My advice to fellow students: I applied for a couple of roles at the Library before I found this one, so keep trying if you are not successful at first. You will be well supported and the experience will be invaluable.



Lilo Dossenbach: I worked in the Centre for Research Collections as an **'Exhibitions Research Intern'**. This involved detailed preliminary research for the spring 2017 exhibition, which took place in the main library. I worked in collaboration with collections curators, archivists, conservators and other members of staff. Aside from research, my main responsibilities included planning the exhibition and adhering to museum policies and procedures.

How has this experience helped me? The office and team were wonderful, I looked forward to every day at work because I knew there was always something new to be learnt or discovered. It was all about learning how to research a collection and how to take on responsibility without getting overwhelmed. It was so important for me to undertake this work experience to find out if I wanted to pursue a career in this field. I now work with a Berlin-based artist residency group called The Palace. I manage events and exhibitions based around the artists in the group. I also intern at Supportico Lopez gallery, helping them with an archive project.

My advice to fellow students: Try anything out that interests you. It's so important to explore and find out what you like doing. Contacting people is absolutely worth doing – you never know when it could lead to an internship. MyCareerHub is also great for finding positions.

Prepare for your work experience



Providing your 'right to work' documentation

In advance of your first day, you should have already presented your 'right to work' documents to your line manager (or relevant member of staff). Photocopies of your documentation (e.g. passport, Tier4 visa etc.) will be given to Human Resources in order to progress with your employment. **Please note:** these documents are treated confidentially.

If you had a remote interview with your line manager (e.g. via Skype), you will be asked to present the physical copies of your 'right to work' documents once you return to campus, and always before commencing your employment with us.

International student

If you are an international student about to begin work experience in the Information Services Group, the University's Edinburgh Global Office can provide you with guidance on combining work and studies. Please make sure you are familiar with, and adhere to, any visa restrictions on working alongside your studies (e.g. working hours), as well as the type of work you are allowed to undertake.

Further information:

- [Working in the UK during studies](#)

Know your working hours

The University of Edinburgh has restrictions on the number of hours students are allowed to work during their studies. This applies to all students of all degree levels. It is your responsibility to ensure you adhere with these working hour recommendations. If you intend to increase your hours for some reason, please ensure you receive permission from your Director of Studies before undertaking additional work.

- **Undergraduate students:** 15 hours per week throughout the semester, increasing to full-time (35 hours per week) during vacation.
- **Postgraduate taught students:** up to 15 hours per week throughout the calendar year.
- **Postgraduate research students:** an average of 9 hours per week throughout the calendar year. **Please note:** PhD students should discuss any offer of work with their Director of Studies in the first instance.
- **Part-time students:** the University does not have a formal limit on the number of hours that it will employ part-time students, although we would strongly encourage part-time students to avoid undertaking excessive employment at the expense of successful completion of their degrees. **Please note:** part-time students in possession of a study visa cannot undertake employment during their studies.

Further information:

- [Combining work and study](#)
- [Guidance on part time work](#)
- [The average 9-hour limit for postgraduate research students](#)
- [Working in the UK during studies](#)

Your contract pack

Before beginning your employment you will receive your contract pack and a 'welcome email' from the Human Resources Team in the Information Services Group. Depending on if this is your first/only job at the University, or if you already have a job with us, you will receive the following documents:

New start contract pack (first/only job)

- Guidance for returning documents
- Employment contract - 2 copies (signed copy to be returned and other copy is for your records)
- Self-addressed envelope to Payroll Services (for returning signed contract by post)
- Statement summary 'Conditions of Service/Employment'
- New start bank details form
- HMRC new start checklist
- Appointee information form

Transfer/additional job contract pack

- Employment contract - 2 copies (signed copy to be returned and other copy is for your records)
- Statement summary of 'Conditions of Service/Employment'

*Contracts for employees who are either transferring, or have an additional post at the University, will be issued electronically (via email). Signed contracts should also be returned electronically.

*You can return your signed contract and 'appointee information form' either via email (please sign, scan and send in PDF format) or as a paper copy by post.

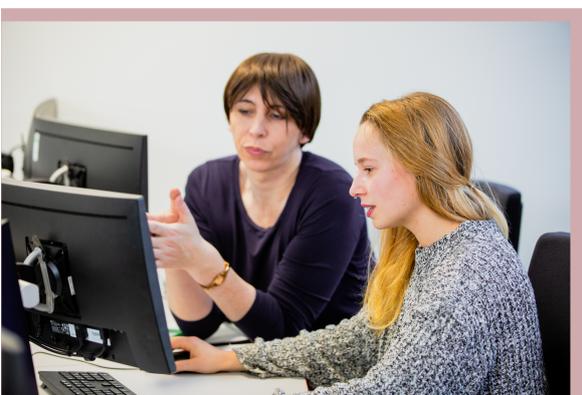
Please note: Failure to return your signed contract will result in delayed or missed salary payments.

If you have any questions regarding your contract, please discuss this with your line manager in the first instance.

The Careers Service runs a number of versions of the **Edinburgh Award**

to maximise your part-time work experience at Information Services.

Did you know...?



Your first day of employment

Prior to your first day, you will have been contacted by both HR and your line manager. Your manager will have told you where and what time to meet, and who to report to. You will also be asked if you have any reasonable adjustments we need to put in place during your work experience with us.

Where to go

On your first day, you should be met by your manager or relevant contact at the reception area of your place of work (unless agreed otherwise).

The manager/contact will introduce you to relevant colleagues and give you a tour of the work place, including the location of fire exits and extinguishers as well as first aid kit, and the key areas connected to your role.

All our buildings are served by Edinburgh's public transport. There are bike racks available at all buildings (and shower facilities available for staff use at most locations). Please note - there is very limited car parking around Argyle House and within the University's Central Area.

What to wear

The common dress code for working at the Information Services Group is smart-casual. Your manager will give you more specific guidance upon request. It's advisable to wear comfortable clothes for working, and smarter options for attending meetings.

Where and when to eat

Staff are welcome to bring their own food into the office. Each of our places of work should have a kitchenette area, with kettle, microwave and fridge. Work sites also have common breakout spaces for lunch, short breaks and informal meetings. It is important you take appropriate breaks during your working day. If you prefer to get some fresh air and time away from the office then most of our work locations are normally within a few minutes' walking distance of cafes, restaurants and shops. It is advisable to discuss lunch and other break time arrangements with your manager on your first day.

Your induction

All employees will go through an induction process when they begin work, your line manager should discuss your induction programme with you. You may also be assigned a 'buddy' to help you settle into your new role.

The induction process is designed to provide you with the necessary information to help you settle into your role, workplace and colleagues. An induction programme also includes important health and safety information (if you are working at more than one site then a H&S checklist must be carried out for each site). Finally, the induction process provides the opportunity to discuss your role, objectives and ongoing support to help you get the most from your work experience.

Further information:

- [University of Edinburgh induction process](#)

Your ongoing schedule

You and your manager will agree on your working hours or shifts, including any variations of working patterns during your employment. Remember to notify your manager of any special needs or requirements you might have in order to attend work.

Library and University Collections provides over

3.5 million books and 60 kilometres of Special Collections, Museums and Art Collections, along with over

85,000 e-journals and **600,000 e-books**.

Did you know...?

Sickness absence and annual leave entitlement

Please discuss the process for reporting sickness absence with your line manager. Employees must call their manager, or locally designated person, to report their absence from work as soon as possible.

- **Absence management policy**

Your line manager will confirm your annual leave entitlement and how to request leave (if applicable for your type of working arrangement or contract of employment).

- **Annual leave guidance**

IT, staff email account and staff card

You will be assigned an employee number, staff UUN and password (you can reset your password). With these, you can log in to a computer, access your staff email account and other University staff applications and resources. Your staff UUN will also be used to include you on relevant staff mailing lists (for general 'all-staff' communications).

Instructions for applying for your staff card will be included in your new start contract pack.

Take time to set yourself up at your work station and understand the IT equipment you will be using. Don't be afraid to ask your line manager or team if you have questions!

Further information:

- **Information Services Group info for new staff**

We have a “**virtual Service Desk**” consisting of the Information Services Group's Helpline and the Information Services Group's Helpdesks in the Main Library and site Libraries.

Did you know...?

Required training

During the first few weeks of your employment with us, all new staff should complete the following online training courses;

- **Information Security training**

All staff of the University need to complete this 'Introduction to Information Security Essentials' Course.

- **Data Protection training**

All staff have responsibility for data protection compliance. To keep up to date with these responsibilities, staff must complete the mandatory data protection training module.

- **E-Diversity in the Workplace training**

An online course that forms part of the 'Equality Impact Assessment' training module.

- **Fire Safety Awareness training**

An online course to provide staff with advice and information on fire safety within the University.

- **Workstation Safety Plus training**

Online training and risk assessment for your computer workstation.



Get the most from your work experience

We want each student who works with us to get the most out of their experience. It presents an important opportunity for developing your CV, skills set and training, as well as expanding your professional network. We've compiled some guidance on what to expect during your work experience, as well as key resources to support and enhance your training and development.

Establishing meetings and getting feedback

During your work experience it is important you and your manager set aside time to informally discuss your work, performance and any support you may need. Ask your manager about regular 'catch up' meetings and how these should be scheduled. Establishing these meetings and understanding your manager's expectations will help you to get the most out of your work experience.

We recommend making your own notes during meetings and throughout your employment, so you can remember key information, celebrate and share your achievements, and capture any feedback you receive.

Your probation

Every staff member will go through a probation period when they first begin their employment with the University. The vast majority of student employees will also undergo a probation period*. This will take place during the first 6 months of your employment.

(*Please note: students employed through the 'Employ.ed on Campus' internship programme do not undergo a probation period. Students on short-term work experience may begin a probation period but not fully complete this before the end of their employment.)

What is the purpose of a probation?

The probation process aims to support new employees to realise their full potential. It involves setting clear expectations and standards regarding your performance, and identifying training and support to help you settle into your role.

How is a probation process carried out?

Your probation will be carried out by your line manager during the first 6 months of your employment. These meetings are a two-way conversation to allow you and your manager the opportunity to discuss your progression in the role.

What is my role in the probation process?

It is your responsibility to reflect on your progression in the role so far; acknowledge opportunities for improvements, raise any challenges or concerns you might have, and highlight your achievements to-date. Don't be afraid to ask for extra support or training if you require it.



Training and development

We recommend all staff, including student employees, take a proactive and continuing approach to training and development. As a student and employee of the University you will have access to a wealth of resources.

We recommend you discuss your training requirements with your manager throughout your employment, especially if you require enrollment on a bookable or paid training course, or with an external provider.

We've collated some key training and development resources below.

Learn



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Learn

Blackboard Learn is the primary Virtual Learning Environment at the University of Edinburgh. The Learn service currently hosts more than 5000 courses providing access to course materials, assignments, grades, feedback, and much more.

Further information:

- [Learn](#)

LinkedIn Learning



LinkedIn Learning is an online skills development service offering an extensive library of high quality video courses in digital, technology, creative and business skills. The University has a campus-wide licence for use by staff and students.

We encourage you to create your LinkedIn Learning account and make the most of developing your professional skills set.

Further information:

- [Create an account](#)
- [How to use LinkedIn Learning](#)

The Information Services Group's digital skills and training

digital skills programme

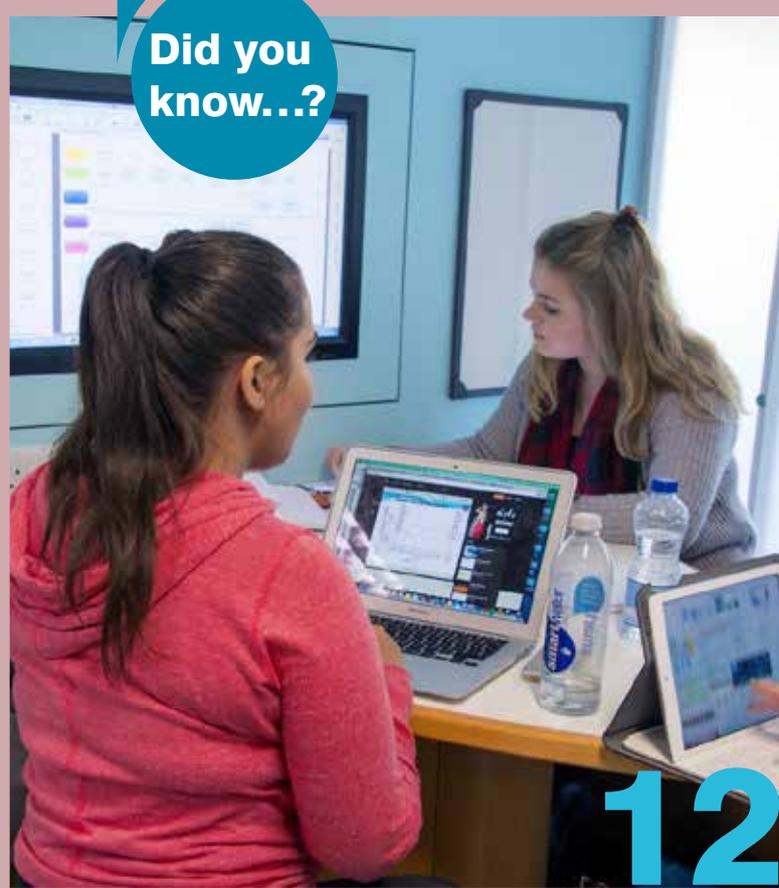
The Information Services Group offers University staff and students a wide range of digital skills and training resources (classroom-based and online), which you are welcome to complete both during your work experience and afterwards.

Further information:

- [The Information Services Group's digital skills and training](#)

Over **10,000** members of the University are now benefitting from free access to the online learning platform Lynda.com, which has over **250,000** high quality videos and **6,000** courses in IT, business and soft skills among many other subjects.

Did you know...?



The Institute for Academic Development (IAD)



IAD provides support for teaching, learning and researcher development; through leadership, innovation, collaboration and direct provision that benefits staff and students. This includes a mixture of workshops, online resources, networks and advice.

Further information:

- [About IAD](#)
- [A-Z of IAD activities](#)
- [Resource and guidance on managing your digital footprint \(recommended for all staff and students\)](#)

The Careers Service



We work closely with the Careers Service to advertise job opportunities, key resources and on-campus events for students. We encourage any student working with us to make use of the Careers Service; before, during and after your work experience.

Further information:

- [Careers Service](#)

The Edinburgh Award

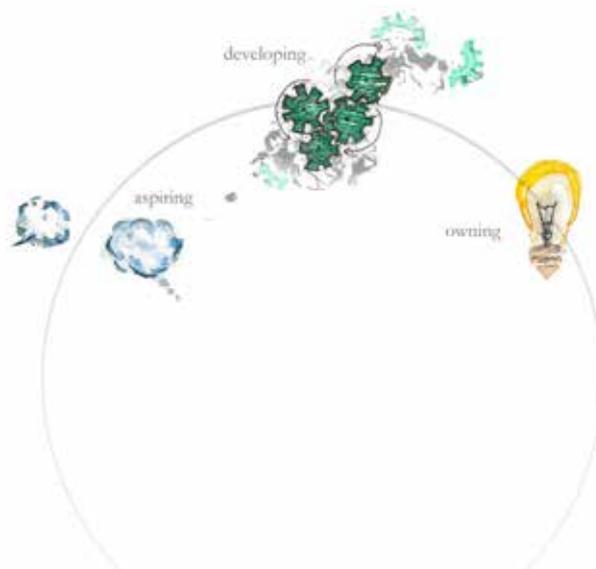
Are you interested in taking your work experience to the next level? Then why not complete an Edinburgh Award! The Careers Service run a number of different Awards; aiming to help you learn to excel, increase your impact and stand out from the crowd.

If you want to receive recognition for the work you do alongside your studies, there are a Awards specifically for students completing work experience during their studies (either during the semester or vacation time).

The Edinburgh Award will appear on your degree transcript (HEAR) when you graduate and is a great way to articulate your work experience to future employers.

Further information:

- [The Edinburgh Award for work experience](#)



MyDevelopmentHub

MyDevelopmentHub
Expand and fulfil your potential



MyDevelopmentHub is an online portal to help you find activities, events and resources to suit your needs, to fit your circumstances and to unleash your potential. It aims to make it simple and easy for you to identify, make use of and benefit from the huge range of opportunities and resources available while at University.

Further information:

- [MyDevelopmentHub](#)

Remember: keep up to date with the all of the University's opportunities and resources for personal and professional development:

- [HR Learning and Development \(for staff\)](#)
- [MyEd event booking](#)
- [Media Hopper](#)

Use of **Media Hopper** replay for lecture recording reached a peak in December with over **70,000** hours of content replayed.

Did you know...?



Expanding your network

Working for the Information Services Group presents a great opportunity to establish and expand your professional network. During your work experience, make the effort to connect with your colleagues and establish professional relationships with other staff members across the University and within the wider industry/sector.

LinkedIn

LinkedIn

LinkedIn allows you to connect with employers online, as well as find new and exciting job opportunities. It showcases your entire education and employment history, which makes it a powerful recruitment tool for potential employers.

We recommend students have a LinkedIn profile to showcase their work experience with us, as well as receive daily updates on all of our latest events, articles and job postings.

Haven't set up your LinkedIn profile yet? Want to find out how to use LinkedIn more effectively? The Careers Service have useful resources and guidance to get you started.

Further information:

- [Careers Service LinkedIn guidance](#)
- [Connect with the Information Services Group on LinkedIn](#)

Girl Geek Scotland



Girl Geek Scotland is a network and community for people working and studying in the creativity, computing, enterprise and related sectors in Scotland. GGS encourages its members to develop a social and career network and learn from peers and leaders in the field at the same time.

Further information:

- [Girl Geek Scotland](#)

After your work experience: your next steps



Give us feedback

Towards the end of your work experience you will receive an email from HR, with key information about the end of your employment. Please read this carefully.

You will be asked to complete a 'leaver's checklist' which you should sign and return to your line manager. You will also be asked to complete our 'student employment exit survey', designed to capture feedback about your work experience.

Further information:

- [Leaving employment at the University](#)
- [Contribute to our student blog](#)

Reflect on what you have learnt

It is important to take time at the end of your work experience to think about what you have learnt and gained, as well as the impact you feel you have made.

Ask yourself the following questions:

- **What has been my biggest achievement?**
- **What has been my biggest challenge?**
- **Is there anything I could have done differently, and why?**
- **What is my most important learning from this experience?**
- **What impact have I made?**

Your answers to these questions could be useful experience to draw on in future job applications, interviews and employment contexts.

Request references

Remember to ask your line manager if they will act as a reference for you and make sure you have their most up-to-date contact details. Your manager can also 'endorse' you for skills and provide a digital reference on your LinkedIn profile.

Update your CV

While your work experience is still fresh now is the time to articulate what you have learnt and the skills you have developed by updating your CV.

We recommend making use of the Careers Service to get advice and professional input on your CV.

Further information:

- [CV, applications and interview advice](#)

You can access the **Careers Service** for 2 years after graduation - for support with making applications, career guidance, resources and using MyCareerHub

Did you know...?

Stay connected

It's important to stay connected with the professional contacts you have made. At the end of your work experience, we recommend thanking staff you have worked with, and if appropriate, sharing your professional contact details with them. You can also connect with them on LinkedIn.

If you haven't already, remember to follow us on **LinkedIn!**

Future employment with the Information Services Group

Student employment opportunities

We advertise our student employment opportunities on MyCareerHub. Make sure you follow us to receive alerts of new job opportunities, training and events.

Further information:

- **MyCareerHub**

General employment opportunities

If you are soon to graduate and considering working for us in the future, we advertise our non-designated student job opportunities through the main University of Edinburgh jobs portal. You can set up an 'alert' to receive notifications of new jobs advertised.

Further information:

- **University of Edinburgh jobs**

The Library has about **400,000 rare books and manuscripts**, many found nowhere else. Its earliest handwritten book is the 11th century Celtic Psalter, and the earliest printed book is a woodblock Chinese commentary produced in 1440.

Did you know...?



Resources

- **Information Services Group**
- **University of Edinburgh Human Resources**
- **Staff Counselling Service**
- **Student Counselling Service**
- **Staff Disability Service**
- **Student Disability Service**
- **Healthy Working Lives (NHS Scotland)**
- **Staff Pride (LGBT+) Network**
- **Payroll Services**
- **Accessing online payslips (employee self-service)**
- **Pensions**
- **Career Services**
- **MyCareerHub**
- **Edinburgh Global**
- **Staff discounts**
- **Trade Unions**

Contact us

We endeavour to support each student who undergoes work experience with the Information Services Group, and we are here to help you successfully balance work with studies. If you have any questions or concerns throughout your work experience, please contact us.

HR for the Information Services Group

Email: hr.infoservices@ed.ac.uk

Phone: 0131 651 1439

4th Floor
Dalhousie Land
Holyrood Campus
Edinburgh
EH8 8AQ



Scottish Union of Supported Employment, Inclusive Workplace Award, 2017

University Human Resources, Equality & Diversity Award, 2018



Stonewall Scotland, 'Network Group of the Year' Award for University of Edinburgh's Staff Pride Network, 2018

Student Employee of the Year, Regional Employer Award, 2018



Student Employee Of The Year Awards

