



THE UNIVERSITY *of* EDINBURGH Information Services Group

Digital guidebook

for student
employees



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Introduction to Information Services

Welcome to Information Services. 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 Information Services and our commitment to on-campus student employment, as well as resources and support; before, during and after your work experience.

Who are we?

Information Services 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 Information Services**
- **Student Employment in Information Services**
- Connect with us on **LinkedIn**

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 45,000 students, 15,000 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 **students**.

Our offices and buildings

The University of Edinburgh has over 164 buildings spread over the city. Of these, Information Services 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 organisational structure



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

Information Services is organised into 8 areas, known as 'Directorates':

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

Further information:

- **Information Services organisation**
- **Information Services organisational chart (pdf document)**
- **University of Edinburgh organisational chart (pdf document)**

The student experience

The **student experience** is a key area of the Information Services 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 Information Services, Gavin McLachlan has pledged a target of engaging 500 students in work experience in Information Services each year. He also strongly encourages student input on each '**student-facing**' project across our services.



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

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

Students provide Information Services with a rich source of productivity, innovation and inspiration. By including students directly in projects, services and initiatives that affect them it gives us an instant and direct source of feedback on our student services.

The employment of students provides a chance to make a lasting impression on our students and enrich both their University experience and their affinity for the University.”

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

Further information:

- **Information Services commitment to student employment**
- **Information Services strategy and planning**
- **University of Edinburgh Strategic Vision 2025**
(links to pdf document)

Information Services won a 2018 regional award for the

‘best employer’

as part of the ‘Student Employee of the Year’ Awards (SEOTY).

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 working for Information Services.



"The role comes with a lot of digital skills training, on various topics from Equality, Diversity and Inclusion (EDI) in data and tech, to LinkedIn learning, to coding!" **Molly, Open Content Curator Intern 2022**

"I'm so grateful to have a really supportive manager that has kindly guided me all along. My colleagues have been really welcoming and encouraging with what I have done." **Hazel, Diversity Attraction and Recruitment Intern 2022**



"From the beginning of the summer, I was struck by the level of attention we got as interns. We were treated as valued team members, and our personal development was a priority. It was an environment where I was comfortable to ask questions, and there was a great team spirit." **Kathleen, Learn Ultra Administrative Assistant 2022**

"From my very first Teams meeting on the Digital Strategy, my input was welcomed and I quickly felt like a valued member of the team. In meetings with stakeholders, I was encouraged from the beginning to share my ideas and this has allowed me to grow in confidence tremendously." **Alicia, Digital Transformation Intern, 2022**



"Actively working on projects and campaigns for the Information Services Group helped me learn more about the University, its values, history, and achievements." **Ari, Digital Marketing Intern, 2021**

My work experience in Information Services:



Najwa: I am a **Marketing Lead** for the uCreate Makerspace, and responsible for marketing strategy and social media content for the makerspace at the University of Edinburgh.

What interested you in this specific role? I had experience in the multimedia and marketing industry, so naturally, I was looking for something that closely fit my description. Working with the university means I interact with students and staff from different departments, which is thrilling. In addition, this role has given me the opportunity to learn more about the fantastic projects made by students or staff.

What have you learnt from this experience and what impact have you made? I believe that working with uCreate Makerspace has helped me stay motivated and inspired for my PhD work by helping me think creatively, especially in my study method [...] I enjoy working with the university because of the wonderful environment, fun community, and exciting socials held within the ISG.



Munya: I worked as a **Project Management Administrator** within the ISG Project Management Office.

What have you learnt from this experience? The experience allowed me to hone my IT and inter-personal skills. Additionally, I have been able to apply the time management tools that I acquired to my studies; it has made meeting university submission deadlines so much easier.

How do you plan to use this experience to benefit your future career objectives? Mentioning my experience as Project Management Administrator in internship and graduate scheme interviews always sets me up for a successful interview. During my summer internship, I am drawing from the experiences I had as a student worker to help me to achieve the milestones of my project.

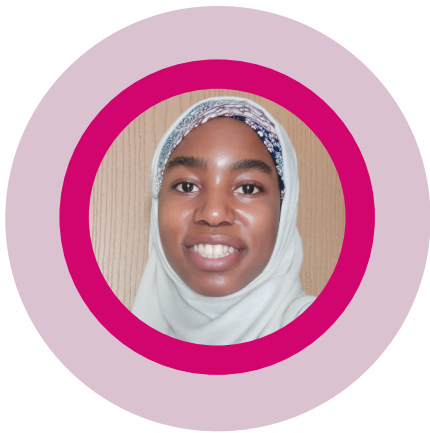
My advice to fellow students: It's worth giving a try [...] Being a student worker is such an enriching experience, there is so much support from both your colleagues and the Unitemps team, you hardly feel lost.



Tristan: I'm a **Digital Engagement Intern** with a focus on Equity, Diversity and Inclusion.

What interested you in this specific role? As an LGBTQ+ student from a Widening Participation background, inclusivity in education is something I feel incredibly strongly about. I entered the University through the Centre for Open Learning's Access Programme 10 years after I graduated high school. Prior to this, I didn't feel like university was accessible to someone like me and it was quite an overwhelming transition. However, I've tried to use my experiences to support students through my involvement in various committees and I saw this role as working to affect incredibly positive change.

How has this experience helped me? The experience I've gained throughout this internship has been incredible – producing training modules for staff and students is something I certainly didn't think I'd be doing when I began my degree! Whilst my internship seems a world away from my Ancient and Medieval History degree, I'm confident that the knowledge and research skills I've acquired will serve me both in my studies and beyond.



Muminah: I was interested in being a **Student Tour Guide** for the Main Library because I felt that I was well-suited to the role since I had experience of leading campus tours as a student ambassador for the Uni. Having a job where I could take a lot of shifts in the first couple of weeks of the semester when I had less workload in terms of Uni coursework to worry about was appealing to me. Since then, subsequent roles I've taken with ISG I applied to for similar reasons - I felt they would fit well around my studies.

How has this experience helped me? Through my roles I've been able to have lots of experience developing skills such as communication, adapting to new environments, public speaking, analysis, problem-solving, customer service and leadership, which has given me more confidence in applying to jobs, the interviewing process and ultimately integrating into new workplaces.

My advice to fellow students: I think the main advice I would give is not to worry too much if you see a job description and feel you don't *quite* meet all of the criteria, because often, as long as you meet the basic stuff, the rest you'll most likely be taught through formal training or just learn on the job. Plus, you probably have more skills/are capable of more than you think.

Prepare for your work experience

UNITEMPS

www.unitemps.com

In June 2020, the Information Services Group launched a Unitemps branch, as a vehicle to manage student employment. The primary aim of the Unitemps branch is to improve students' experiences of working within ISG, and to provide support to students throughout their time working in ISG. The Unitemps offering also allows ISG to process student employment more quickly, flexibly and efficiently, thus enabling us to offer more opportunities to our student population.

Providing your 'right to work' documentation

The Unitemps branch is on hand to guide you through the pre-employment process, and explain to you the documentation you need to provide. Prior to starting work, the Unitemps branch will obtain photocopies or photographs of your 'eligibility to work' documentation and these will be treated confidentially, and stored securely. Depending on government guidance at the time, you will also be required to either present the physical copies of your 'eligibility to work' for a face-to-face check with Unitemps branch staff, or alternatively this will be carried out via video call.

International students

If you are an international student about to begin work experience in Information Services, 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.

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 research students:** an average of 9 hours per week throughout the calendar year.
- **Postgraduate taught students:** 15 hours per week throughout the calendar year.
- **PhD students:** an average of 9 hours per week throughout the calendar year. **Please note:** PhD students should also 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**

The pre-employment process

Before starting work, there are several pre-employment processes we will undertake with you. In addition to verifying your 'right to work check' as outlined above you will receive several pieces of paperwork from the Unitemps Edinburgh branch over email with information pertaining to your assignment. These will include:

- **Unitemps New Starter Form:** Please fill in and return this form, which is used to gather information relevant to processing your pay, for example your bank details and tax information.
- **Key Information Document:** This document sets out the employment structure and gives further details of the benefits associated with working for the University, and expected deductions that the role will involve.
- **Contract for Services:** This document outlines the terms of engagement for your assignment.
- **Unitemps Edinburgh Candidate Guide:** The guide provides further information on how to submit timesheets, how to view your holiday entitlement, and a FAQ's section covering issues such as references, tax and NI queries.
- **Assignment Statement:** This outlines all the basic information you will require prior to starting work. This includes the start date and anticipated end date of your assignment, your pay rate, your holiday pay rate, your expected working hours, and any other significant information you will require.
- **Induction Session:** We will also invite you to attend an induction session, hosted by one of the Unitemps team. This is a brief presentation given to new students over video call. These sessions cover important topics such as holiday pay, sick pay, and certain essential training we will ask you to complete within your first few weeks of work.

Unitemps at The University of Edinburgh paid out over **£340,000** in student wages in the 2021-2022 academic year

Did you know?



Get the most from your work experience

We want each student who works in Information Services 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 beneficial to 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 assignment, so you can remember key information, celebrate and share your achievements, and capture any feedback you receive.

Support from Unitemps

Regardless of whether your assignment is six weeks or six months long, Unitemps staff are on hand to help ensure you get the maximum benefit from your work experience within ISG. For example, if you are in a longer-term assignment, it is recognised that the amount of time you need to dedicate to your studies can fluctuate. The Unitemps team can support you with this and help you negotiate flexible working hours with your line manager, enabling you to strike a balance between academic commitments and work experience.

When you are coming to the end of your assignment, Unitemps can assist you in clarifying the skills and experience you have gained through working in ISG. They can help you encapsulate your newly-acquired competencies and communicate them effectively on your CV, LinkedIn profile etc., as well as signposting you to the array of relevant resources provided by the **Careers Service**.

Since June 2020, Unitemps has employed Edinburgh students in **581** roles across the Information Services Group and beyond.

Did you know?



Training and development

We recommend all staff, including student staff members, take a proactive and continuing approach to training and development.

As a student and worker of the University you will have access to a wealth of resources. We recommend you discuss your training requirements with your manager throughout your assignment, as they will likely be able to recommend some training materials for you.

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

Learn



THE UNIVERSITY
of EDINBURGH

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](#)

Information Services digital skills and training

digital skills programme

Information Services 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.

Sign up to the Digital Skills newsletter to stay up-to-date with the latest news, courses and developments from the Digital Skills team within ISG. Or why not attend the University's award-winning annual Digital Skills Festival – a programme of online and in-person digital skills events.

Further information:

- [Information Services digital skills and training](#)
- [Sign up for the Digital skills newsletter](#)
- [Digital Skills Festival](#)

The University's Digital Skills Framework provides access to over **600** digital resources and training courses to develop your digital skills.

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 \(recommended for all staff and students\)](#)

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](#)

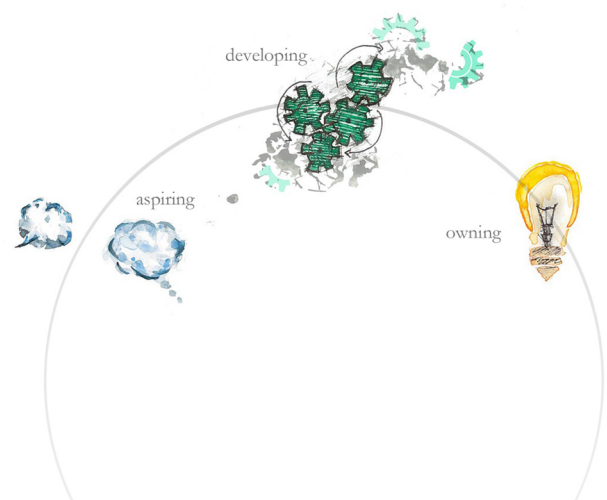
The Edinburgh Award

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.

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](#)



The Careers Service



THE UNIVERSITY of EDINBURGH 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.

Careers Service Plus provides a wide range of articles, podcasts and short films to help you navigate your transition into work.

Be informed with the latest career news through the **Inform.ed blog**, equip yourself for the world of work with the Careers Service **Toolkit**, or contact a Careers Consultant and **make an appointment** to discuss your future.

Further information:

- **Careers Service**

All University of Edinburgh students and staff members have access to over **17,000** professional training courses through LinkedIn Learning

Did you know?



Expanding your network

Working for Information Services 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 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 in Information Services, as well as receive daily updates on all of Information Services's latest events, articles and job postings.

LinkedIn Learning

All staff and student members have free, unlimited access to LinkedIn Learning - a database with over 17,000 courses on business, creative and technical skills. These courses are taught by industry experts, at all levels from beginner to expert, with many new courses added weekly.

You can find out more about creating your free LinkedIn Learning account on our **account creation and service access webpage**.

Further information:

- **Connect with Information Services on LinkedIn**

After your work experience: your next steps



Tell us what you think

We welcome all feedback on your experience working with ISG, whether that be positive or constructive. The student perspective is vital to helping us improve our offering, therefore we are always grateful for tips and comments regarding what we are doing well and any areas for improvement. In 2020, we made some significant changes to how we process student employment, so in particular we welcome your feedback on how you have found the Unitemps experience.

You can provide this feedback through our regular student surveys, or reach out to the team directly.

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 Information Services on [LinkedIn!](#)

Future employment with Information Services

Student employment opportunities

We advertise our student employment opportunities via Unitemps and on MyCareerHub. Make sure you update your "Job Alerts" preferences on the "My Profile" section of the Unitemps website to receive alerts of new job opportunities, training and events.

Further information:

- [Unitemps](#)
- [MyCareerHub](#)

General employment opportunities

If you are soon to graduate and considering potentially working for the Information Services Group or the larger University 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 Information Services Group has a vibrant student worker community, where you can attend regular social events both online and in-person and meet your peers.

Did you know?



Resources

- **Unitemps**
- **Careers Service**
- **MyCareerHub**
- **Staff Pride (LGBT+) Network**
- **Staff Counselling Service**
- **Student Counselling Service**
- **Staff Disability Service**
- **Student Disability Service**
- **Pensions**

Contact us

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



University Human Resources
Equality & Diversity Award
2018



Stonewall Scotland
Network Group of
the Year Award,
2018



Student Employee of
the Year
Regional Employer
Award, 2018



University Human Resources
Attraction and Resourcing
Award, 2019



Inclusive Workplace
Award For Equality and
Diversity
2022