



Lichfield Street Hub (Walsall Central Library & Archives)

Work Experience Application Form & Information



Walsall Council

PROUD OF OUR PAST OUR PRESENT AND FOR OUR FUTURE

Contents

1.0	Introduction	1
2.0	Who Might Want To Consider A Work Experience Placement	2
3.0	What We Can Offer	2
4.0	Work Experience Arrangements	2
5.0	Work Experience Supervision & Expectations	3
6.0	Work Experience Induction	3
7.0	Attendance Monitoring	4
8.0	End Of Work Experience	4
9.0	Applying For Work Experience	4

Appendices

1	Work Experience Role Specific Information	5 -6
2	Work Experience Application Form	7-8
3	Work Experience Application Process	9
4	Attendance Record	10
5	Work Experience Exit Questionnaire	11-12
6	Frequently Asked Question's	13



1.0 Introduction

As the largest employer in the borough, Walsall Council wishes to encourage members of the local community to consider and pursue a career within the Council and offers a wide variety of work experience placements to a range of people. Whether people are looking for their first experience in a work place environment or whether they are looking to improve their knowledge and experience or retrain in a new area of work to enhance career opportunities. Walsall Council can provide work experience placements to support individuals career development ranging from Administration, Finance and Planning to Grounds Maintenance, Sports Development and Social Care.

The aim of work experience at the Lichfield Street Hub is to provide an individual with insight in to the workings of the local authority and also to provide the necessary tools, knowledge and skills in order to improve their future employability.

The Lichfield Street Hub reopened in 2019. The building now contains the Library, Archives, an ICT suite and a multifunctional space providing services to a wide variety of customers. It is a busy environment which is used for many different activities.

Services provided include: Printing, scanning, photocopying, computers, study spaces, job clubs, reading groups, events, story time sessions, Baby and Toddler sessions, access to local studies material and archive material.

Work experience at the Lichfield Street Hub provides an opportunity for people to;

- Find out more about the working environment within the Hub
- Have an insight into the variety of opportunities within Libraries and Archives
- Spend time discovering if such a career is right for them
- Gain valuable work experiences in a libraries and archives environment to enhance their career development



2.0 Who might want to consider a work experience placement?

- Students currently completing GCSE / A Level / GNVQ or equivalent
- Graduates / Mature Students
- People who want to get back into work following a period of unemployment
- People who are looking to retrain or upskill themselves in a new area of work

3.0 What we can offer.

Work experience can provide:

- An insight into the day to day workings of posts within the Lichfield Street Hub, to enable well informed career choices (**Appendix 1**)
- Hands on experience of the tasks undertaken in the role, such as dealing with customers or service users, Library and Archive operations and service related administration.
- Training on systems such as service databases, software applications and payment systems (subject to information governance);
- Interaction with others such as liaising with colleagues, service users, external partners, members of the public and other stakeholders;

4.0 Work experience arrangements

Work experience placements at the Lichfield Street Hub will last for a pre-agreed fixed term, usually between one week and one month and are unpaid. Walsall Council will not cover travel, food or any other expenses. Work experience placements are covered by the council's Public Liability Insurance.



5.0 Work experience supervision and expectations

An employee of the Hub will be identified to take responsibility for directly supervising the individual on their work experience. To ensure the safety of those on placement, as well as any service users and members of the public, all Council policies and procedures must be adhered to at all times

Those individuals on work experience placements as well as the supervisor will be considered to be representing the Council and at all times must act in an appropriate and professional manner and adhere to the Council's Code of Conduct.

6.0 Work experience induction

All individuals on work experience will receive a work place induction from their supervisor when they start the placement. The induction will include the following;

- Introductions that make the individual feel welcome and a valued member of the team
- Tour of the working environment and housekeeping (toilets, smoking area, fire escape, first aid arrangements, accident reporting, fire alarm testing, issue cotag badge)
- Set standards and clarify expectations (hours of work / arrangements for sickness absence reporting, office protocol, Code of Conduct etc...)
- Health and safety requirements and risk assessments as appropriate
- Ensure the individual understands the functions of the team and how these fit into the bigger picture of Council provided services
- Work procedures / processes (including information governance and data protection principles)
- Outline the duties and responsibilities of the individual
- Ensure the individual has the tools, equipment and contacts to be able to perform their duties and responsibilities



7.0 Attendance monitoring

Individuals on work experience may be issued with a cotag badge (which provides access to some Council Buildings). The cotag will not register start, lunch or finish times, therefore a manual attendance record is provided (Appendix 4) and can be used to monitor attendance, time keeping and ensure compliance with any relevant Health & Safety procedures.

8.0 End of work experience

All individuals on work experience will be given the opportunity to complete a work experience exit questionnaire (Appendix 5) once they have completed the placement. This information will be used to inform future improvements in the work experience scheme.

9.0 Applying for work experience

Individuals who would like to apply for a work experience placement at the Lichfield Street Hub should complete the work experience application form (Appendix 2) and return it to;

Work Experience Co-ordinator
Lichfield Street Hub
Lichfield Street
Walsall
WS1 1TR

LSHLibrary@walsall.gov.uk

The work experience application process is demonstrated in a flowchart (**Appendix 3**).



Appendix 1 – Lichfield Street Hub Work Experience Role Specific Information

Lichfield Street Hub – Library and Archives

Some of the duties of a placement in Library and/or Archives would/could include:

- Providing general administrative assistance including the processing customer information, issuing and discharging books, unpacking library items, processing new books, using library or archive databases, microfiche checking and the shelving and tidying of books, newspapers, archive materials, and the library/archive spaces
- Meet and greet customers
- Assisting customers with book and information queries, finding physical and online resources and help customers to navigate them, supporting officers with meeting archive requests
- Helping to handle enquiries from customers, businesses and partner organisations
- Assisting customers with IT related queries such as printing, scanning, emails, opening documents, booking on courses, signposting to other services
- Assisting with organising events and workshops. This could include preparing craft materials, setting out refreshments, logging in PC's, supporting the facilitator
- Attending meetings and events to promote Lichfield Street Hub services and facilities

What we would require from you:

- Commitment to respect the confidentiality of customers and council systems and documents.
- To be punctual, smartly dressed, and professional in all behaviour.
- Follow the Service's policies and procedures, including our Code of Conduct, Information Governance Policy, Health and Safety policy, and Equality and Diversity policy.
- Wear appropriate forms of identification if recommended by Walsall Council. This may be a name badge.

What we will provide:

- Welcoming environment.
- Induction including any relevant policies and health and safety (risk assessment if required)
- Any training required
- Named staff member as contact

During a work experience placement at the Lichfield Street Hub the following skills maybe gained or improved on:

- Awareness of equality of opportunity
- Improving ICT skills through using new systems and ways of working
- Flexibility and team working
- Customer service skills
- Information, Advice and Guidance skills
- Research techniques
- Communication – face to face, phone and online
- Confidence and motivation skills
- Knowledge and awareness of community support services to support service users.

Duration of placement and hours of work would be **Mon-Fri 9am to 4pm** (with 30 min lunch).

Please note that the Archives are currently open Tuesday to Thursday only.



Appendix 2 - Work Experience Application

Lichfield Street Hub- Library & Archives

Please complete the following information.

About You:

Mr Miss Mrs Date of Birth:

First Name: Surname:

Address:

Post Code:

Mobile Number: Landline:

Email Address:

Emergency Contact Details

Name of Next of Kin:

Relationship to you:

Day time contact number:

About Your Co-ordinator

Please provide details here of your work experience co-ordinator or support worker (if applicable). If you do not have a co-ordinator, please leave this section blank.

Co-Ordinators Name:

School/Company Address:

.....

Contact Number:

Contact Email:

- What dates are you available for your placement?

from: to:

- What do you require your placement to cover?

Library only Library and Archives



- What do you hope to gain from your work experience placement?

.....
.....
.....
.....
.....

- Are you (please tick):

A school pupil A student An adult

- Do you have a disability?*

Yes No

If Yes, please tell us the nature of your disability and any adjustments you may need in order to participate fully in your work placement*:

.....
.....
.....
.....
.....

*Please note that any details you provide about your disability will be handled in the strictest of confidence. However, we may need to pass this information on to your work experience supervisor to ensure that you receive the right support during your placement.

Signature:

Date:

Please return completed forms to:

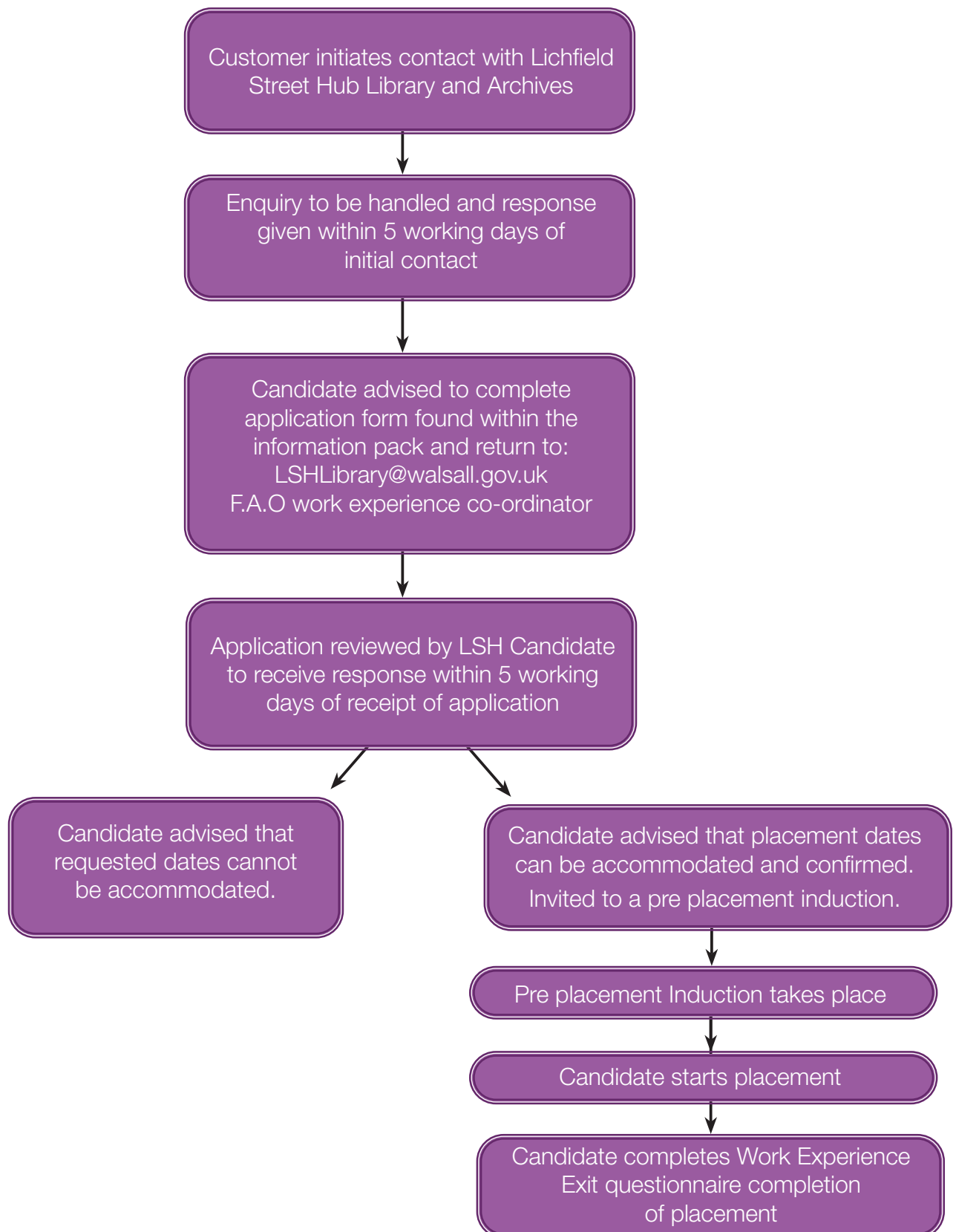
Work Experience Co-Ordinator
Lichfield Street Hub
Lichfield Street
Walsall
WS1 1TR

LSHLibrary@walsall.gov.uk
**Please mark all emails for the attention of
Work Experience
Co-Ordinator**



Appendix 3

Lichfield Street Hub Work Experience Application – Process



Appendix 4

Attendance Record

Week 1	In (am)	Out (lunch)	In (lunch)	Out (pm)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				

Week 2	In (am)	Out (lunch)	In (lunch)	Out (pm)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				

Individuals on work experience should complete this record to help them track their attendance / time keeping. They should then hand this form to the work place supervisor at the end of the placement.

Good time keeping is essential in the work place. The Council requires all of its employees to be on time as our offices are open to the public every day and we need to be accessible to provide services to the community.

Work experience supervisors should discuss the attendance / time keeping record with the individual at the end of the placement. A good attendance and time keeping record will contribute to the overall work experience achievement.

Appendix 5

Lichfield Street Hub Work Experience Exit Questionnaire

We would like to find out what you think about your time at Lichfield Street Hub, as it will help us to evaluate how successful it is. If you have any ideas for improvements or how to make the experience better for future placements please add in section 4.

Before you start, remember:

- You don't need to put your name on the questionnaire – you can leave it blank;
- There are 6 questions to answer and it should take no more than 10 minutes to do

1. Quality of your work experience	Very satisfied	Satisfied	Indifferent	Dissatisfied	Very dissatisfied
Opportunity to learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work related to personal / professional goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interesting and challenging work provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient time to accomplish objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate supplies and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe working environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Quality of supervision	Very satisfied	Satisfied	Indifferent	Dissatisfied	Very dissatisfied
Was available for meetings / support as required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gave clear direction of duties / responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gave constructive and useful feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrated professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Overall assessment	Very satisfied	Satisfied	Indifferent	Dissatisfied	Very dissatisfied
Your general level of satisfaction with your work experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Comments about Lichfield Street Hub at Walsall Council

Would you recommend a work experience placement at Lichfield Street Hub? Yes No

If no, please explain

.....

.....

.....

After this experience, would you like to pursue a career in libraries and archives? Yes No

If no, please explain

.....

.....

.....

Was there anything that we could have done differently to improve your work experience?

.....

.....

.....

.....

.....

5. Work experience details

Candidates name (optional):

Work place supervisor's name:

Team / Service Area:

Dates of work experience:

Appendix 6

Lichfield Street Hub Work Experience - Frequently Asked Questions (FAQ's)

Q – Will I get paid for the work that I do?

A – No, work experience is part of your learning and no payment can be made to you. Walsall Council will not cover travel, food or any other expenses.

Q – What should I wear?

A – Your outfit should be appropriate to the nature of your work and should be clean, comfortable and smart. Personal hygiene and good appearance make a positive impression in the work place. If you are unsure, check with your work place supervisor.

Q - What time do I need to be at my work experience placement?

A – Each person is given individual work experience induction before they start their placement, this will include what to wear, who to report to, start and finish times, lunch arrangements etc.

Q – What if I am going to be late, unable to attend or I am ill during my work experience?

A – You must telephone your work placement supervisor before 9am to explain your absence.

Q – Will I be expected to work the same hours as other staff?

A – All students will be expected to work from 9.00am until 4.00pm with a 30 minute lunch break.

Q – Will my lunch be provided?

A – No, you will be expected to provide your own lunch or purchase it from a town centre shop in your lunch break. There are small kitchen facilities provided on site at the Lichfield Street Hub.

Q – Can I smoke?

A – No, the Council operates a No Smoking policy. There are designated smoking areas allocated for staff if they wish to smoke during their breaks. The work place supervisor will advise where these are located.

Q – Can I take my iPod, mobile phone etc. with me?

A – You can bring your iPod, mobile phone with you as long as it is used in your own time i.e. lunchtime, and not at any other time during the working day. Your mobile phone must only be used in an emergency. Walsall Council is not responsible for personal property.

You should also remember to act appropriately and professionally at all times during your work experience placement.

Your work placement supervisor should be able to answer any further questions.

