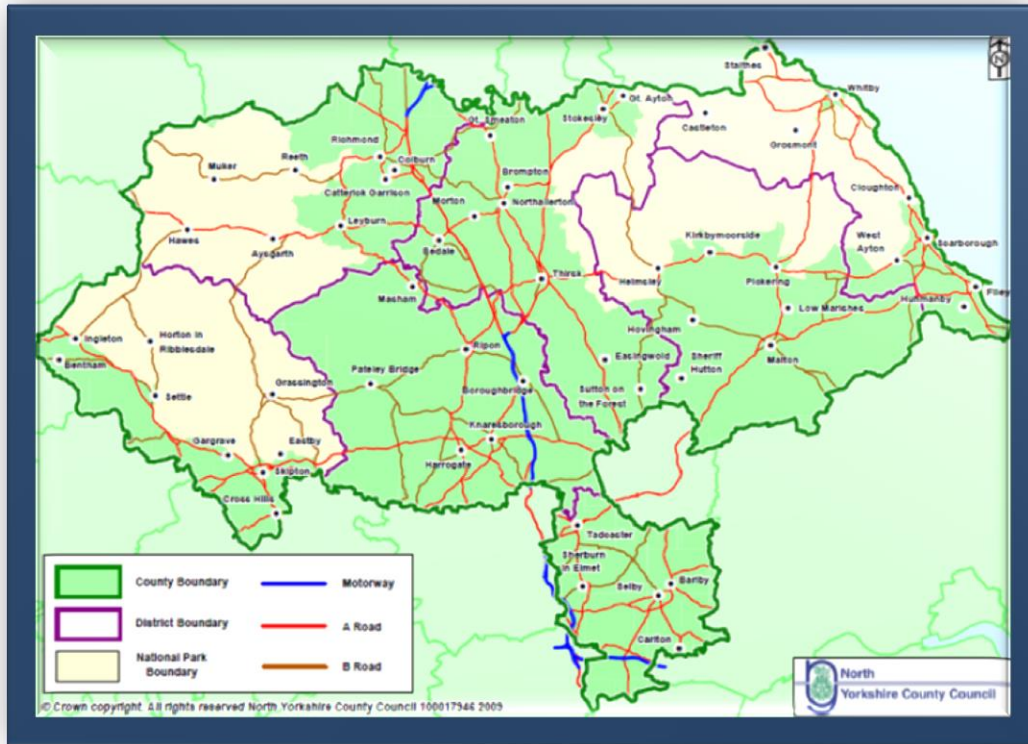


# WORK EXPERIENCE PLACEMENT BULLETIN 2017 – 2018

Welcome to North Yorkshire County Council's Work Experience Bulletin



## WHAT ARE THE BENEFITS OF UNDERTAKING A WORK PLACEMENT WITH NYCC?

- North Yorkshire is a great place to live and the County Council provides an exciting and challenging place to work where talent, hard work and commitment are rewarded.
- As one of the largest employers in North Yorkshire, we provide a variety of opportunities throughout all sectors.
- Placements with NYCC not only provide the perfect foundation for progression onto the Real Start Apprenticeship Programme, but can also offer great career prospects.
- Not only can a NYCC Work Placement offer great career prospects through equipping you with essential and transferable skills, it also gives you a chance to put something back into the community.

**This bulletin will provide you with details of work placements available to you in NYCC bases throughout the county of North Yorkshire**

If you are interested in any of the work placements listed, please follow the steps below to check availability of the placement.

**PLEASE NOTE:** Whilst many of our work placements with NYCC are available throughout the year, they are nevertheless offered on a first come, first served basis. Placements detailed may become unavailable at any time. In this instance, the Resourcing Solutions Team will work with you to find a suitable alternative placement, where possible.

**Step 1:** Please make a note of the placement number, title and the dates you require a work experience placement. (E.G. Placement Northallerton 01 – Administrative Support for Monday 21<sup>st</sup> July – Friday 25<sup>th</sup> July)

**Step 2:** Please complete the work placement request form providing the details of the placement of interest (Appendix 1 attached below W4) and send to the Resourcing Solutions Team using details below:

Resourcing Solutions Team  
Tel: 01609 535585

Email: [resourcingsolutions@northyorks.gov.uk](mailto:resourcingsolutions@northyorks.gov.uk)

**Step 3:** Once your request has been received, the Team will check availability of the placement for the dates specified with the placement manager.

Please note: some placements are very popular and may already be allocated to another student, or the service may not be able to provide work placements at certain times of the year. In this instance, you will be supported to secure a suitable alternative.

**Step 4:** You will be notified upon confirmation of placement availability.

If the placement is available, you will receive a confirmation email which will detail the name and contact details of the placement manager. In some instances the placement manager may request a pre-placement meeting/discussion. If this is the case, you will be informed when we notify you of placement availability. In all cases, students are advised to make contact with the manager prior to the start of the placement for a pre-placement discussion. This will ensure that you know what to expect on the first day.

**Step 5:** For school students undertaking work experience, please send any additional pieces of paperwork to the placement manager for completion.

**Step 6:** Once the placement is complete, your feedback will be welcomed to assist the Resourcing Solutions Team with developing the Work Experience Programme for future participants.

A work placement feedback form template is attached to this bulletin (Appendix 2 – WE3). Please provide your comments and return to the email address above.

**Placements are listed by the town they are based in throughout North Yorkshire. The map on page 1 may help you to locate where the placement is held.**

## Placements in Harrogate

**Placement  
reference:  
Harrogate 03**

**Work Experience Job Title:** Technical Assistant, Highways, Business and Environmental Services

**Tasks:** During this placement you will be supporting engineers and inspectors in all aspects of traffic engineering and highway maintenance inspection work. You will go out to visit various sites and assist in inspecting a range of complaints on the highways.

**Duration:** 2 weeks - One placement per year

**Placement  
reference:  
Harrogate 06**

**Work Experience Job Title:** Support Assistant Administrator/Reception, Support Group Worker Harrogate Children's Centre; Children and Young People's Service

**Tasks:** You may be helping with a range of tasks including: Reception duties such as answering the phone, showing clients to rooms, taking and making bookings, taking messages. Photocopying, laminating, setting up rooms, meeting and greeting visitors, creating and putting up displays, updating leaflet racks.

**In this role you will be:**  
Working with customers (members of the public)

**Duration:** 1 or 2 weeks

## Placements in Malton

**Placement  
reference:  
Malton 03**

**Work Experience Job Title:** Support Assistant, Cauwood Day Centre: Health and Adult Services

**Tasks:** This placement is ideally suited to students who are studying Health and Social Care. You will be providing support with a range of activities for people with learning disabilities, working with people who use the service both within the building and in the community.

**In this role you will be:**  
Working with customers (members of the public).  
Working as a member of a team.

**Duration:** 1 or 2 weeks

**Placement  
reference:  
Malton 04**

**Work Experience Job Title: Business Support  
Administrator- Ryedale House, Malton**

**Tasks:** Greeting / directing visitors at Reception, inputting into databases, typing letters, inputting into spread sheets, filing work appropriately either electronically or physically, photocopying/scanning, Post

**Duration:** 1 or 2 weeks

### Placements in Northallerton

**Placement  
reference:  
Northallerton  
06**

**Work Experience Job Title:** Print Unit Assistant; Business Support.

**Tasks:** You will have the opportunity to undertake various work-shadowing in order to develop a full understanding of the different roles in the Print Unit, along with the organisation of print jobs. You will have the opportunity to operate equipment such as large volume digital printer/copiers, binders, laminators etc. You will assist in the packing and delivering of completed work. While based in the reception area you will assist in the management of correspondence and telephone calls.

**In this role you will be:**

Working in a busy print room/office environment  
Working as part of a small team

**Duration:** various – agreed upon request

**Placement  
reference:  
Northallerton  
07**

**Work Experience Job Title – Administration Assistant, Legal Services**

**Tasks -** Your role will give you the opportunity to work alongside all Business Support colleagues supporting Business and Environmental Services Teams. You will have the opportunity to be involved in providing a range of administrative duties. Typical tasks include data input, use of e-mail for communication, responding to requests for information from external customers, and reception duties. This would be as part of a professional team who provide good customer care to internal and external customers, often with very tight deadlines. This placement should help you to develop your own skills and to experience being part of a team. You should also gain an understanding of the different roles and tasks undertaken within Business Support administration roles and increase your knowledge and understanding of the authority's services.

**In this role you will be:**

Working as part of larger teams  
Working in busy office, open plan environment  
You may be answering and making telephone calls  
Working to defined business processes

**Duration -** 1 or 2 weeks

**Placement  
reference:  
Northallerton  
17**

**Work Experience Job Title:** Business Support Administrator, Generic Team, South Block, Technology and Change, Pensions, Insurance and Risk Management

**Tasks:** Your role will give you the opportunity to work alongside all Business Support colleagues based in the Generic Team and to assist the team in a whole range of generic tasks and provide general administrative support to County Hall and Standard Way offices. Tasks include word processing, data input, supporting reception areas, general office duties, using computer systems and being part of a professional team who knows the importance of providing good customer care in a very performance driven and focussed environment. The work experience will help you to develop your own skills including being part of an effective team, provide you with an understanding of the different roles and tasks undertaken within Business Support Generic team and provide knowledge and understanding of the authority's administrative services as well as assisting in developing good communication skills.

**In this role you will be:**

Working as part of large and small teams  
Working in busy office environment, one of which is open plan  
You may be answering and making telephone calls  
Working to defined business processes

**Duration:** 1 week

**Placement  
reference:  
Northallerton  
18**

**Work Experience Job Title –** Business Support Administrator, Business and Environmental Services, County Hall

**Tasks -** Your role will give you the opportunity to work alongside all Business Support colleagues supporting Business and Environmental Services Teams. You will have the opportunity to be involved in providing a range of administrative duties. Typical tasks include data input, use of e-mail for communication, responding to requests for information from external customers, and reception duties. This would be as part of a professional team who provide good customer care to internal and external customers, often with very tight deadlines. This placement should help you to develop your own skills and to experience being part of a team. You should also gain an understanding of the different roles and tasks undertaken within Business Support administration roles and increase your knowledge and understanding of the authority's services.

**In this role you will be:**

Working as part of larger teams.  
Working in busy office, open plan environment.  
You may be answering and making telephone calls.  
Working to defined business processes.

**Duration -** 1 or 2 weeks

**Placement  
reference:  
Northallerton  
21**

**Work Experience Job Title:** Health and Safety Assistant: Health and Safety Risk Management (CSD), Central Services.

**Tasks:** You will be based within a small team delivering a full range of health and safety services across the County Council. The aim of the placement is to give you an opportunity to experience the varied role of the health and safety practitioner. To do this you will accompany a number of different health and safety practitioners as they deliver support and advice across the County Council, including visits to a variety of workplaces.

This role is suitable for those that have an interest in the subject area. Longer term placements are available, where required.

**Duration:** 1 or 2 weeks

**Placement  
reference:  
Northallerton  
24**

**Work Experience Job Title:** Technology & Change Assistant; Central Services

**Tasks:** You will be assisting with software builds of the County Council PC's and laptops as required, along with installation of these services across work areas. You will be supporting the existing ICT team within County Hall in the finding of faults in machinery/computer systems and taking corrective measures, if needed, to fix the faults. This placement would suit someone interested in computer systems.

**In this role you will be:**

Required to have a basic knowledge of computer systems and an interest in how they work

Working as part of a team

You may be working with other members of staff to support them with computer faults

**Duration:** 1 or 2 weeks

**Placement  
reference:  
Northallerton  
26**

**Work Experience Job Title:** Record Assistant, County Record Office

**Tasks:** This placement would suit someone interested in local history. You will be working in a small team looking after historic documents relating to the county of North Yorkshire. You will help with listing and digitising of records, genealogical searches and conservation work as well as assisting with administrative tasks.

**Duration:** 1 week

**Placement  
reference:  
Northallerton  
27**

**Work Experience Job Title:** Administrative Assistant,  
Resourcing Solutions Team

**Tasks:** You will be working as part of a busy team in an office environment, dealing with a wide range of recruitment and resourcing tasks. You will be helping with general administrative duties which may include researching employment data, updating spread sheets and maintaining data.

During this placement you will find out how many staff NYCC employ, the wide range of jobs people do and how NYCC supports young people into a career by offering work experience, apprenticeships and graduate opportunities.

**Duration:** 1 or 2 weeks

**Placement  
reference:  
Northallerton  
28**

**Work Experience Job Title:** Facilities Management: Catering Assistant

**Tasks:** To provide excellent customer service from the preparation, presentation and service of food and beverages to the client and North Yorkshire County Caterers' satisfaction

**In this role you will be:** Deliver exceptional customer service, communicate and build relationships, raise standards & improve quality & work professionally and effectively with others.

**Duration:** 2 weeks

**Placement  
reference:  
Northallerton  
30**

**Work Experience Job Title:** Family Support Assistant,  
Northallerton and Villages Children's Centre, Alverton Community Primary School Site, Mount Road, Northallerton, DL6 1RB.

**Tasks:** This placement is ideally suited to students who are studying Health and Social Care. You will be providing support to families with young children. This will involve working in groups with families who use the children's centre both within the hub and in the wider community.

**In this role you will be:**

Working directly with customers (members of the public – parents and children under five).

Working as a member of a team.

Undertaking preparation tasks to prepare for sessions.

**Duration:** 1 or 2 weeks

**Placement  
reference:  
Northallerton  
31**

**Work Experience Job Title:** Grounds Maintenance, Corporate Property Management

**Tasks:** You will gain an opportunity to work in different roles within grounds maintenance. This placement would suit you if you like working outdoors or are interested in the environment. You will be working with staff in Grounds Maintenance and Arboriculture (surveying and managing trees on council property)

**In this role you will be:**  
Possibly working outdoors

**Duration:** 1 week

**Placement  
reference:  
Northallerton  
33**

**Work Experience Job Title:** Administration Support and Call Shadowing

**Tasks:** You will be helping with general administrative duties within the Service Delivery Team. Time will also be spent in each section of the Customer Resolution Centre. You will shadow Frontline advisors and gain experience with all elements of their role. This placement is ideally suited to individuals who have an interest in the services that North Yorkshire Council provide and working within a busy office environment.

**In this role you will be:**  
Working in a large open plan customer service centre.  
Working as part of small and large teams.  
Required to have a basic knowledge of computer systems.

**Duration:** 1- 2 weeks

**Placement  
reference:  
Northallerton  
34**

**Work Experience Job Title:** Technology Solutions Assistant, Technology & Change

**Tasks:** You will spend time with each service within Technology Solutions - Solutions, Development, Business Intelligence and Security to gain an understanding and awareness of the roles and opportunity to be involved in small projects. You will gain an understanding of evaluating technical solutions, developing code and understanding the development lifecycle, and an understanding of producing service related information dashboards. This placement would suit someone interested in computer systems. We ask that anyone that applies can demonstrate an interest in ICT by doing a course or can show relevant experience in their own time, for example building a website/game.

**In this role you will be:**  
Required to have a general interest in IT and Software Development.  
Working as part of a team.

**Duration:** 1 or 2 weeks



**Placement  
reference:  
Northallerton  
35**

**Work Experience Job Title:** Public Health Assistant

**Tasks:** This placement is appropriate for individuals interested in public health or medicine, or in health and social care or social inequalities. You will assist and observe health improvement officers, managers and consultants. You will be introduced to the basics of public health work and you will complete short tasks which may include research, attending meetings (accompanied) or word processing. You will learn about the types of health services we commission and how we improve the health outcomes of the residents of North Yorkshire. We welcome work placement applications from individuals from a range of backgrounds and levels of experience, and the placement can be tailored to suit your needs and interests.

**In this role you will be:**

Working in an office-based team

Work with a range of health improvement officers, managers and consultants.

Undertake small tasks and learn more about the field of public health.

Not undertake any practical health/medical tasks

**Duration:** Range of placements available on request

**Placement  
reference:  
Northallerton  
36**

**Work Experience Job Title -** Assistant Schools ICT Officer

**Tasks -** To work with various departments within the unit, alongside ICT Officers. Various tasks can include telephone and email correspondence with customers. Database entry, web development, hardware and software maintenance.

Hours of Work - 08:30 - 17:00 Monday to Thursday - Friday 08:30 to 16:30 Lunch - 1 hour either 12:00 to 13:00 or 13:00 - 14:00 dependant on which area of the business you are in at the time

**Duration:** 1 or 2 weeks

## Placements in Richmond

**Placement  
reference:  
Richmond 02**

**Work Experience Job Title:** Technical Assistant; Business and Environmental Services (Highways)

**Tasks:** You will assist and observe Engineers and Inspectors in all aspects of traffic Engineering, Development Control and Highway Maintenance and Inspections. You will accompany Officers on site visits to assist with investigations of complaints regarding work to the Highways including measurements and associated administration back in the office.

**Duration:** 1 week - 1 placement per year

**Placement  
reference:  
Richmond 03**

**Work Experience Job Title:** Learning Disability Support Assistant, Richmondshire Day Services: Health and Adult Services

**Tasks:** This placement is ideally suited to students who are studying Health and Social Care. You will be able to undertake some tasks that would enable people with learning disabilities to undertake a range of activities, both within the building and in the community.

**In this role you will be:**  
Working with Service Users  
Working as a member of a team

**Duration:** 1 or 2 weeks

### Placements in Scarborough

**Placement  
reference:  
Scarb 06**

**Work Experience Job Title:** Assistant Instructor (Based at East Barnby in Whitby)

**Tasks:** Your role will be to assist East Barnby teachers in their role teaching school children a range of outdoor adventurous and environmental activities during their residential stay at East Barnby Centre. You will assist in allocation of equipment and will work with students in a range of activities each day, spending all day outside with the group. Lunch will be provided. You will gain insight and experience in the life of a busy outdoor education centre.

**In this role you will be:**  
Required to attend a pre-placement meeting

**Duration:** 1 week+

### Placements in Selby

**Placement  
reference:  
Selby 02**

**Work Experience Job Title:** Technical Assistant; Business and Environmental Services (Highways)

**Tasks:** You will assist and observe Engineers and Inspectors in all aspects of traffic Engineering, Development Control and Highway Maintenance and Inspections. You will accompany Officers on site visits to assist with investigations of complaints regarding work to the Highways including measurements and associated administration back in the office.

**Duration:** 1 week - 1 placement per year

**Placement  
reference:  
Selby 05**

**Work Experience Job Title:** Business Support Administrator

**Tasks:** Answering/ fielding telephone calls from public/CSC/ professionals, greeting / directing visitors at Reception, inputting into databases, typing letters, inputting into spread sheets, filing work appropriately either electronically or physically, preparing files for archiving. Candidates can gain exposure to Health and Adult Service or Highways tasks as part of this work placement.

**Duration:** 1 or 2 weeks

### Placements in Skipton

**Placement  
reference:  
Skipton 04**

**Work Experience Job Title:** Technical Assistant, Highways, Business and Environmental Services

**Tasks:** You will assist and observe Engineers and Inspectors in all aspects of traffic Engineering, Development Control and Highway Maintenance and Inspections. You will accompany Officers on site visits to assist with investigations of complaints regarding work to the Highways including measurements and associated administration back in the office.

**Duration:** 1 or 2 weeks – One placement per year

### Placements in Thirsk

**Placement  
reference:  
Thirsk 03**

**Work Experience Job Title:** Technical Assistant; Business and Environmental Services (Highways)

**Tasks:** You will assist and observe Engineers and Inspectors in all aspects of traffic Engineering, Development Control and Highway Maintenance and Inspections. You will accompany Officers on site visits to assist with investigations of complaints regarding work to the Highways including measurements and associated administration back in the office.

**Duration:** 1 week – 1 placement per year

## County Placements

**Placement  
reference:  
County 03**

**Work Experience Job Title:** Care and Support Assistant  
(Reablement Team)

Based in: County-wide opportunities including Catterick Garrison,  
Northallerton and Stokesley

**Tasks:** You will shadow experienced assessors within the team to support an understanding referral processes into the local authority. You will observe social care assessments and interventions, working alongside front line staff within the community and extra care housing schemes. You will not participate in any lone working or deliver any personal care, manual handling or medication administration or emergency response.

**In this role you will be:**

Working with customers

Working in a small team

Working with carers and other care agencies and partners.

**Duration:** 1 or 2 weeks

**If you require any further information with regards to placements in the bulletin, please contact the Resourcing Solutions Team on the details below:**

**Resourcing Solutions Team**

**Tel: 01609 535585**

**Email: [resourcingsolutions@northyorks.gov.uk](mailto:resourcingsolutions@northyorks.gov.uk)**

### Appendix 1- WORK EXPERIENCE PLACEMENTS REQUESTS 2017-18

The Resourcing Solutions Team would like to take this opportunity to thank you for your request for work experience with NYCC.

To allow the team to process your work placement request, please complete and submit the document below providing as much information as possible. Upon receipt, your email will be acknowledged and your request will be processed. You should receive notification of the outcome within 10 days.

Please complete all of the sections to prevent delays in processing the request.

<b>Candidate Name (Forename and Surname):</b>	
<b>Address:</b>	
<b>Contact Telephone Number(s):</b>	Home:  Mobile:
<b>Email address:</b>	
<b>Current position (please circle):</b>	Statutory Education / College Student / University Student /Job Seeker / University Student Other (please detail):
<b>Work placement reference:</b> (These details can be secured from the NYCC work placement bulletin) <b>Please provide details of placements in order of preference:</b>	Placement 1:
<b>Placement dates (start – end date or duration)</b>	
<b>Why is this placement of interest to you?</b>	
<b>Do you consider yourself to have a disability?</b>	Yes/No
<b>If you answered yes to the above question, please detail any reasonable adjustments that you would require if you were selected to attend a pre-placement meeting or work placement interview:</b>	

Upon completion, please return to the Resourcing Solutions Team at [resourcingsolutions@northyorks.gov.uk](mailto:resourcingsolutions@northyorks.gov.uk)

## Appendix 2- WORK EXPERIENCE EVALUATION QUESTIONNAIRE WE3

It would be extremely helpful if you could spare a few minutes to complete the following questionnaire, telling us about your work experience placement and what you enjoyed/didn't enjoy about it. This will help to review our programme to ensure it meets the needs of all parties involved.

<b>Candidate Name (Forename and Surname):</b>	
<b>Contact Telephone Number(s):</b>	Home:  Mobile:
<b>Email address:</b>	
<b>Current position (please circle):</b>	Statutory Education / College Student / University Student / Job Seeker / University Student Other (please detail):
<b>Which Directorate have you been in? (Please tick)</b>	<input type="checkbox"/> Children and Young Peoples Services (CYPS) <input type="checkbox"/> Health and Adult Services (HAS) <input type="checkbox"/> Business and Environmental Services (BES) <input type="checkbox"/> Central Services
<b>Which service have you been in?</b>	
<b>Which establishment were you based at?</b>	
<b>Who was your placement Manager?</b>	
<b>Do you think your placement has been worthwhile? (Please tick)</b>	<input type="checkbox"/> Not at all <input type="checkbox"/> Yes it was OK <input type="checkbox"/> Good <input type="checkbox"/> Excellent
<b>Did you receive a full induction to the work placement?</b>	Yes/No
<b>How well did it match up to your expectations?</b>	
<b>What skills have you learned during the placement?</b>	
<b>Are there any skills you think the placement should have provided?</b>	
<b>What was the most enjoyable aspect of your work experience?</b>	
<b>Is there any part of the placement that you didn't like?</b>	
<b>Has the placement</b>	

<b>helped you in formulating your future career?</b>	
<b>Do you think the placement could be improved upon? If so, how?</b>	Yes/No Comments:
<b>How did you find out about this placement?</b>	
<b>Any further comments?</b>	

**Thank You for undertaking your work placement with North Yorkshire County Council.**

**Please delete as appropriate;**

I am happy for this feedback to be used as a promotional tool

Or

I do not wish for this feedback to be used as a promotional tool

Upon completion, please return to the Resourcing Solutions Team at [resourcingsolutions@northyorks.gov.uk](mailto:resourcingsolutions@northyorks.gov.uk)

\*Save paper – email this document\*