

## Work Experience role profile

Role Title	Corporate Relations trainee
Department	Corporate Relations
Business Unit	City & Guilds
Location	London, EC1A 9DD

Everything we do contributes to achieving our purpose: Helping people, organisations and economies develop their skills for growth. This purpose drives everything we do.

### Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

### Role purpose

To support the London based team with the day to day running of the office, and some key projects. Working across Corporate Social Responsibility and PR/ Marketing activity

### What you'll be doing

1. Diary management
2. Support on City & Guilds Bursary & Employee Volunteering programmes
3. Social media content creation
4. Communication

### What you'll learn

1. **Diary management**
  - The processes behind ensuring arrangements are made promptly and time is prioritised appropriately
  - How to effectively plan full travel arrangements: organise accommodation, rail & air tickets and car hire as necessary for meetings/visits to customers.

2. **Support on City & Guilds Bursary & Employee Volunteering programmes**
  - Methods of how to carry out research on team volunteering opportunities
  - How to correctly and accurately update bursary databases.
3. **Social Media content creation**
  - How to successfully support the on-going management of social media channels, tweeting/posting relevant & interesting content that helps increase engagement with the channel
  - How we monitor twitter activity and trends on a day-to-day basis, tweeting/retweeting where applicable.
4. **Communication**
  - How to make, receive and transfer all calls appropriately as well as emails
  - To understand departments/team roles and responsibilities and being able to communicate these effectively to customers.
  - To support the internal communications team by writing CityNet articles and creating fun content.

## What we're looking for

### We can't live without you being...

- Curious (Imagination)
  - A creative problem solver who brings new ideas and finds new ways of overcoming obstacles
  - Keen to learn
- Collaborative (Integrity)
  - A team player who enjoys being part of the team, supporting and leading as needed
  - Shares knowledge and expertise
- Compassionate (Integrity)
  - Thoughtful, compassionate and human in their dealings with people
  - Self-aware and aware of their impact on others - emotional intelligence
- Resilient (Leadership)
  - Confident in the face of push back and challenge from others
  - Doesn't lose sight of delivering to high standards even when under pressure
- Confident (Leadership)
  - Motivated to get things done and make them better
  - Pro-active in taking on what needs to be done and using their initiative
- Trusted (Integrity)
  - Goes the extra mile for internal and external customers
  - Takes ownership and accountability

### We would love you to have...

- Experience using Excel, Word, Outlook

- Attention to detail and good organisational skills
- Strong communication (verbal and written)
- Experience of working to deadlines