

Work Experience role profile

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| Role Title | Digital Learning Resources trainee |
| Department | Digital Learning Resources |
| 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 Digital Learning Resources team in creating both creative and engaging content for both printed products (e.g. textbooks) and digital content (e-learning) to support vocational qualifications..

What you'll be doing

1. Publishing processes
2. Conducting research
3. Basic copyediting
4. Software Testing
5. Team organisation

What you'll learn

1. **Publishing Processes**
 - To understand how an idea for a product becomes reality:
 - How products are commissioned
 - The authoring process
 - The review and amends stage

- The production stage (text features, copyediting and adding graphics for books; building and testing for digital)
 - And finally, how the product is published (either digitally or printed).
2. **Conducting research**
 - How to correctly follow a brief to source graphics for a range of products and how to apply for copyright for these
 - The processes behind keeping detailed documentation of what the photos illustrate, their titles, where they came from and at what stage the copyright process is at.
 3. **Basic copyediting**
 - A basic understanding of editing software
 - Best practice on how to proofread, edit and review.
 4. **Software Testing**
 - How to test the product, ensuring that it works as it is meant to
 - How to record any problems or glitches and how to make suggestions for improvements.
 5. **Team organisation**
 - How we record our archive of graphics and tag them with appropriate key words, as well as recording user responses to products and report any issues to the relevant person.

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
- An interest in Publishing or e-learning
- Ability to work independently once training has been given.