7 January 2025

Work experience, 30 June to 18 July 2025

Dear Students

We're excited to be running work experience again for local Year 10 students and warmly encourage you to apply.

We are a world leader in assessment, education, research and academic publishing. We explore, collaborate and innovate to find new ways to spread knowledge, spark enquiry and aid understanding. We employ around 7000 people, about half of them based in the UK. Our working environment is friendly, modern and inclusive and our colleagues join through many diverse routes: through apprenticeships, after school, college and university (with arts, humanities, social sciences and STEM qualifications) and from different industries.

Our work experience programme runs in partnership with local state schools, helping us reach students who might not otherwise have connections with our industry. It's important to us that young people in our area understand what we do and feel they could apply to work with us in future.

This summer we are offering up to 30 placements in many diverse teams. As well as working with their main host team, successful candidates will also take part in group sessions, learning about jobs and skills outside of the host team and getting to know students from different schools. Some placements will feel more 'familiar' than others, however students should be able to do *any* role with support and we encourage you to be open-minded about the placements you apply for.

How to apply
- Read about the placements below, paying attention to the date(s) they are available
- Use the separate application form to tell us which interest you most (you do not need to send a CV). If you do not have access to Word, you can send your answers as part of your email message
- Email your application to heidi.mulvey@cambridge.org using the subject heading: 'Work experience / your name / your school'

Deadline for applications: 7 February 2025

Timings
- Between 17 and 21 February: students will be informed whether they are invited to interview
- 13 March, 15.30-17.00: interviews take place at our offices at Cambridge University Press & Assessment, Shaftesbury Road, CB2 8BS
- Between 24 and 28 March: students informed whether they will be offered a placement
- 30 June to 18 July 2025: one-week placements take place at our Shaftesbury Road offices

We look forward to hearing from you!

Heidi

Heidi Mulvey
Head of community engagement

Cambridge University Press & Assessment work experience placements
30 June to 18 July 2025

Overview

Placements	Date(s) available	Page
Academic Technology Assistant	One week between 30 June and 18 July	3
Bookshop Assistant	7 to 11 July	4
Business Development Assistant	One week between 30 June and 18 July	5
Data Assistant	One week between 7 and 18 July	6
Data & Events Management Assistant	One week between 30 June and 18 July	7
Design Assistant	One week between 30 June and 18 July	8
Editorial Assistant	One week between 30 June and 18 July	9
English Solutions Assistant	14 to 18 July	10
Events Assistant	30 June to 4 July	11
Finance Assistant	14 to 18 July	12
Hospitality Assistant	One week between 30 June and 18 July	13
IT Architecture Assistant (Sustainability)	One week between 30 June and 18 July	14
Journals Content Management Assistant	One week between 30 June and 18 July	15
Learning & Development Assistant	14 to 18 July	16
Learning Design Assistant	One week between 30 June and 18 July	17
Marketing Assistant	30 June to 4 July	18
Marketing Communications Assistant	14 to 18 July	19
Process Improvement Assistant	One week between 7 and 14 July	20
Project Assistant (Operations / Environment)	14 to 18 July	21
Project Assistant (Operations / Strategy & Transformation)	One week between 30 June and 18 July	22
Project Management Assistant	One week between 7 and 18 July	23
User Experience (UX) Assistant	One week between 30 June and 18 July	24

- Read details about the placements below, paying attention to the date(s) they are available
- Some will feel more 'familiar' than others, but you should be able to do *any* placement with support
- Explain why you are applying, giving reasons that help us understand your particular interest
- Try to keep your options as open as possible and be open-minded!

ACADEMIC TECHNOLOGY ASSISTANT

The team
The Academic Technology team supports the Academic Product Group to provide digital platforms which host research and higher education content for students, lecturers, librarians, society partners and researchers all over the world. We are based in the UK, Poland and the Philippines and are focused on 'Agile' product delivery. We work closely with Academic Product Owners and other teams to collaborate and share best practice.

The project
Your project will involve interviewing team members in the UK, Poland and the Philippines to assess the success of improvement experiments conducted within the department. You will join team calls to gain an understanding of Agile processes and the work of our development teams (developers, quality engineers, scrum masters, and product owners). You will write up your interview findings and they will be shared in our internal newsletter.

Skills development
- Agile product development, digital publishing and intercultural communications
- Taking professional feedback and improving and proofreading your output
- Making an informal presentation of your work to a manager

About you
- Collaborative
- Communicative
- Interested in how things work

Timing
One week between 30 June and 18 July.

BOOKSHOP ASSISTANT

The team
The Bookshop is located at 1 Trinity Street, in the centre of Cambridge, close to King's College. It has been the Cambridge University Press Bookshop since 1992 and is the oldest bookshop site in the country. There has been a bookshop at this address since 1581, so we are part of a very long tradition.

As well as books, we also sell a range of merchandise, which is very popular with tourists. Our customers are a mix of students, visiting academics, tourists and students learning English as an additional language. We also sell online. We want all our customers to have a wonderful experience of Cambridge University Press & Assessment.

The project
You will support bookselling, merchandise selling and maintenance activities. There will be an opportunity to learn about all aspects of the shop's operations. You will:

- Learn to use the tills and serve customers
- Learn to support fulfilment of orders
- Learn about stock control. Receive stock and put out new books that arrive weekly
- Undertake maintenance (alphabetising and arranging) of an assigned section of the bookshop
- Write an article about the activity of the bookshop and/or your experience of working there for an internal communications story
- Learn how we use social media in a retail setting and assist with social media content creation

Skills development
- Understanding areas of work at the Bookshop
- Use of technology, including till systems and sales
- Excellent customer service and communication

About you
- Responsible with good attention to detail
- Able to work autonomously
- An awareness of the requirements of good customer service
- Numerate, with basic IT skills and clear communication skills

Timing
One week between 30 June and 18 July.

BUSINESS DEVELOPMENT ASSISTANT

The team
The Business Development team sits within the Academic Sales team and is responsible for all third-party content licensing and distribution, Book Special Sales, Rights and Permissions and Journals Special Sales. Reporting to a Cambridge-based Business Development Manager, you will support the global Business Development team with a focus on the licensing team.

The project
You will support the procurement of rights across a list of titles, checking contracts. This will involve providing general administrative support across a range of partnership and sales activities.

Skills development
- You will help improve best practise for Business Development processes and workflows, moving individual projects forward
- You will develop your spoken and written communication skills

About you
- Excellent spoken and written communication skills

Optional: good Excel skills

Timing
One week between 30 June and 18 July.

DATA ASSISTANT

The team
The Operational Data Quality team is responsible for the creation and maintenance of customer and pricing data and driving process improvement projects which will help us increase our data quality and improve the customer journey. Both are important to ensure our business can function properly and customers receive our products and services without any issues. We are a global team with members in Singapore, Madrid, Cambridge and Manila and we cover a variety of issues which are either affecting our global operations or specific markets and territories.

The project
You will work closely with our Data Insight Specialist on a data set, learning how to:
- compare data from different sources
- identify patterns in the data sets
- present data findings using graphs, pie charts etc
- learn the basics of using Excel and Python
- you will present your project findings to the team

Skills development
Project related skills
- Researching and collating data, identifying patterns, using pivots to interpret patterns and trends
- Data analysis using Excel data skills and Python and presenting data through graphs
- Understanding the story behind the data and learning how to relay the findings to the team

Transferable skills
- Collaboration and communication within a global organisation
- Understanding and navigating a professional office environment
- Translating requirements into problem statements and understanding what is being asked of you
- Acquiring new systems skills and soft skills
- Time management, planning tasks and working to deadlines

About you
- Excellent attention to detail
- An interest in problem-solving, data and how it can influence decisions

Optional: interest in customer experience and customer journeys

Note: this could be especially interesting if you enjoy solving puzzles or are interested in lists or statistics. You do not need previous Excel or Python experience.

Timing
One week between 7 and 18 July.

DATA & EVENTS MANAGEMENT ASSISTANT

The team
We work with schools to transform the quality of classroom practice to improve student outcomes.

We believe that supporting teachers in their professional development leads to improved outcomes for learners. Good quality professional development and reflective practice are essential parts of a teacher's professional life. We offer a range of different development opportunities for teachers at all stages of their professional journey, so they can find something that meets their needs.

Our customers are teachers of Cambridge programmes, school leaders, ministries of education, and education projects.

The project
You will work closely with our Professional Development Delivery Manager and Data Management and Digitalization Manager on ongoing projects and team activities. You will learn how to:
- compare data from different sources
- identify patterns in the data sets
- present data findings using graphs, pie charts etc
- learn the basics of using Excel and Python
- present your project findings to the team

Skills development
- Project related skills
- Event management
- Data analysis using Excel data skills and presenting data through graphs
- Understanding the story behind the data and learning how to relay the findings to the team

Transferable skills
- Collaboration and communication within a global organisation
- Understanding and navigating a professional office environment
- Translating requirements into problem statements and understanding what is being asked of you
- Acquiring new systems skills and soft skills
- Time management, planning tasks and working to deadlines

About you
- Curiosity and an open mindset
- Interest in data and how it can be used in organizations

Optional: an interest in professional development or training.

Timing
One week between 30 June and 18 July.

DESIGN ASSISTANT

The team
You will work with a range of specialist designers and artworkers who focus on designing print and digital products and creating marketing campaigns for learning, teaching, and assessing English as an additional language. The work involves user research, user experience design, graphic design, brand design, artwork/production design, illustration and animation commissioning, and photography. We work with colleagues in Cambridge, India, Manila, Spain, Mexico, and North and South America.

The project
You will research existing products, styles, and trends for a specific product and its marketing campaign targeted at a customer group. You will create mood boards from your research. At the end of the project, you will present your mood board to a group of designers, along with what you have learned about the different processes, tools, techniques, and systems used by designers.

Skills development
You will have the opportunity to develop various skills, including:
- researching methods to inform design work
- understanding different design processes and approaches
- creating mood boards to inspire design solutions
- developing presentation skills
- collaboration and communication within a global organization
- problem-solving
- project management
- time management

About you
- Enjoyment of creative tasks and have an interest in art and design, which may include graphic design, illustration, photography, branding, product design, or user experience design
- Curious, with a desire to learn more about the design industry and how design plays a crucial role in creating products and services that support learning and education

Note: no previous experience in design or with specific design tools or software is required.

Timing
One week between 30 June and 18 July.

EDITORIAL ASSISTANT

The team
The Secondary Education team develops English Language Learning materials, which are known globally for their unique approach to teaching, learning and assessing English. We publish a broad variety of books and resources focused on British, American and International English for all proficiency levels.

The project
You will provide editorial and administrative assistance to the senior editor and meet colleagues in other departments and working groups, such as Primary and Adult/Higher Education, and the Equality, Diversity, Inclusion and Belonging group. Your will gain experience of how the editorial team works with other teams in order to produce engaging and inclusive materials for a variety of markets.

Skills development
- Brief development: understanding the importance of writing clear and comprehensive briefs to authors and editors
- Manuscript checks: checking submitted manuscripts to make sure they have been prepared in line with submission guidelines
- Photo research: looking for suitable images for our resources based on author suggestions
- Organisation: learning the importance of being well organised to keep the flow of the work on track

About you
- Passion for working in a dynamic environment
- Interest in language learning
- Good writing and reading skills
- Enthusiasm and a flexible approach to work

Optional: knowledge of another language

Timing
One week between 30 June and 18 July.

ENGLISH SOLUTIONS ASSISTANT

The team
The English Solutions team creates bespoke learning solutions for customers around the world. We publish a broad variety of books and resources for a wide range of markets and customers studying English. Our team is based in the UK, Spain and Mexico.

The project
You will work on a variety of projects, gaining insights into how we answer questions such as 'what makes a project worth pursuing?' and 'how do we determine what the customer needs?'. You will perform or shadow editors on a range of key tasks, which may include editing manuscripts, proofreading, working with audio and video, and exploring digital offerings. You will learn about what goes into creating some of our leading print and digital products, and how we work together to provide tailored solutions to meet customer needs.

Skills development
Editing:
- Content and copy editing
- Proofreading
- Taking feedback and improving your work
- Developing briefs for freelance editors

Communication:
- Working across teams, learning from one another, collaborative ways of working

Organisation:
- You will work on and learn about a range of different projects across the team and will learn how to organise your time efficiently and maximise your time spent on key areas of interest, where possible.

About you
- Creative
- Collaborative and enthusiastic
- Interest in editing

Optional: interest in English language teaching

Timing
14 to 18 July

EVENTS ASSISTANT

The team
The Pitt Building events team manages the historic Pitt Building conference venue in central Cambridge. The team hosts a wide range of corporate and community events and offers bespoke and expert service to their customers.

To ensure the successful delivery, the team seeks to understand the unique aims of each event, working closely with event organisers to plan logistics and requirements. They coordinate with suppliers to arrange catering, audio-visual and technical requirements. During the event they troubleshoot technical problems, provide in-house catering and are the first point of contact for all delegates and visitors to the Pitt Building.

The team is also responsible for developing a sales and marketing strategy, promoting the venue to potential clients, networking with competitor venues to share ideas and industry knowledge, creating content for digital platforms and providing tours of the building.

The project
You will research ideas for promoting the Pitt Building venue to a wider audience and identifying potential new customers for an exciting new event space in the building. You will also be responsible for developing ideas and writing content for our social media channels.

Skills development
- Sales and marketing
- Working in a customer-facing environment
- Hospitality
- Event management and business administration

About you
- Good oral and written communication skills
- Creative thinking and problem solving
- Passionate about exceeding customer expectations

Timing
One week between 30 June and 18 July.

FINANCE ASSISTANT

The team
We are a team of finance, data and accounting professionals and provide financial management support within the English Product Group.

The project
Your project will involve some of the following:
- Analysing data using Microsoft Excel
- Checking or reconciling reports
- Suggesting new ideas about managing processes
- Attending meetings and calls

Skills development
- Using MS Office, particularly Excel
- Working with team members to find answers to questions
- Making an informal presentation of your work to your manager

About you
- Enjoyment of numbers
- Excellent attention to detail
- Able to work autonomously
- Interested in problem-solving

Timing
14 to 18 July.

HOSPITALITY ASSISTANT

The team
We are a dynamic and customer-focused catering team, producing and delivering excellent food and service to colleagues and guests in our in-house restaurants and front-of-house areas.

The project
You will be working alongside our experienced team in the delivery and service of food in our busy catering outlets. This will include service of morning breakfast snacks, lunch and afternoon items in our restaurants.

Skills development
- Working as part of team, delivering outstanding customer service
- Preparing food, setting up the servery and display counters
- Ensuring our areas and catering equipment are always ready for service
- Operating cashless catering tills and kiosks
- Monitoring and refilling refreshments in office service points

About you
- A can-do, flexible attitude
- Enthusiasm to provide excellent customer service
- An interest in the Hospitality industry

Optional: studying towards a catering or food technology qualification.

Timing
One week between 30 June and 18 July.

IT ARCHITECTURE ASSISTANT (SUSTAINABILITY)

The team
The Technology team supports a huge range of organisational needs and works on a diverse range of areas including Sustainability. Business Architects and Business Analysts look at business processes and see how we can adapt to meet future business demands. Data Architects look at the way we manage our data through the full data lifecycle. Solution Architects and Technology Architects identify IT systems and create solutions that can support different parts of the business.

Our work is incredibly varied and projects might include the creation of a new Human Resource system, building a new website to support schools, providing platforms that visualise information from large datasets, recommending how we can use AI and setting policies to look at how we protect personal data.

The project
You will research and write about the challenges organisations face in creating a sustainable supply chain and logistics operation. You will consider:
- common sustainability issues in the supply chain, eg waste, carbon emissions, resource depletion
- how these issues impact the environment and society, and the long-term consequences
- steps organisations are taking to address these issues, such as reducing their carbon footprint, using renewable energy sources, gaining efficiencies in the movement of goods
- improving waste management

You will speak to members of the team, seek our opinions and capture your own views on the issues of sustainability, considering how these views might apply to our organisation and the potential challenges and opportunities.

Skills development
- An understanding of sustainability and a chance to influence our thinking
- An understanding of the importance of data management to an organisation
- Research and presenting your ideas
- Collaborating with people working in different roles
- Making an informal presentation of your work to your manager

About you
- Independent thinking
- Passion to make a difference
- Looking to the future
- Interest in innovation

Optional: an interest in how an organisation can adapt to the challenges and opportunities ahead.

Timing
One week between 30 June and 18 July.

JOURNALS CONTENT MANAGEMENT ASSISTANT

The team
The Journals Content Management team is responsible for making sure our journal articles and issues publish online and in print, on time and to budget. We ensure that article workflows are followed by our freelance copy editors and typesetting partners to achieve fast turnaround times from editorial acceptance through to online publication. This includes managing copy editing, typesetting, proof corrections and liaising with many stakeholders. Building relationships, both internal and external, is paramount to our high levels of service.

The project
Your project will involve working on typical content management tasks and gaining an understanding of the standard workflows we adopt. You will have lots of interaction with other teams to support a well-rounded understanding of the lifecycle of journal content.

Skills development
- An understanding of the end-to-end process for publishing journal content
- Project management, communication and critical thinking

About you
- Enthusiasm to learn
- Well organised
- Collaborative
- Proactive, positive approach to work

Optional: a passion for the dissemination of knowledge.

Timing
One week between 30 June and 18 July.

LEARNING & DEVELOPMENT ASSISTANT

The Team
The Learning and Development team sits within the People and Culture team (HR). We support a wide range of organisational strategies, that enable employees to pursue their potential. We support managers and employees to build the skills required to keep themselves and the organisation competitive, working on diverse areas such as professional development, career development, and performance improvement.

Our team designs and delivers development programs, including internships and apprenticeships, and creates engaging learning materials. We also lead coaching and mentoring initiatives to support career growth. Our work includes implementing new programmes, creating e-learning modules, and organising workshops.

Our work is incredibly varied, and projects might include implementing and developing content for innovative programmes, creating e-learning modules and materials, creating engaging communications campaigns, and organising workshops.

The project
You will work closely with the team and your work may involve:
- supporting the facilitation of workshops
- creating engaging content for communication campaigns and development programmes
- contributing to ideas for improving effectiveness and measuring learning outcomes
- speaking to members of the team, seeking their opinions, and capturing your own views on matters of learning and development, specifically with regard to early careers

Skills development
- Developing an understanding of learning and development principles and a chance to influence our development strategies
- Developing an understanding of the importance of continuous learning to an organisation
- Researching and presenting your ideas
- Collaborating with people working in different roles
- Making an informal presentation of your work to your manager

About you
- Independent thinking
- Passion for personal development
- Looking to the future, interest in innovation

Optional: an interest in how an organisation can adapt to the challenges and opportunities in learning and development

Timing
14 to 18 July.

LEARNING DESIGN ASSISTANT

The team
The Cambridge Online Education team creates a variety of online learning courses, covering a wide range of topics from communication skills to generative AI, which are designed to deliver a premium learning experience for professionals looking to advance their career and learn from experts in their field.

We are a global team, based in the UK, the US, the Philippines, India and more, and we value intercultural collaboration and teamwork. We work closely with academics from the University of Cambridge to design engaging courses using our teaching and learning approach.

The project
Your project will involve reflecting on your experience as a learner, in the classroom or online, and understanding how you like to learn. You will be introduced to our learning design approach (how we design our courses to be academically rigorous, varied, and engaging) and tools. You will use these insights to design a sample of a course on a subject of your choice and present it to the team.

Skills development
- Learning design, self-reflection, presenting
- Using generative AI to assist in content creation
- Receiving professional feedback and using it to improve your output

About you
- Inquisitive
- Creative
- Enthusiastic

Optional: an interest in teaching and learning.

Timing
One week between 30 June and 18 July.

MARKETING ASSISTANT

The team
The Library Marketing team helps the Academic Sales team achieve its targets for sales of digital content to Universities and Colleges. We deliver a range of marketing campaigns designed to inform potential and current customers about the products available to them, giving them the information they need to make a purchasing decision.

The team covers marketing across the whole of Europe, the Middle East, Africa, and the Americas. We also support marketing teams in other parts of the world. We have four colleagues based in Cambridge, two based in New York, and one based in South Dakota.

The project
Your project will involve auditing the marketing materials we already have to ensure consistency across different products. We have recently refreshed branding for some products, so making sure out-of-date materials are identified is very important. The audit will include checking product webpages to ensure consistency between online and offline content.

You will also shadow Marketing Executives during meetings with sales colleagues and you will prepare a short report on what you have learned about how library marketing works and how different teams work together across different time zones.

Skills development
- How different teams work together to achieve a common goal
- How a marketing campaign is designed from idea to delivery
- The different elements that make up a marketing campaign
- How the success of marketing campaigns is measured
- How the features and benefits of products are communicated in marketing campaigns
- Report writing

About you
- Attention to detail
- Proactive and positive approach to work
- Active listener

Optional: an active interest in pursuing a career in marketing.

Timing
30 June to 4 July.

MARKETING COMMUNICATIONS ASSISTANT

The team
Our team leads on marketing, communications and brand activities for OCR. We work closely with key stakeholders to help position, launch and communicate new products (qualifications for students in England to learn), platforms, services and other initiatives, supporting our UK Education strategy, all with the aim of supporting students to achieve their goals and progress to the next stage of their lives.

The project
Your project will involve developing a social media plan aiming to support students to study, take exams, manage mental health and become digitally savvy. This will include content creation ideas, copywriting and thinking creatively on how to engage and excite students with different content formats and styles.

You will work closely with members of the OCR marketing team, including marketing executives, marketing managers, designers, utilising their experience and skills as you develop your project.

Skills development
- How marketing/communications teams work together to achieve their goals
- How we communicate our brand on social media
- Copywriting
- Planning and executing a social media campaign
- Measuring and reporting the effectiveness of marketing/communications activities

About you
- Interest in digital communication (email, social, blogs, podcasts, video)
- Knowledge of social media platforms
- Good time management
- Excellent communication skills.
- Enthusiasm and a thorough and flexible approach to work

Optional: a logical and creative approach to projects.

Timing
14 to 18 July.

PROCESS IMPROVEMENT ASSISTANT

The team
The Operational Data Quality team is responsible for the creation and maintenance of customer and pricing data and driving process improvement projects which will help us increase our data quality and improve the customer journey. Both are important to ensure our business can function properly and customers receive our products and services without any issues.

We are a global team with members in Singapore, Madrid, Cambridge, and Manila and we cover a variety of issues which are either affecting our global operations or specific markets and territories.

The project
You will work closely with several of our team members: our Process Improvement Lead, our Process Improvement Practitioner and our Assurance Specialists. You will work together on a specific process in the organisation that needs improving to make it more efficient, faster and smoother. You will learn how to set up a process improvement project by:
- translating requirements into problem statements
- learning about stakeholder mapping
- working through the basic steps of setting up a project
- understanding how to identify success criteria
- learning about the basics of change management
- at the end of the project you will present the project plan to the team

Skills development
Project related skills
- stakeholder analysis and mapping
- setting up a basic project plan
- identifying success criteria and control measures

Transferable skills
- Collaboration and communication within a global organisation
- Understanding and navigating a professional office environment
- Translating requirements into problem statements and understanding what is being asked of you
- Acquiring new systems skills and soft skills
- Time management, planning tasks and working to deadlines

About you
- Good problem-solver, seeing issues and visualising better ways of doing things
- Collaborative, team player
- Happy to make suggestions

Optional: interest in customer experience and customer journeys.

Timing
One week between 7 and 14 July.

PROJECT ASSISTANT (OPERATIONS / ENVIRONMENT)

The team
Global Operations plays a key role, as the 'engine room' providing a wide range of services essential to the running of the organisation. From the provision of the buildings we work in globally and safe travel to and from them, to procurement of major contracts, the freight and logistics services delivering products to our customers and providing direct support to customers via telephone, email and online channels. We measure the carbon footprint of the organisation and work to reduce it. We also run the Press Bookshop, the Pitt Building conference centre and the Cass Centre (which includes an events space, bar, gym and sport facilities).

The Environment Team measures and monitors the Carbon Footprint of the organisation, provides advice and guidance on setting reduction targets and ways to achieve them, minimising our impact on the environment. It identifies environmental risks to the organisation, as well as opportunities and innovations and how we can benefit from these. We also work with the University of Cambridge and other organisations to take a leading role within our industry.

The project
You will be supporting the Environment team in their day-to-day activities across the organisation as well as taking on a project. Your activities will include:
- researching and writing about the range of activities the organisation has carried out this year to improve Environmental Sustainability
- undertaking data analysis to identify areas for improvement
- assisting with internal audits of environmental performance in specific areas

Skills development
- An understanding of environmental sustainability challenges, how they affect an organisation and a chance to influence our thinking
- An understanding of carbon accounting and how our organisation is working to reduce our carbon footprint
- Research and presenting your ideas
- Collaborating with people working in different roles
- Creation of communications content and material

About you
- An interest in the environment
- Enjoyment in learning new things, variety and solving problems
- Passion to make a difference
- Looking to the future; interest in innovation and communicating with a broad range of people.

Optional: an interest in how organisations adapt to challenges and opportunities and the methods it uses to do so.

Timing
14 to 18 July.

PROJECT ASSISTANT (OPERATIONS / STRATEGY & TRANSFORMATION)

The team
Global Operations plays a key role, as the 'engine room' providing a wide range of services essential to the running of the organisation. From the provision of the buildings we work in globally and safe travel to and from them, to procurement of major contracts, the freight and logistics services delivering products to our customers and providing direct support to customers via telephone, email and online channels. We measure the carbon footprint of the organisation and work to reduce it. We also run the Press Bookshop, the Pitt Building conference centre and the Cass Centre (which includes an events space, bar, gym and sport facilities).

The Strategy & Transformation team is made up of a range of change professionals, who support these efforts. We manage the changes required to keep services efficient and agile, minimising the impact of our operations on the environment, ensuring they are fit for the future needs of the organisation and our customers. No two days are the same and we are constantly solving problems and delivering results.

The project
You will research and write about the range of activities that Global Operations covers, some of the challenges we face and what we have planned to meet them. This will cover such topics as use of AI, embedding sustainability in everything we do and being able to keep pace with the rapidly changing needs of customers in today's digital world.

You will speak with members across the team to learn more about the challenges and what we are preparing to do to meet them. Adding your own views on risks and opportunities, you will help us prepare the plan of activity in 2025/26 and help communicate this to the rest of the organisation.

Skills development
- An understanding of a wide range of activity within Global Operations and a chance to influence our thinking
- An understanding of a business transformation and change function within a large organisation
- Researching and presenting your ideas
- Collaborating with people working in different roles
- Creating communications content and material

About you
- An interest in changing things for the better
- Enjoyment of learning new things, variety and solving problems
- Passion to make a difference
- Looking to the future; interest in innovation and communicating with a broad range of people

Optional: an interest in how organisations adapt to challenges and opportunities and the methods it uses to do so.

Timing
One week between 30 June and 18 July.

PROJECT MANAGEMENT ASSISTANT

The team
The Project Management team is responsible for managing projects within the English Product Group. These projects are varied and may include software development, process improvements or product enhancements. The daily activities for a Project Manager include creating plans, running meetings, sending communications and solving problems. The role requires close working with people in many different roles within the organisation.

The project
Your work may include:
- spending time with professional project managers and business analysts, learning what they do
- working with other work experience students to solve problems collaboratively
- practicing interview techniques for sourcing information from others
- carrying out analytical tasks and process mapping
- developing data analysis techniques
- understanding best practice in modern Project Management
- practicing managing risks, stakeholders and change
- preparing personality skills assessment and interviews
- presenting your findings to a team

Skills development
- Communication and presentation
- Critical thinking and analysis
- Planning and organisation

About you
- Collaborative
- Communicative
- Interested in how things work

Timing
One week between 7 and 18 July.

USER EXPERIENCE (UX) ASSISTANT

The team
The eduX team in International Education is made up of three specialisms: User Research, User Experience (UX) Design and User Interface (UI) Design. User Research collects quantitative and qualitative data from our customers and helps us gather insights. UX Design uses those insights to solve problems and develop customer-centric solutions to help improve our products for our customers. The UI Design team own the final visual outcome and ensure what our customers see is consistent and visually appealing.

The project
Your project could involve the following, depending on your interests:
- Conducting and analysing a short piece of research
- Creating wireframes and user flows
- Analysing our current websites/apps and suggesting improvements
- Creating polished visual design pieces and using our design system
- Testing designs to gather feedback and quantify improvements

Skills development
- Developing research questions and methods to gather insights
- Working with team members to ideate and solve problems
- Critical thinking and considering accessibility needs for all users
- Informal presentation with your manager and a small group from the team
- Design and layout skills

About you
- Creative
- Autonomous
- Interested in problem-solving

Optional: an interest in talking to customers and research.

Note: this role could be especially interesting if you have an interest in art and design and/or psychology.

Timing
One week between 30 June and 18 July.