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INTERN GUIDE

WHERE TO FIND THE INTERN:

Take an intern from a course as the institution tend to provide some sort of training or at least support with their CV and cover letter, it also fosters commitment from the student.

Students need to be 16+ - this could be during their last college/sixth form year, a mature or university student.

HERE ARE SOME LOCAL INDUSTRY RELATED CONTACTS FOR INTERNS:

BIMM: nickywilliams@bimm.co.uk

Great Brighton Metropolitan College: fiona.davis@gbmc.ac.uk

Audio Active: greg@audioactive.org.uk

ACM (The Academy of Contemporary Music): dcronen@acm.ac.uk

East Sussex Academy of Music, East Sussex College:

Eastbourne/Newhaven Campus: Eastbourne.info@escg.ac.uk

Hastings Campus: hastings.info@escg.ac.uk

Lewes Campus: Lewes.info@escg.ac.uk

Point Blank Music School: admissions@pointblankmusicschool.com

The Brighton Academy: info@thebrightonacademy.com

University of Brighton: careers@brighton.ac.uk

University of Sussex: information@sussex.ac.uk

APPLICATION PROCESS:

HOW TO TARGET DIVERSE TALENT?

Think about:

- Where you are advertising.
- Building relationships/rapport and networking with other organisations.
- Asking how you can help them and what do they need?
- Asking for feedback, why are people not interested in replying? (In general, and in diverse groups)
- Asking what their challenges are and how could you help?
- Ensure your company is accessible for disabled applicants.
- Choose suppliers that are inclusive in their products and services.
- Be transparent and authentic about goals and motives when approaching organisations.
- Link up with different communities in the industry, share their posts, interact, ask if they would post your job advert or could help find applicants.

Look at:

- Niche job boards
- Facebook groups/pages
- Community boards
- Local education bodies and institutions
- Community Base (Queens Road)

DON'T FORGET TO FOLLOW UP!

HOW TO WRITE AN INCLUSIVE JOB DESCRIPTION?

- Don't use industry jargon, descriptive, or long words.
- Be clear about the realities of the role and what the job is.
- Use plain English.
- Don't use exclusive wording for e.g., 'strong' or 'energetic' as someone with a disability may feel they can't apply as they don't match these requirements.
- Try moving away from using CV's and ask situational questions for the applicant to answer. This takes away potential biases in the application process. Make sure you have a minimum of two people looking over applications to get a broader view.
- Think about offering the option of the applicant to create a video instead of a cover letter.
- Include a paragraph on DEI commitment in the job description, if you are undertaking proactive activities around diversity, then shout about it!
- Include a job brief, no longer than one page.
- Don't include unnecessary information.
- Think about using a video about the job role, use others in your organisation to present it.
- Make sure your font is 12pt <
- Give the ad a reasonable deadline.

- Outline the whole application/interview process – list and explain why, how the interview will be, is it a casual chat or will the applicant need to problem solve? Think about neurodiverse (for e.g., Autism) individuals too.

INTERVIEW:

- Interview the potential intern even if they are the only applicant to give them a sense of achievement.
- Send through details in advance reassuring them that it is an informal meeting to get to know them, summarizing the format the interview will take, and how many people will be interviewing a suggestion would be no more than 2 people to make the interviewee feel at ease.
- Prepare questions in advance, especially asking them what they know about your business and what skills they can bring/What they want to get from being an intern at your company?
- Consider diversity, consider there may be some unconscious bias when choosing the interviewee.

Note: Be careful not to take on someone who wants to use the internships set up in the same business.

PROVIDE A SIMPLE CONTRACT OF AGREEMENT:

For clear boundaries in terms of expectations of area of work to carry out/confidentiality/payment/notice for termination or holidays/any medical condition they need to let you know about?

Consider including a detailed grievance policy, this could be part of your staff handbook.

CARING FOR YOUR INTERN:

- Consider taking them on for one or two days a week maximum work (7 hours a day) and where possible pay them through schemes or their expenses, (see gov. regulations) be careful not to put them under too much pressure from the beginning or they may leave, break them into the work at a slower pace.
- Return to the contract from time to time to ensure they are working on all the areas you have offered.
- Look at creating some goals through objective setting, which will remain a live document that they can refer to and work on in between meetings.
- Check in with the Intern a couple of months into the internship, have a mini - appraisal to have time aside from the work to ask how they are getting on/if there is anything further, they'd like to learn/what would make their job easier?
- Offer clear signposts for mental health support, this may be through a scheme that you have signed up to through your insurance or a charity.

PREP WORK:

- Send an email each time they work and ask them to feedback at the end of the day in the same email thread. At the start of the day go through the jobs with them and ask them to feedback for clarity that the jobs have been understood on both sides.
- Check in at least twice a day, asking if they need help/how they are getting on, this fosters a sense of inclusion.

FEEDBACK:

- Balance this with good and improvements points, they have fragile egos and look up to you as role models. They are just starting out and need an element of carrying on part of the journey.
- Consider creating a 'growth mindset' for them to grow confidence and skills.
- Provide feedback as the internship progresses to give them a chance to improve while they are carrying out the internship.
- Before their internship ends, schedule a short session to outline their strengths and areas for development in the future.
- Give them the opportunity to give you feedback at the end of the internship, this could be via a form or exit meeting.
- Make sure you feedback to the institution on how the intern progressed.

TRAINING:

- Put some time aside to teach the intern something new at least once a month.
- To defining their emails or documents, for example stating the event's name instead of using 'The event'.
- Train them in industry etiquette to avoid being too honest/casual in their words, sounding slightly negative, not understanding the need for a filter.
- Take them on a tour on the premises, give them a workstation and a place to put their personal belongings.
- Train them on their first few days on safety at work, taking them through all H&S procedures necessary in the workplace. Include PPE/safety equipment and where you keep the First Aid box.
- Go through Fire safety and accident book procedures in case they witnessed an incident within the workplace. This induction could include meeting the team, their roles within the company and who would be their line manager.
- Develop a training program specifically designed to assist interns in their learning, giving them enough knowledge on how the industry works, its ups and downs and what type of professional attitude that is encouraged within this field.

PART OF THE TEAM:

- State this to them right from the start, include them in team meetings and emails where possible.
- Encourage/take an interest in them/in their work outside of the internships. Ask how their week has been at the start of the day and their plans for the evening as they leave.
- Give them responsibility, within their skill set, so they feel part of the team.
- Treat them as you would an employee - what makes people work best? HINT - It's when they're happy and valued!
- Create a routine for your intern through standard work check-ins and regular work hours.
- Having continuity in their work in working on documents or data etc.
- Consider provide interns with their own email address to help them feel part of the team.
- Consider giving interns paid work as an assistant to a lighting or sound technician, you could give them the option of who they want to work with.

LET THEM HAVE SOME WINS:

- If the intern's work is of an ok standard allow them to for example post their work on social media or send an email they have composed. Remember they will not be at the same working standard as you but need some encouragement to get there.

SEEK THEIR IDEAS:

- Ask their opinion and make some of their ideas a reality.
- Include them in discussions with the team.

INSURANCE:

Within the United Kingdom, the placement provider is responsible for the health and safety of the student whilst on placement, as if the student were their employee. Employers are required to hold Employers Liability (EL) insurance and there is an agreement among the UK insurance industry that work experience persons will be regarded as employees by all UK insurers and covered by EL policies.

FURTHER READING:

<https://www.gov.uk/employment-rights-for-interns>

<https://startups.co.uk/people/recruiting/taking-on-interns-what-you-need-to-know/>

<https://www.monster.co.uk/advertise-a-job/hr-resources/hr-strategies/attracting-talents/thinking-of-hiring-an-intern/>

<https://www.prospects.ac.uk/jobs-and-work-experience/work-experience-and-internships/internships>

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