# Student Worker Handbook

![Newcastle University logo]

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## Getting Started

Before you start working, you will receive an email with details about your role, with a link to the 'My Working Hours' app.

Your supervisor will contact you to arrange a meeting to discuss the role and working arrangements, which will include:

- Work objectives including deadlines or targets
- Working hours and location (remote/on campus)
- How you will each stay in contact and how frequently. This is especially important for remote workers.

## My Working Hours App

Assignment bookings and payment claims are all made though the My Working Hours app. You can only work, and be paid for, hours that are booked into the app **before** you begin any work; you will receive an automatic email from the apps once an assignment has been created.

You must not start any work that is not booked in the app. If you are asked to work before an assignment has been created in the app, or are asked to work for more hours than were booked for you, speak to your manager, or email seoc@ncl.ac.uk.

There is more information on the Working on Campus website.

## Communication

Communication is key to being successful at work. We recommend that you keep in regular contact with your manager to:

- Update them about your progress and to talk about ideas and next steps
- Discuss any difficulties you are having in balancing your working hours around your studies or other commitments. If you are not able to meet deadlines or objectives communicate this promptly and clearly.
- Ask questions about the work and to make sure you both have the same expectations
- Be clear about the hours you can work, and how much time you can commit

# Remote Working

The absence of day to day office conversations can create additional challenges. To overcome these, consider the following:

## Building Relationships

- Attend as many meetings as you can and try to get to know colleagues you will be working with. This will help to make up for the lack of personal contact and will provide a more well-rounded work experience for you. It will also help you to work in a collaborative way, and you will be able to learn from more experienced team members, as well as build a network of contacts.

## IT

- Be clear when applying for roles about the IT resources you have available, including specific software, internet reliability and hardware.
- Consider how you will be able to attend meetings over videoconferencing software (such as Zoom or Teams), including your microphone, webcam and internet speeds.
- Make it a goal to become familiar with the IT systems that are being used. Ask for help if you need it, and the Remote and Home Working guidance from NUIT.

## Home working and Desk Set-up

- Create a work schedule to provide more structure to your working day
- Structure your day so that you can work in blocks of time, including setting time aside for tasks such as responding to and sending emails.
- Avoid distractions and try to create an organised work environment
- Read the Desk Set Up for Home Working guidance to enable you to achieve the best possible workstation set up and look after your musculoskeletal health.

# Making the most of your role

Below are our 5 top tips for making the most of your role.

## Use the Careers Service

Work experience is an opportunity to develop graduate level skills that can improve your employability.  Support is available in the Careers Service to help you learn how to reflect on what you are learning and to communicate these skills to graduate employers.

We recommend that you take advantage of the advice and guidance available in the Careers Service including 1-to-1 information, advice and guidance and online information and resources on the Careers Service website.

You can also use your role to complete the NCL+ Award.

## Set yourself goals

Setting yourself personal goals of the things you want to achieve during your role can help you to stay motivated.

The Careers Service has a Work Objectives and Review document that you can use to set and review objectives and goals.

## Keep a record of your progress

It is important to reflect on the work you have done and the skills you are using during your role. We recommend that you keep notes about your role, for example:

- Record your accomplishments
- Make a note of things you enjoy and things you don't enjoy
- Reflect on any new skills you learn
- Make a note of any training or new software that you use
- Record examples you can use in interviews and application forms

These notes will be useful in future when you update your CV or apply for a job or further study as they will remind you of relevant examples you can refer to in application and interview questions. It can also help you to think about what jobs you are interested in doing in future.

## Be pro-active

Approach your role with a professional attitude and try to make a positive impression on your co-workers. Don't just do the minimum required!

Get involved and take initiative – you could volunteer to assist on a project with another team, attend industry events or take advantage of any training opportunities.

Learn from your mistakes – owning up to your mistakes and learning from them will make you more resilient and develop your sense of personal responsibility and confidence.

Ask for help if needed – you will be far more productive and successful if you are honest and ask for help if you are having difficulties. It is your responsibility to use the resources and support available but if there is something you need extra guidance on, it is always best to be straightforward about this with your manager.

## Make connections and stay in touch

Use the opportunity to network and create contacts by meeting people who are already established in your field of interest. Introduce yourself to people outside of your immediate team, add colleagues and contacts on LinkedIn and make sure you keep any business cards you are given. If you are assigned a buddy/mentor, take the time ask them about their career path and ask for advice about your own career plans. Remember to keep your interactions professional, however – you don't want to be remembered for the wrong reasons!

If you apply for jobs or further study in a related field after your role has ended, think about reaching out to your contacts. They might be able to give you insights to help you tailor your application or provide a reference.

You can find out more about Making Connections on LinkedIn by watching the video on the Careers Service YouTube channel.