

*“Project management experience, a fantastic mentor, and a chance to be surrounded by a group of people who were very passionate about their work!”*



*“Charities are a great place to gain experience, they are often fantastically driven work cultures, and what you do is always rewarding!”*

## **Mary Leishman’s Internship with RSPB Norwich**

3<sup>rd</sup> Year – Marketing and Management,  
Volunteering Development Internship

In the summer between her second and third year, Mary Leishman undertook an 8 week part-time internship with the RSPB at their Norwich office.

We look back at the experience of both parties...

**The interns point of view:**

**Mary**

Mary wanted to undertake an internship that would use her existing strengths as a volunteer and in managing other volunteers, but in a workplace setting, and speak to her academic interest in how to successfully inspire and manage people.

During her internship Mary undertook research to find out whether the RSPB met best practice with regard to volunteer induction and administration. She created a gap analysis as to how processes could be improved, created supporting process maps, and created a 26 page volunteer induction booklet for line managers. She told us:

“It gave me an insight into the importance of meeting best practice with regards to people management, and how good processes can ensure talent is retained in an organisation.”



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The host's point of view:

Martin Bull, Volunteer Development Officer and Mary's manager at RSPB

Martin was looking for support to do a project that in his words was "ambitious, required excellent organisation skills and a high level of commitment", but crucially was something that the charity didn't have the staff capacity to undertake otherwise.

Although RSPB joined our Pilot project quite late, so some of the administration was quite a rush, Martin felt that he got excellent support from UEA - especially during the interview selection process.

Obviously no organisation can make promises for the future, but Martin said "... Mary has impressed me sufficiently to say that I would welcome her back, should she apply and be successful for a position in the future."



*"The project we asked the intern to work upon was ambitious, required excellent organisation skills and a high level of commitment. Our intern delivered on all of these..."*



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