East Coast Main Line Company Ltd:
Personal Assistant to Managing Director Intern, 12 week project.

THE PROJECT
Last year East Coast carried 19 million passengers on their network of services between London and Aberdeen and is predicting a steady growth in passenger numbers for a number of years ahead. With over 3,000 employees nationwide and 900 in Yorkshire, the organisation is represented at stations and engineering depots at all points on one of the UK’s busiest main lines. East Coast has recently achieved the status of being named as one of Britain's top employers by the CRF Institute. Along with their HR, Learning & Development and Finance Departments, East Coast wanted to recruit an intern to work alongside the Personal Assistant of the company’s Managing Director, an exciting and challenging position that would offer a vast array of opportunities and experiences to the successful candidate.

WHAT THE STUDENT GAINED FROM THE EXPERIENCE
Natasha Munro, a final year Politics with International Relations student was appointed to the internship and was keen to make the most out of it. She said, “I have been given many opportunities to work throughout the business, [including] working with Station Staff and Customer Assistants at York Station, as an ‘Olympic Champion’ at King’s Cross, with a Station Auditor … I thoroughly enjoyed this aspect of the internship and took full advantage of these experiences, especially through meeting many people from within the business, which really enhanced my overall understanding and knowledge of both East Coast and the railway industry as a whole.” Natasha has continued to work for East Coast since her summer internship, demonstrating the positive outcomes that can come out of work experience. She commented, “The Student Internship Bureau has been absolutely brilliant from start to finish of my internship at East Coast. I cannot thank the SIB enough for the role they played and their constant support … it really is a great asset to the University of York!”

THE IMPACT OF THE INTERN’S WORK ON THE HOST
Natasha’s main focus during the internship was to create a system that could effectively manage customer and stakeholder correspondence. Personal Assistant to the Managing Director, Mike Ross, said, “The ‘Executive Customer Contact’ website that Natasha developed during her internship is currently in use with the relevant departments of the business and has already proved to be a more efficient way of working for the business in this area … [Natasha is] a remarkable young woman with a sound business brain who I am proud to have work with me in the Managing Director’s office … and I know has a good career ahead of her.”

Students: To view the latest internship opportunities logon to www.york.ac.uk/careers/ics and search for Student Internship Bureau.

Employers: To find out how to engage with the skills of a student intern contact careers-sib@york.ac.uk