

Where was I?

- I undertook the Internship at V&A Dundee.
- I worked within Finance Resource and Planning.
- Under the guidance of the Human Resources liaison and the COO.
- But I also received a lot of help from other departments.

The background of the slide is a photograph of the V&A Dundee building. The building's facade is composed of numerous horizontal, light-colored wooden slats that create a textured, rhythmic pattern. In the foreground, there is a circular, shallow pool of water. The large, white, serif 'V&A' logo is prominently displayed in the center of the pool, with its reflection visible in the water. The pool is bordered by a grey stone ledge, and a small black spherical object is visible in the water near the edge. The overall scene is captured in a wide-angle shot, emphasizing the architectural details and the central logo.

Why was I doing the Internship?

- The creation of a lasting framework for the facilitation of future internship at V&A Dundee.

Brief: to develop a framework that supports multiyear internship programme that:

Maximises the impact of the three-year funding from Tim Allan,

explores the range of activities at V&A Dundee and build a framework and process that is open, fair

transparent to the candidates and provides worthwhile opportunities and experience.

Derives its from the Design for Business Masters so that its design led and developed.

Set up paid inter opportunities for Master students across V&A Dundee

Equally beneficial to both organisations.

Allocate the resource, scheduling and support required to make the programme sustainable and

Operational

Operational

to July 2023, with sessions to suit the interns and access to relevant staff.

Operational

Activity (scope of duties):

It is a published framework agreed by both organisations and process that:

Clearly outlines how the funded opportunities will be define and agreed;

Has a clear managed timeline to cover the process to recruit, onboard and support the

Operational

Agrees how the Internship Programme and each internship will be recognised and how

will be promoted.

Work with key people at V&A Dundee to research likely areas of opportunity for future

ships. Key people to include SMG, HR, Head of Learning, UNESCO and DfB Strategic Lead

may include others.

Identify all teams and individuals at V&A Dundee and UoD to understand their requirements to

successfully manage the logistics of recruiting, contracting, onboarding and remuneration for the

interns.

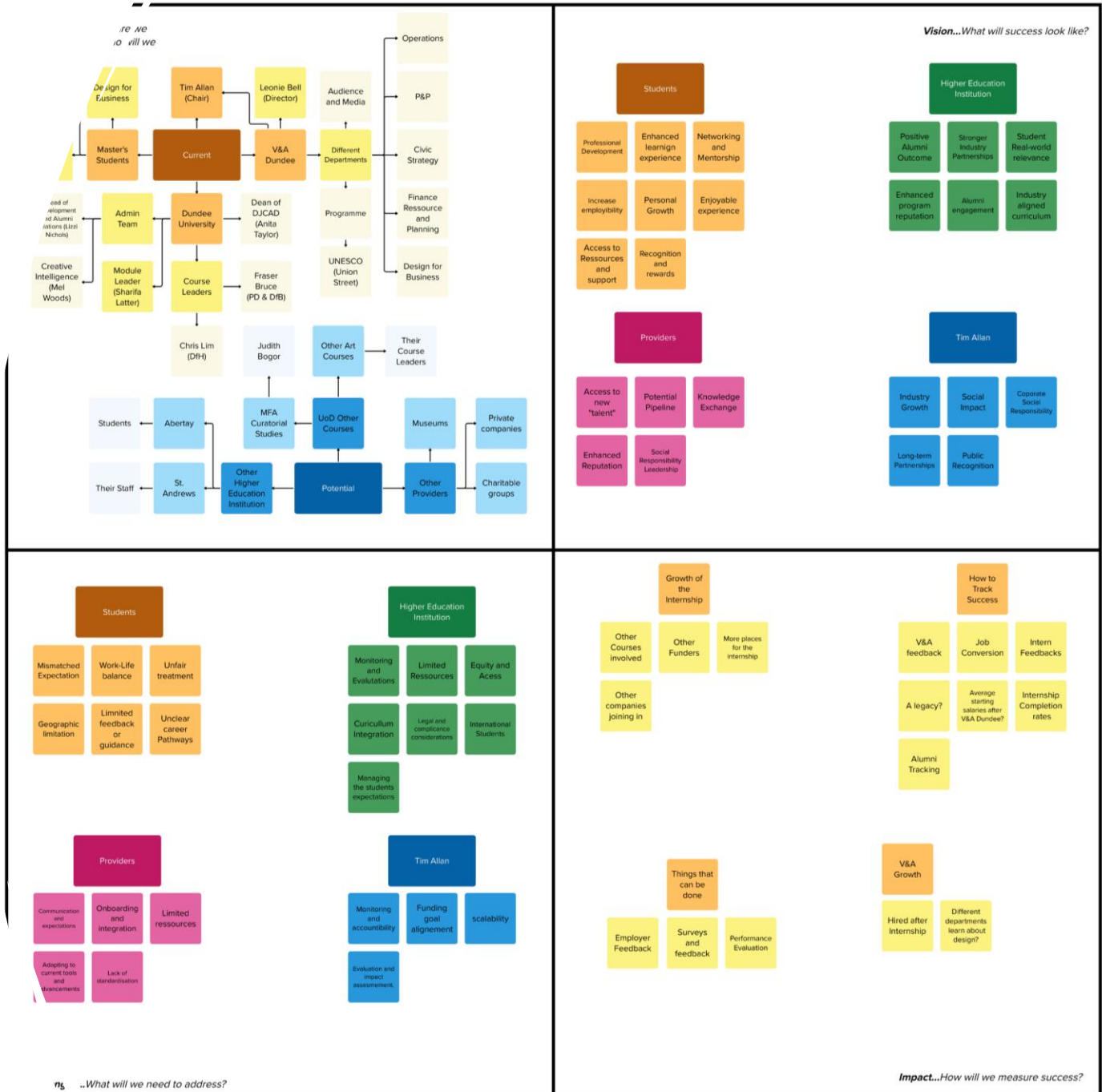
To review for any areas of risk that would prevent the successful delivery of the intern

programme.

- To propose a framework and process to be approved by UoD and V&A Dundee for operation in

Purpose Primer

- One of the initial tasks I undertook was a purpose primer.



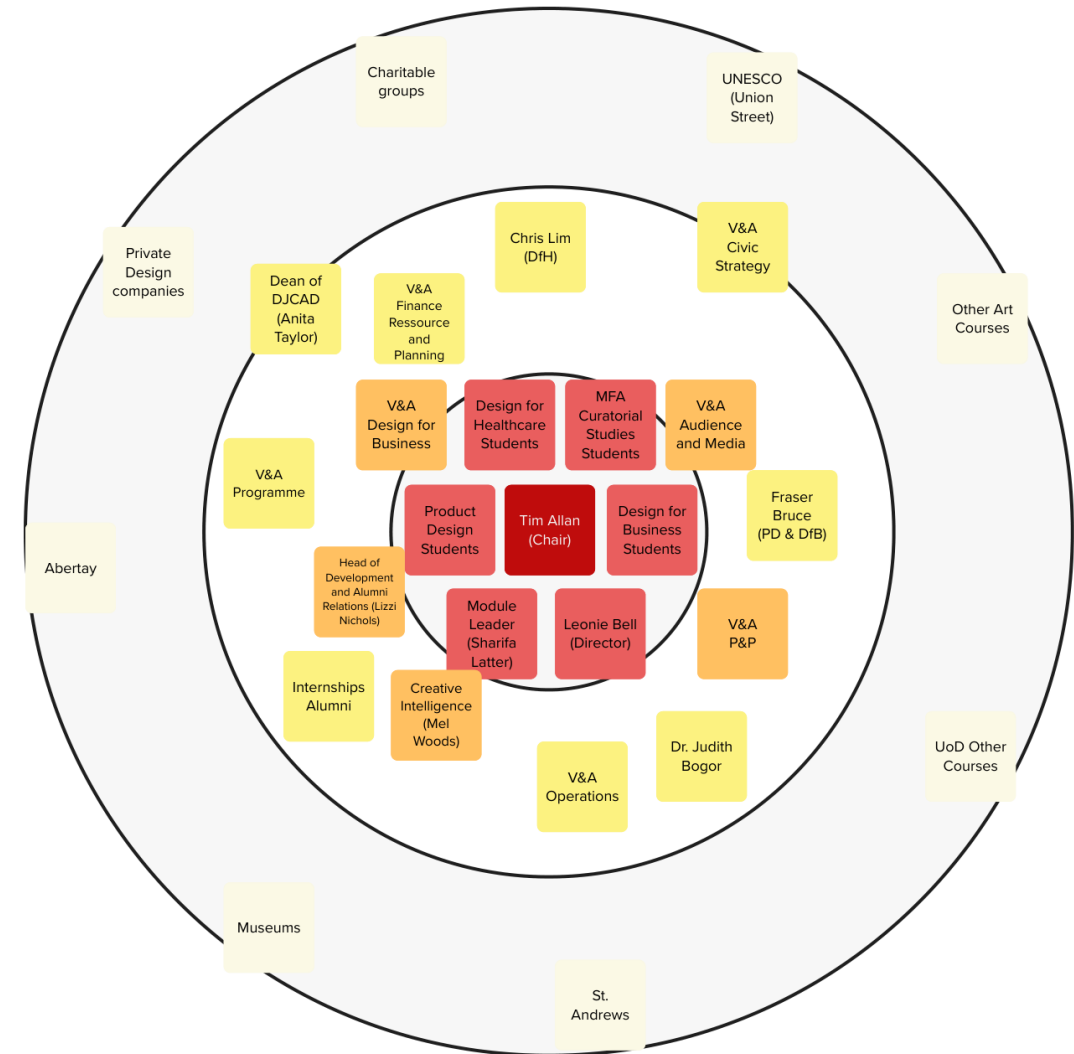
Purpose Primer

- It evolved throughout the project.



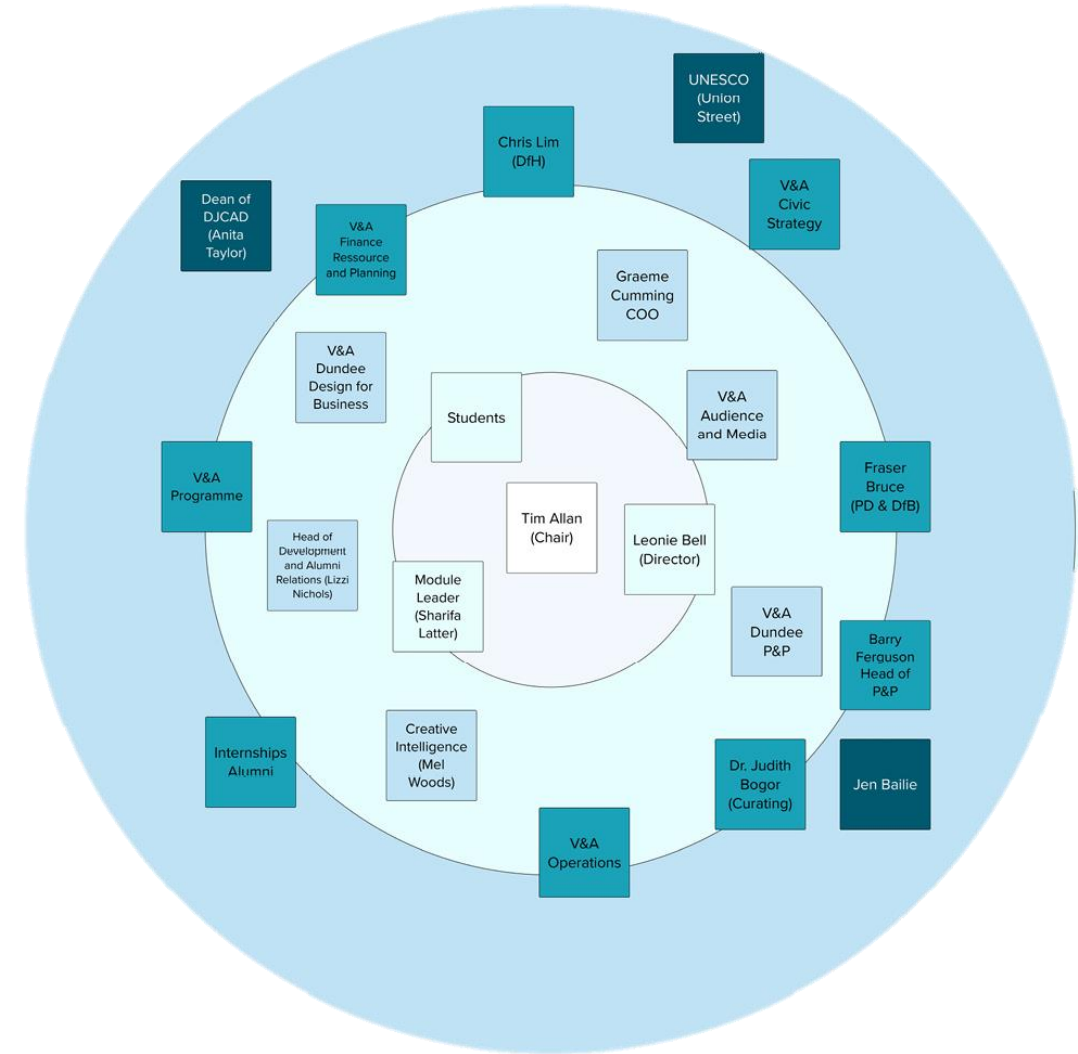
Stakeholder Mapping

- Similarly, to the Purpose Primer, the Stakeholder map also evolved throughout the project.
- This Map Includes other Companies which was not needed.



Stakeholder Mapping 2

- Similarly, to the Purpose Primer, the Stakeholder map also evolved throughout the project.



Interviews

- I had conversations with a variety of individuals.
- V&A Staff
- Students
- UoD Staff
- Other Companies
- With a very open-ended Style of interview.

department had a problem with waste.

experience for the intern and for the V&A"

thing with DIB, we sent the brief to everyone.

to go, it's about learning something new and not just doing the same thing again.

was informative

It allows them to spend time on other problems thanks to the intern spending time with other task.

I can see why it was a good idea to send the V&A one to tailor people.

From their understanding, there were a wide breadth of different design opportunities which were useful.

I think one of the good things last year about the placements is that the UoD really understood what the students wanted.

Even if it was a different creative space, they would enjoyed it.

positive, first V&A is very having an opportunity to be great for career.

"If I had done a placement in design, I would have chosen the V&A"

Th first week was very good and full on in the best way possible.

"Lee use their own personal experience as a student."

Positives

- Things along the line of getting involved with things
- Level of trust has been given to us.
- We have been thrown in in a good and exciting way, being trusted to be autonomous and getting things done is good.

we saw the B worked and wanted to branch it out.

Negatives

- Not a great deal of negatives. The only negatives have been due to my own perceptions of things.
- But that's more myself and not the fault of the V&A.

"putting feedback on current projects and we have been getting encouragement and support for personal projects."

I think the only reason I am enjoying the internship is because Lee has done one before and knows what students like or not.

It was good to be able to see the V&A a day before everyone because it was quiet.

"I would say the brief is what we are doing, at the time I was unsure as to what the brief was going to entail since we were out of the design thinking

"I am unsure about sending the placement privately, in a way I understand why

Positives

- Experience in an office setting
- I will getting into a job maybe as creative and I like that I am currently doing something really creative rn
- I think my managers are really

I don't think anyone missed out by having sent an

"The brief is similar to what i expected but I didn't expect

Processing the insights

- I then took all the insights and affinity clustered them.
- The initial cluster seen here was completely overhauled as more insight came to light.



An easier way to organise The insights

- From all the interviews, desk research and other activities I had a lot of insights.
- I found it easier to organise the insights in a very non-designer manner.

Book1 - Excel

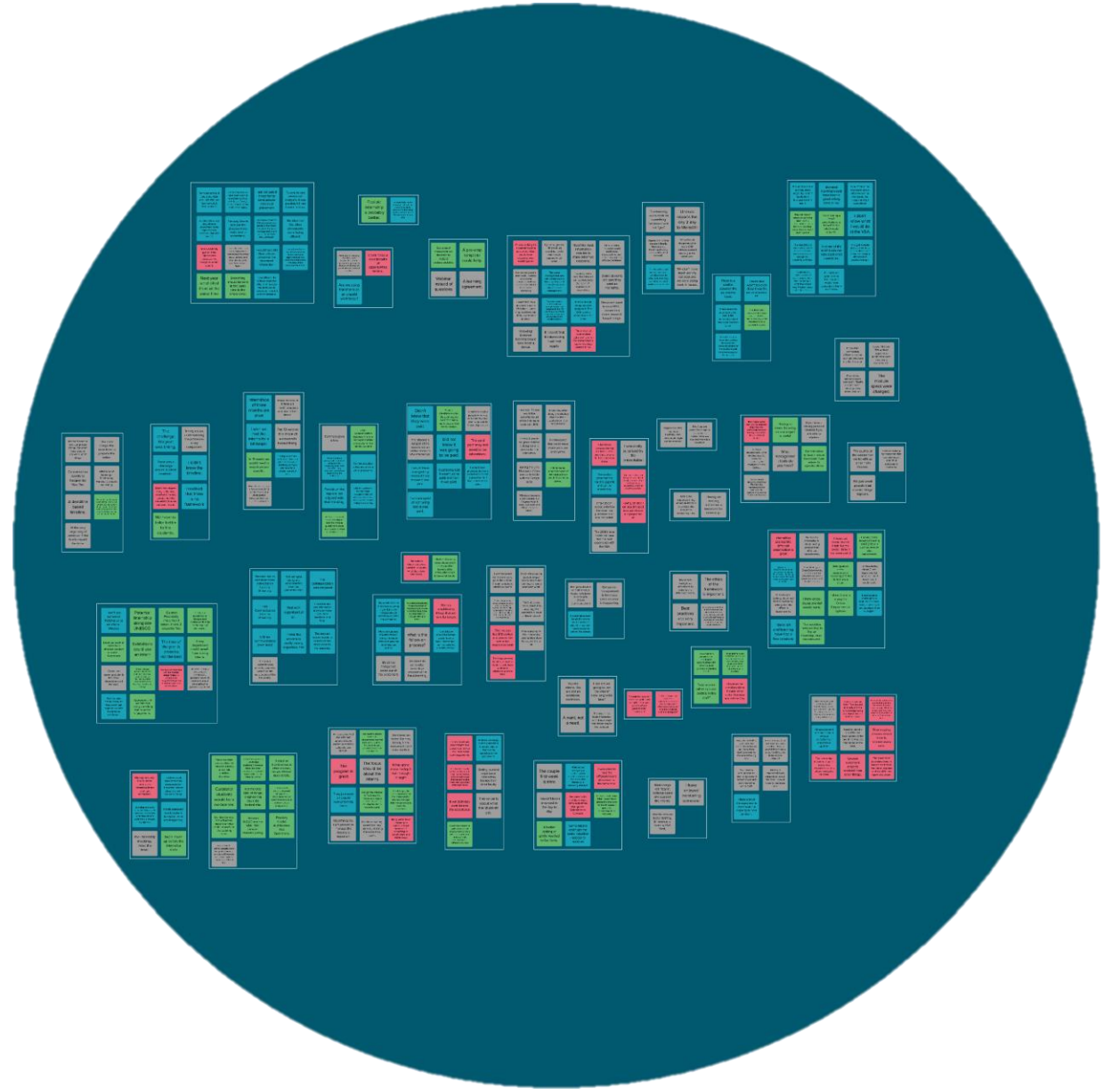
Draw Page Layout Formulas Data Review View Automate Help Acrobat

Font Alignment Number Styles

A	B	
/&A one until after we had looked at other options.	Student	Thorn
omething because there is a "gap"	V&A	bud
the interns	V&A	Bud
to Meredith	V&A	Stem
s important.	V&A	Stem
works with us is the main interest.	V&A	Rose
es things happen.	V&A	Stem
us as an intern - Unesco	V&A	Thorn
ment to cater to the different classes.	Student	Bud
aid.	Student	Thorn
	Student	Rose

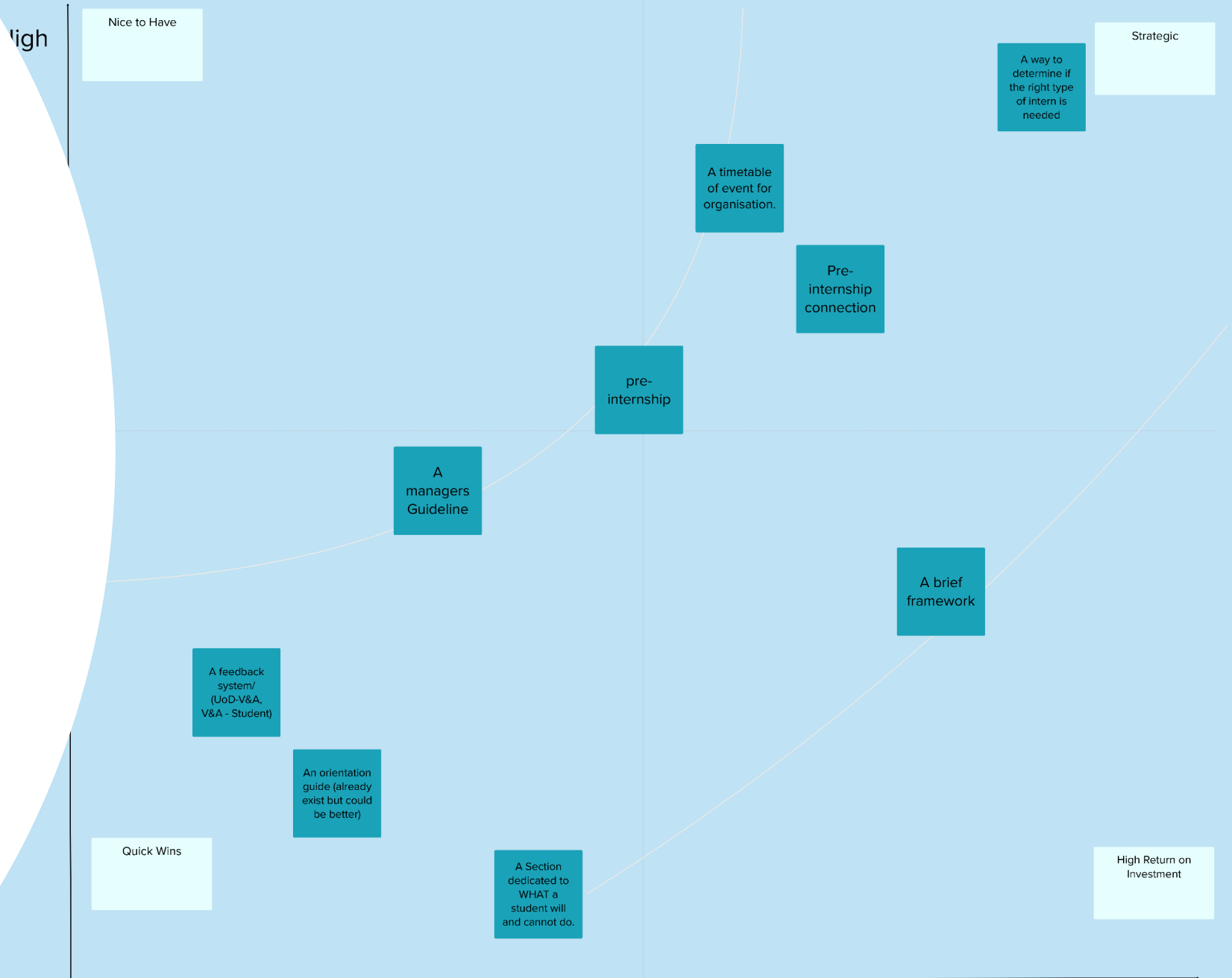
Affinity Clustering

- I then re-created a second affinity clustered based on the spreadsheet.
- Whenever a new insight was discovered, it was added to both the spreadsheet and the cluster.



Initial Ideation

- Initial I brainstormed a variety of ideas.
- I then focused on a few and did a difficulty matrix.



Workshop

- I created a simple workshop that originally was going to be held with a variety of the stakeholders.
- Due to conflicting issues, I could not do that.
- I conducted the workshop with the current V&A Dundee Interns.
- Also conducted it on a 1 on 1 basis with V&A Staff.

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17	18	19	20	21	
23	24	25	26	27	28
30	31				

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24	25	26	27	28	29	30
31						

January

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	Semester 1 Starts	9	10	11	12	13
14	V&A Dundee Staff Meeting	16	17	18	Workshop with V&A Dundee Staff	20
21	22	23	24	25	Workshop with V&A Dundee Staff	27
28	29	30	31			

February

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	Workshop with V&A Dundee Staff	10
11	12	13	14	15	Workshop with V&A Dundee Staff	17
Transfer Period	19	20	21	22	23	24
Transfer Period	26	27	28	29		

March

Su	Mo	Tu	We	Th	Fr	Sa
						2
3	Workshop with V&A Dundee Staff	4	5	Workshop with V&A Dundee Staff	7	Workshop with V&A Dundee Staff
10	11	Workshop with V&A Dundee Staff	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April

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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	Workshop with V&A Dundee Staff	9	10	11
12	13	14	Workshop with V&A Dundee Staff	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June

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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Timeline Feedback

- With the insights gathered from the workshop, I created the timeline for the internship.
- I then asked for feedback with the different line managers and staff at V&A Dundee.
- And modified it accordingly.

November - V&A and UoD Discussion about which opportunities the UoD would offer.

December

- 1st of December** - V&A Line managers and UoD have a discussion.
- 1st of December** - V&A Send the internship briefs to the UoD.

January

- 1st of January** - UoD Semester 2 Starts.
- 1st of January** - UoD send briefs to the Students.
- 5th of January** - UoD teaching starts for Semester 2 (will be early since it is a post-grad).
- 9th of January** - Webinar between students and V&A for asking questions.
- 26th of January** - Students send their Applications to the UoD

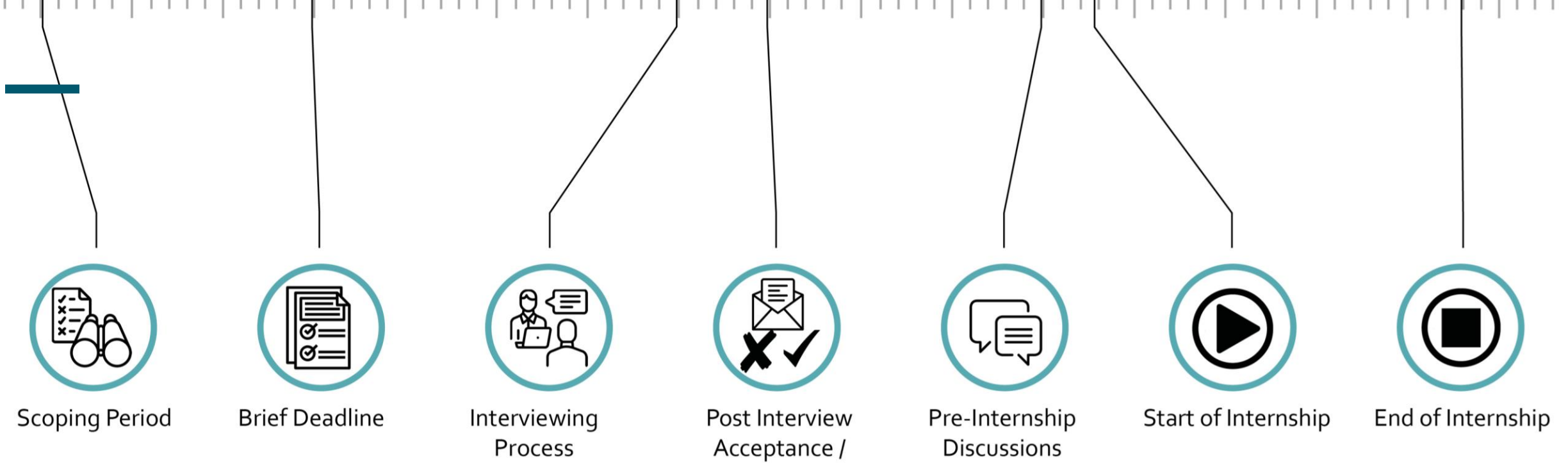
February

- 7th of February** - UoD sends the application to V&A.
- 7th of February** - UoD sends an email to the students about the position having been found.
- 16th of February** - V&A send Interview Dates to Students.
- 18th - 23rd of February** - V&A/Students Interview.

March

- 1st of March** - V&A acceptance letter
- 4th of March** - Student accept (or reject) V&A application.
- 5th of March** - If Rejected send email to backup.
- 5th of March** - Student accepts (or reject) the Backup.
- 5th of March** - Send rejection letter to everyone else.
- 5th of March** - V&A Send email to UoD with intern list.
- 5th of March** - Student send an email to UoD with position/role.

5th of March - UoD Needs Internship confirmation by then.



The writing of other Documents

- I also created other documents that would help facilitate the internship, in addition to the timeline.
- Templates
- List of useful contacts.
- Induction Checklist
- Etc.

Presentation

- I presented alongside the other interns my work to V&A Dundee.
- I originally proposed that the presentation be done in order to allow the staff members of the different departments to view the importance of our work.

