

## **Case study 4-Jenny**

Jenny graduated in 2009 with a Business Management degree. She has volunteered at high school and throughout university. As part of her Duke of Edinburgh award at school she volunteered in a charity shop. At Edinburgh Napier she volunteered in the following ways:

- Student Recruitment activity;
- Freshers Family Day;
- Gave her profile to be used in the University prospectus;
- Featured on a multimedia video to promote the University.

### **Skills developed**

#### **People skills**

Volunteering in a charity shop enhanced Jenny's communication skills and patience when dealing with the public, especially the elderly. Team work and efficiency under pressure were needed during Freshers Week.

#### **Professional skills**

Jenny gave several presentations for Student Recruitment. This increased her public speaking and interpersonal skills. Going out to colleges and schools, she gained business acumen and understood the "bigger picture" behind Edinburgh Napier as a business. Jenny knows that she was trusted for her ability, enthusiasm and willingness to participate in events.

#### **Personal skills**

Jenny feels the main benefit from aspect volunteering is the confidence she gained. Volunteering in the workplace throws up the difference between giving presentations to peers in class and presentations to audiences in a public event. She has found volunteering in the work place helps to back up academic theoretical learning. Finally, Jenny has noticed job applications these days focus on extracurricular and non academic achievements. Volunteering gives her more interesting things to talk about on her applications.

Jenny has now identified she wants to work in student services or recruitment. This is directly related to her volunteering at university.