



WORLD OF
WEDGWOOD

WORK EXPERIENCE PROGRAMME

Placements available for students age 15+

INTRODUCTION

World of Wedgwood is proud to offer a structured Work Experience Programme designed to give students meaningful insight into careers within a working heritage attraction and hospitality environment.

Our programme provides a realistic introduction to the guest experience, operational teams, and the wider functions that support a busy, award-winning destination.

Through this programme, we are committed to supporting the future of the industry by nurturing the next generation of talent and helping young people gain a clearer understanding of career pathways within heritage, tourism, and hospitality.

Due to the high volume of applications we receive each year, we operate a structured placement model with defined pathways. This ensures a high-quality, consistent experience for students while remaining cohesive with our operation.

OUR APPROACH

We believe work experience should be:

- Structured and purposeful
- Fair and consistent for all participants
- Safe and compliant with safeguarding standards
- Valuable for both students and team members hosting placements

Our defined pathway model ensures that every student receives a meaningful and well-organised introduction to the industry, while allowing our teams to deliver a safe and manageable programme.

PLACEMENT PATHWAYS

Students applying for work experience must select one of the following pathways:

1. Visitor Attractions, Tourism & Hospitality Pathway

This pathway provides students with a comprehensive insight into the operation of a leading visitor attraction, exploring the different departments that work together to deliver an exceptional guest experience.

Throughout the week, students will gain hands-on experience across a variety of guest-facing teams, developing an understanding of customer service, hospitality, retail, leisure experiences and heritage tourism.

Monday – Guest Experience

Begin the week with our Guest Experience Team, learning how we welcome guests, provide information and orientation, and create positive first impressions that set the tone for the guest journey.

Tuesday – Food & Beverage

Work alongside the Food & Beverage team to gain experience in front-of-house hospitality, developing an understanding of customer service, service standards and the role food and beverage plays within the guest experience.



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Wednesday – Creative Studios

Support the Creative Studios Team in delivering engaging guest experiences, including pottery painting and pot throwing sessions. Students will gain insight into activity delivery, guest interaction and the management of hands-on creative experiences.

Thursday – Retail

Spend the day with our Retail Team, learning about the operation of a retail environment, including customer service, product knowledge and the importance of retail within a visitor attraction.

Friday – Guided Tours

Return to the Guest Experience Team to explore the delivery of guided tours. Students will learn how stories are brought to life for guests and gain an understanding of interpretation, presentation skills and engaging different audiences.



By the end of the placement, students will have developed a broad understanding of how multiple departments work together to create a successful visitor destination, while building confidence, communication skills and valuable workplace experience.

2. Professional Cookery Pathway

This pathway provides students with valuable insight into working within a professional kitchen and hospitality environment. Students will gain an understanding of the skills, standards and teamwork required to deliver a high-quality food and beverage operation, whilst experiencing the fast-paced nature of the hospitality industry.

Week 1 – Professional Cookery

Students will spend the week working alongside our Kitchen Team, observing and supporting a range of day-to-day activities within a professional catering environment.

Throughout the week, students will gain experience in areas such as:

- Food preparation and kitchen organisation
- Food hygiene and safety procedures
- Understanding ingredients, menus and service preparation
- Supporting chefs during service periods
- Learning about teamwork and communication within a professional kitchen
- Developing an understanding of the standards required in a commercial food operation

Students will gain first-hand insight into the discipline, organisation and attention to detail required to work in a professional kitchen.



Week 2 (Optional) – Front of House Hospitality

Students who wish to further develop their understanding of the hospitality industry may choose to undertake an additional week with our Front of House Team in the Wedgwood Tea Room.

During this week, students will gain experience in:

- Guest welcome and customer service
- Food and beverage service
- Service standards and hospitality etiquette
- Teamwork within a customer-facing environment
- Understanding the guest journey from arrival to departure
- Supporting the operation of a busy hospitality venue

This additional week provides a broader understanding of how kitchen and front-of-house teams work together to deliver an exceptional guest experience.



By the end of the placement, students will have developed a practical understanding of the hospitality industry, gained valuable workplace experience, and explored the wide range of career opportunities available within professional cookery and hospitality.

APPLICATION PROCESS

All applications must be submitted via our online Microsoft Form at www.worldofwedgwood.com/content/careers. Applicants will be asked to:

- Provide personal and school details
- Select their preferred pathway
- Answer a short series of application questions
- Confirm their availability for specific placement dates

SELECTION CRITERIA

Due to high demand, we are unable to offer placements to all applicants. Successful applicants are selected based on:

- Quality and thoughtfulness of application responses
- Demonstrated interest in the chosen pathway
- Clarity of availability
- Commitment and professionalism shown in application

OTHER OPPORTUNITIES

If you are interested in completing Work Experience in Design, please contact Fiskars UK (Vita) Ltd via vicky.nairn@fiskars.com

If you are interested in completing Work Experience in Museums & Galleries, please contact the V&A Wedgwood Collection via wedgwood@vam.ac.uk



AVAILABILITY & SCHEDULING

Placements are available throughout the year and can usually be accommodated across a wide range of dates, depending on operational capacity.

Applicants are required to provide specific preferred dates or clearly defined week(s) when submitting their application.

Due to supervision requirements and the nature of our working environment, we have a maximum number of work experience students on site at any one time. We encourage applicants to be as specific as possible when outlining their availability, as this directly impacts whether we are able to offer a placement.

If we are unable to accommodate your requested placement dates, a member of our team will reach out with alternative options where possible.



- Placements follow a fixed structure and timetable
- Itineraries are designed to provide a broad overview of the selected pathway
- We are unable to accommodate individual requests outside of the defined programme structure

SAFEGUARDING

World of Wedgwood is committed to safeguarding and the wellbeing of all young people participating in our programme.

- All participants under the age of 18 are considered young people under our safeguarding policy
- Parental or guardian consent is required for all applicants under the age of 18
- All placements are supervised by trained staff members

A copy of our full safeguarding policy can be found [here](#). A risk assessment and Health & Safety induction will always be completed prior to the commencement of any Work Experience Placement, which will cover all aspects of work to be carried out during the placement.

ACCESSIBILITY

At World of Wedgwood, we care about crafting luxury experiences and creative opportunities for everyone to enjoy. This is why we have partnered with AccessAble to create our new online accessibility guide. Our accessibility statement can be found [here](#).

A FINAL NOTE

We encourage all applicants to consider carefully which pathway best aligns with their interests and future aspirations before applying. While our programme is structured, it is designed to provide a valuable and authentic insight into working within a large visitor destination and hospitality environment.



For further information about Work Experience, please contact: info@worldofwedgwood.com