

RedbridgeCVS Employment and Skills Team

Success Stories

Husna Choudhry

Husna registered onto our Jobshop Community Outreach project to receive support to look for work. Husna had never had a paid job but had volunteered extensively. However, Husna felt she would never be able to secure paid employment and as a result suffered from low confidence, which at times affected her motivation.

Husna had, in the first instance, an initial assessment and action planning session to identify her barriers to employment. Then, during a 1-1 appointment, her CV was revamped in order to be more user-friendly and better market her skills to employers. She also developed a template cover letter.

Husna attended 1-1 information, advice and guidance sessions and assisted job search sessions. During an assisted jobsearch session at Abbey Children's Centre, a role with The Welcome People was identified and she was supported to complete a job application for the role.

Husna was offered a job interview for the role – she was very nervous as this would be her first interview for a paid job. Before her interview her adviser offered her a 3 hour one-to-one session, which included research of the organisation, developing questions to ask the interviewer and a mock interview. Husna attended her interview and was offered the role as a Street Ambassador for Ilford BID.



Husna says:

“Before coming to RCVS, I would have never believed that I could get a well-paid job in such a short span of time. This really boosted my confidence and still does nowadays.”

Darren Dowlut

Darren registered with us after we'd supported his wife Hemadevi on the Women Works project. He had been made redundant and had been out of work for over 3 months despite applying for a variety of jobs.

This had impacted his self confidence and he advised us that he was unsure of his next steps. He met with our Job Broker team who updated his CV and referred him for a Sales Assistant work trial with Cash Converters. The Sales Assistant role led to their management training scheme for suitable candidates. Darren had previous management experience and was keen to access the scheme. He completed the work trial successfully and was offered a job which he started on 30 December 2013. Darren is currently in training to become a Store Manager.

Darren says:

“I really lost hope after my redundancy, it gets to you when you apply for jobs and don't hear anything back. I wasn't aware of projects like this until they helped my wife find work.”



I am very happy to be working and to have the opportunity to be a manager again.”

Maria Pal

Maria registered onto the Jobshop Community Outreach at Leys children centre. Maria lacked confidence due to having looked for work for over a year and not being able to find a job. In addition, due to having a son under 5 years old, childcare was a significant barrier to work for her. Maria received the following support from project staff:

- a skills assessment session to assess her training needs
- action planning to establish Maria’s career goals and how to achieve them
- 1-1 advice about working part-time and information on available job vacancies
- 1-1 support to complete a good quality CV
- information on local affordable childcare and funded childcare schemes

Maria applied for an administration position with us, but despite support to prepare for her interview with her project adviser, nerves got the better of her and she was unsuccessful. Feedback was given to Maria and she worked with her adviser for several months to improve her interview technique.

Maria was forwarded for a customer service position and was successful as a result of her interview training. Unfortunately, the employer decided to put recruitment on hold indefinitely. This was a major blow for Maria but her adviser managed to keep her motivated and referred her for an apprenticeship opportunity with Barclays Bank. Maria had to do a literacy and numeracy assessment, first stage group screening, a second stage group interview and assessment with the apprenticeship provider, then a final and third stage interview with Barclays Bank. Maria was successful through all the stages of recruitment and started working at the Ilford branch of Barclays Bank on 10 October 2012. She has now completed an NVQ Level 2 in Providing Financial Services.

Maria nearly didn’t start the job because she had no childcare. Her adviser arranged low cost local childcare for her son through a registered childcare provider, and RedbridgeCVS covered her childcare costs for the first week of her employment from the project’s Participant Discretionary Fund.

Maria won the achiever of the year award at the ERD, ESF awards on December 10th 2012.

Maria says:

“Banking is not something I had considered before and I wouldn’t have thought I would be able to get into it, but here I am. I would now like to become a Personal Banker. My adviser has been brilliant, so supportive and always motivating me to keep going and never give up.”

Baljit Manku

Baljit registered onto the Jobshop Community Outreach project when she attended our Jobs and Training Fair event at Becontree Children’s Centre. There she received advice about the steps she should take to find part-time work, participated in a CV surgery and found out about available job vacancies.

Baljit was interested in applying for our Trainee Project Officer role but didn’t feel confident enough to go for the position. After a 1-1 mentoring session with a project adviser, which included talking through the job description and person specification and how best to prepare for interview, she felt encouraged to apply.

Baljit applied for the position and was invited for a first stage group interview: she was early, participated in all



group activities and dressed smartly. She did so well that she was invited for a final panel interview. Baljit was by far the best candidate for the job: she'd prepared well, had done her research, looked smart and had questions prepared to ask after the interview.

Baljit worked with us for over a year and in this time she

- Engaged over 150 people onto our projects
- Progressed people into work and further courses
- Help set up and run a weekly job club at Barking Foyer
- Completed a PTTLS course
- Completed an Information, Advice and Guidance Level 3 NVQ

Baljit says:

"I would never have had the confidence to apply for this job if I hadn't had the encouragement and support from staff. I have learnt so much from the job and am really enjoying myself. I've had a lot of support, training and the job fits in around dropping off and picking up the kids from school. The team even talked with my Jobcentre Advisor to make sure I am better off in work and applied for the right in work benefits. I recently increased my hours from 16 to 25 per week and got a pay rise because I've been doing so well. I would encourage parents to sign up to this project – it has changed my life."



Lorna Grazette

Lorna registered onto our Women Works project to look for work. Shortly after her enrolment and induction onto the project, she attended a pre-screening event for our Administrator vacancy. The event involved a literacy assessment and various group activities including a presentation. Lorna did really well in the literacy assessment and fully participated in the group exercises. In fact, it was initially hard to understand why Lorna was unemployed.

Lorna was invited to apply for the role and assigned an adviser to identify her barriers to employment – what emerged is that although Lorna was highly employable she was finding it very difficult to find local, part-time, flexible working opportunities which would still allow her to uphold her family responsibilities. She was also keen to find work within the voluntary sector in Redbridge. She had not worked in this sector before and this was of great interest to her. Her adviser agreed to support her with this and they put a plan in place in order to achieve these goals.

Lorna applied to part-time roles and completed a job application, IT assessment and panel interview for our administrator role and was successful. She started work with us on 1 July 2013.

In order to ensure Lorna would sustain work we:

- Agreed she can work her hours in line with her other commitments
- We would offer hours that would put her in the best financial position (between 16-25) with an offer to increase her hours up to 30 per week if this better suited her financial position
- Agreed to increase her pay to make it in line with the London Living Wage after her probation period
- Offered access to in work support such as attendance at free exercise classes



Lorna says:

“I did not know this organisation existed and would have sought assistance with understanding what employers/agencies in this particular sector are looking for in applications submitted earlier... I will be promoting the service to friends and family.”

Maria Miranda

Maria Miranda registered with us and received information, advice and careers guidance as she was interested in four different sectors including catering. She worked with an adviser to revamp her CV and was supported to apply for jobs.

Our Job Broker forwarded her for an interview with a local nursery he'd been working with who had a cook vacancy to fill. He prepared her for interview, going through the questions she was likely to be asked, and helped her prepare questions to ask.

Maria attended the interview and despite her nerves was offered the job straight after the interview. She has now been in work for nearly 2 years.

Maria says:

“It's a really nice place to work and I am happy in my job. The help I got before my interview was good and I liked that I was just sent straight away to the employer for interview and didn't have a long time to wait like with some jobs.”



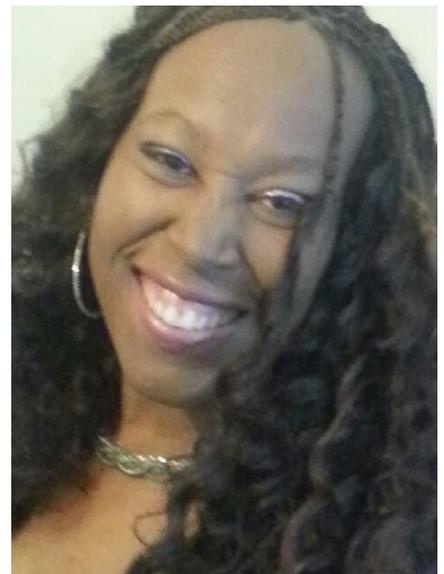
Sheba Freeman

Sheba Freeman registered with us at Leytonstone jobcentre. She had a lot of previous work experience in health care but was looking to change careers and was interested in working in security. She had completed an SIA course but was finding it difficult to find a permanent and full time security role.

We supported Sheba by updating her CV, providing vocational information, advice and guidance and preparing her for interviews. She attended several interviews and found a job with a security employer. Unfortunately this did not work out as she was not offered the number of hours she originally agreed with the employer. We continued to work with her, referring her to vacancies until she found full time work with Balfour Beatty, working in security at the Olympic Park. Sheba has been there for over a year.

Sheba says:

“I am really happy. The project gave me a lot of help as it was daunting to change career but their advice really helped. I get paid more than I did when I worked in healthcare, so can't complain really.”



Marjarie Arslan

Marjarie Arslan was referred by WorkRedbridge and initially contacted us weeks before she started but had advised the WorkRedbridge Coordinator that she was unhappy with the response she had received. She was contacted by the Employment & Skills Manager who resolved the misunderstanding and booked her in for a 1-1 appointment with an adviser.

During this appointment a skills and careers assessment was completed, an action plan was completed, her CV updated and she received information on local retail vacancies including one with Card Factory. Marjarie had previous experience with the employer and her adviser encouraged her to pop into the shop to enquire about the jobs. Marjarie did and was offered a job on the spot pending a work trial.

Marjarie completed her work trial and started work the following week. She has been in work for over a year. Her employer has advised us that she is very pleased with her progress.

Marjorie says:

“I’d been looking for work for a while. I wasn’t aware Card Factory was recruiting. To come onto a project and be offered a job on the same day as I started is great. I am really happy there and thankful to the project for helping me get a job.”



Neneh Kamal

Neneh was registered at Leytonstone jobcentre onto our Get Working project, she had previous experience as a Job Broker but it was over 3 years ago. She was keen to return to this industry but needed work experience to refresh her skills and build her confidence. Neneh completed a work placement within our team, during that time her travel expenses were covered to enable her to attend.

Neneh’s CV was 3 pages: her adviser updated it, putting the information onto 2 pages. She was supported to apply for employment consultant jobs and prepare for job interviews by our Job Brokerage Coordinator. Neneh applied for positions with several prime providers.

She went for an interview with A4E and was successful. She worked as one of their recruitment advisors for over 11 months and works with Urban Futures as their Mandatory Work Activity Programme Coordinator.

Neneh says:

“I got a lot of support from this project and it’s great to be back working in the employment and skills sector.”

