

Job Club NextStep Bishop's Stortford



**Presentation to
East Herts Local Strategic Partnership
Board meeting**

**Chris Harrison
Centre Manager**

NextStep Bishop's Stortford



- **Who are we?**
 - Hertford Regional College working in the community in partnership with Local Councils, Job Centre Plus and Community Organisations
- **What are we?**
 - Adult Training and Information Centres
- **What do we provide?**
 - Impartial Information, Advice and Guidance on learning, career and work opportunities.
 - Adult training including ICT, Maths and English
 - Classroom based or flexible e-learning options
 - Employability Skills Programmes



"I enjoyed the Centre's atmosphere and received great advice, help and customer service"

Louise completed the Part 1 ECLD course with our NextStep Centre in Bishop's Stortford and has now progressed on a Secretarial, Admin and Business Level 2 at HRC's Broxbourne Campus. Louise has been accepted as a volunteer with the YMCA.

PRG funded Job Club



July 2010 – August 2011

- £5000 capital support grant received to develop a Job Club following increased number of visitors and learners asking for help to find work
- Job Club established on Tuesday & Thursday afternoons between 2pm & 4pm
- IT facilitator employed to help with computer skills
- IAG practitioners used to provide careers advice



Aims of Job Club



- To provide job searching facilities with ICT support
- To provide 1:1 information, advice and guidance to help with personal goal setting and individual action planning
- To help participants identify any additional skills needs
- To provide on-going mentoring to encourage continued participation and progression into employment



What do we provide?



Resources

- Computer suite
- Free Internet access
- Career diagnostic software
- Templates for CVs & covering letters
- Weekly Job Centre vacancy lists

An ICT Facilitator to help with:

- Formatting CVs
- Completing on-line application forms
- Using covering letter templates
- Setting up email accounts and sending attachments
- Accessing websites

IAG practitioners for

- 1-1 action planning & mentoring
- Impartial information on:
 - local employment services
 - career resources
 - volunteering opportunities
 - business start-up support

Access to Skills Training

- Free employability programmes
- Initial Assessments in English & Maths
- Adult National Tests in Numeracy & Literacy L1 & L2
- IT courses and qualifications
- Sector specific skills

How successful were we?



85 Job Club Members – 141% of original profile

28 members (33%) entered further Skills Training

31 members (36%) into work or business start-up

IT tasters & short courses	= 9
ECDL ITQ Level 1 & 2 Awards	= 6
Employability Programmes	= 19
Skills for Life Assessments	= 6
Skills for Life Qualifications	= 3

- **Retail**
- **Civil Service**
- **Catering & Hospitality**
- **Finance**
- **Office/ Admin**
- **Logistics**
- **Social Work**
- **Ground Maintenance**
- **Teaching**
- **Cleaning**

Case Study: RJ



PROFILE: RJ

- Referred to NextStep by the local East Herts Council Office after being made redundant
- Regularly attended the Job Club Aug 10 – July 11
- Completed ECDL ITQ Awards Levels 1 & 2
- Completed Adult National Test in Numeracy L1

Quotes:

“Having the Job Club in the centre is a huge help. Jacqueline helps everyone with CVs, cover letters and works very hard (moving people) towards IT. It’s a great help in all ways.”

“My confidence was ‘0’ and Cynthia and Jacqueline encouraged me so much. Help is tailored to fit each student.”

OUTCOME

Found work as a Counter Assistant with a Post Office in Bishop’s Stortford after successfully completing a rigorous interview and training process in August 2011



Case Study: EM



PROFILE:

- Referred to NextStep by Job Centre Plus
- Very depressed after being out of work
- Regularly attended the Job Club Oct 2010 to January 2011
- Additionally Completed NextStep to Work pre-employability programme

Quotes:

'I felt depressed being out of work. I came into NextStep feeling down and very upset. The NextStep to Work course and Job Club facilities improved and updated my CV and gave me the motivation to find work. I feel good and now have my self esteem back'.

'I got to meet people and share experiences. I still keep in touch with some of them.'

OUTCOME

Found work as Civil Enforcement Officer with East Herts Council after attending a month's vocational training in London.



Case Study: Elvis Ellis



PROFILE:

- Saw a review of NextStep in local newspaper
- Unemployed but wanted to develop skills to set up his own menswear business
- Regularly attending Job Club twice a week
- Completed NextStep to Work programme
- Referred from Job Club to Outset Herts business start-up support

Quotes:

‘NextStep really helped me update my profile. After I finished I was very confident that if I used my CV it would be up to date and impressive’

‘The staff are very helpful. They speak to us all individually. They go out of their way to help you if you need advice with courses, education etc. I am going to enrol on more courses soon’.

‘NextStep and Outset Herts have given me so much support and publicity for my menswear business.’

OUTCOME

Launching own Men's Fashion business



What worked?



- Initial action planning and mentoring
- Support with computer skills to enable members to help themselves – training facilitators in both IAG and ICT.
- Those who attend regularly & treat their return to work as a full-time job are most likely to succeed
- Being with other job seekers increased motivation, reduced the feeling of isolation and encouraged peer support.

Ways forward



- Continue supporting employability programmes & IAG with Job Clubs – approach may be more expensive but results are cost effective
- Registering Job (Work) clubs as a recognised customer ‘Opportunity’ with local Job Centres
- Developing additional sector specific skills training linked to local labour market information
- Inviting employers to use facilities to interview job-ready candidates
- Additional funding to be sought to expand programme