

Your Future Starts Here



**YOU'RE
BETTER OFF
WORKING**

Welcome to Reed in Partnership...

...we will work with you to prove you are better off working.

Reed in Partnership is all about enabling people to achieve their job goals. Our team is here to provide you with the support you need to find work and can help with training, creating a CV, building interview skills, identifying vacancies and providing help with jobsearch techniques.

When you join Reed in Partnership, you join the team; that's why you are known as a Member, rather than a jobseeker or customer. This reflects our approach of working in partnership with you to tackle your barriers together.

This booklet will give you an idea of what you can expect from us, and the support we offer. It includes information about our tailored skills and training courses, as well as tips for success.

As part of our programme, you will have your own Employment Adviser who will be there every step of the way to ensure you are ready to take your first steps back into employment. They'll also be able to answer any questions you may have.

Your future is in your hands and we're here to help!

A handwritten signature in black ink, appearing to read 'Chris Melvin', written in a cursive style.

Chris Melvin

Chief Executive

Reed in Partnership

Contents

1-2	Getting the help you need starts here
3-4	We listen to what you want...
5-6	...And help you discover your future
7-8	Training and skills
9-10	Frequently Asked Questions
11-12	Top 10 tips for success
13-14	Member Charter
15-16	Our commitment to Members



Getting the help you need starts here

When you've been out of work - or never had a job - it may be hard to believe that you can get a job, and all the benefits that go with it.

Because we are passionate about helping you into employment, we start by finding out what you want to achieve.

We have a range of services developed with you in mind:

Your own Employment Adviser

With Reed in Partnership you'll get a Employment Adviser to assist you in your journey into work.

Help with finding a good local job

Through our dedicated Recruitment Managers, we work with local employers to ensure you have access to good local jobs. Your Employment Adviser will also provide advice on jobsearch techniques and how you can find the right job for you. To help this process, we provide free use of newspapers, phones and the internet.



The right skills and training

Not only will we help you with writing your CV, and filling in application forms, but we can also provide you with training to increase your skills and qualifications. By working with employers, we ensure all the training we provide is relevant to your job goals.

Financial assistance

Whether it's paying for your transport to an interview, funding training or buying interview clothes, Reed in Partnership can support you in taking those first steps into the job market.

Help even after you start work

Our job doesn't stop when you start work. Your Employment Adviser or Employment Coach will provide continued support to ensure you progress in your new role and help with any issues you have.

We listen to what you want...

We offer a personal service built around you and your needs.

Getting to know you

We start by listening. It's a very important first step that helps us give you the support you need. You'll meet your Employment Adviser who will take the time to listen to you and find out about your situation. They will be the main person you deal with throughout your time with us.

Your Employment Adviser will help you identify suitable job goals and provide the support to help you get there.

The support we provide ranges from tips on job searching, improving your literacy skills, help with your CV, application forms and interview techniques as well as offering advice on training and contributing towards travel and interview costs.



Getting you a job

Once we have listened to you and gained a good understanding of your situation, we will concentrate on helping you find work. We work with local employers because they trust us to find the right people.

It is in everyone's best interests to make sure we don't push you into any old job - only a job that's right for you. That's why your Employment Adviser spends time getting to know you: what you're like, and what you are looking for. Once you have both agreed on the best direction for you, they'll help you get there by providing:

- Help with jobsearch techniques, tailored to your job goals
- Help with benefits and your entitlements
- Help with expenses and managing money
- Help with finding the right job with the right employer

Whatever you need, your Employment Adviser will be there to provide help and advice.

...and help you discover your future

Why should you trust Reed in Partnership to help you get the job that is right for you?

Because we have already helped over 115,000 people back into work

We've worked in communities across the UK and supported people from all backgrounds move into employment.

Our service will help you to:

- Be clear about what you want for the future
- Be realistic about your goals
- Identify problems that are making it hard for you to find work, and help you overcome them
- Find and apply for training that will give you the skills you need to start, keep and enjoy work
- See the job market from the employer's point of view
- Find jobs that are not advertised



Because your Employment Adviser or Employment Coach will be on hand to offer help with:

- Finding out about the buses or trains to get you to work on time
- Advice and extra training to help you to progress in your role
- Challenges you may face in your new job

Because we continue to support you even when you start work

We don't stop supporting you when you start a job - far from it. We can help you with claiming your new entitlements, assistance with travel costs and expenses during your change of payments and arranging childcare.

We know it's going to be quite a change, so even after you start your new job, we're just a phone call away if you have any problems.

Training and skills

Training and Skills

Reed in Partnership can provide you with the training and skills you need to help you find a job.

As part of the process of helping you get ready for work, your Employment Adviser will suggest training courses that will help you get ahead with an employer.

Reed in Partnership has a range of courses which we have developed to help Members find work. We also work with external partners so that we can give access to specialist help when needed. The type of training and skills provision we provide includes:

The Journey™

This programme helps get Members ready for the world of work. It is a pre-employment course delivered in a small group by specialist Employment Trainers. Some of the key aspects covered by The Journey™ include: setting realistic job goals; writing a great CV; performing well in job interviews; and successful jobsearch. Your Employment Adviser will be able to help you work out what parts of The Journey™ are relevant for you to attend.

Basic Skills

This provision specifically helps with numeracy and literacy skills. We know that some people need assistance with numeracy and literacy whilst other Members may not have English as their first language. We ensure that these skills are improved to prepare you for entering the job market.



Routes2Success

Our industry-specific courses can provide you with the skills needed to help you move into your dream job. For example, if you are interested in retail work, we can provide you with customer service training in practice situations to give you the head start at interviews.

QuickStart

This dynamic jobsearch course is aimed at Members who are ready to start work. These are group sessions facilitated by an Employment Trainer. The course will include jobsearch techniques and skills to help you access vacancies within the hidden and open job market. QuickStart is a great follow-on to The Journey™ and Routes2Success.

Throughout your time with Reed in Partnership please speak to your Employment Adviser about any skills or training support that you think you might need.

Work Experience

Our Employment Advisers and Recruitment Managers will support you to find work experience to improve your CV and increase your chances of finding a job. Work experience can also help you decide which sector you would like to work in.

Frequently Asked Questions

What kind of jobs do you have?

We have access to hundreds of jobs in a wide variety of industries – log in to the online Member Portal or look at the vacancies board in the office to see some of what’s currently on offer, or ask your Employment Adviser. Our team of Recruitment Managers are constantly talking to good local employers to find a variety of different jobs to suit different people.

What happens to my benefits and entitlements?

While you are with Reed in Partnership, you will carry on receiving your benefits as usual. Your Employment Adviser can go through a “Better off Calculation” with you, which will show you exactly what will happen to your income if you accept a job. They’ll also help make sure you continue to get all the benefits you are entitled to.

Can you help me with the things that make it hard for me to get a job?

That’s the main thing that we’re here for. If you need training, we’ll help you find and apply for it. If you are nervous at interviews, we can teach you techniques that will boost your confidence. If you have a health condition, we can direct you to information and support to learn how to cope better.

We can also help out with things like new clothes for interviews, or the cost to get there.



Will I get forced into a job, even if I don't want it?

We want you to get a job you'll really enjoy and do well in. But we'll always be honest with you, and sometimes that may mean discussing a "step on the ladder", even if it's not your ideal first job.

How often do I have to see my Employment Adviser?

This will be discussed with your Employment Adviser and agreed in your Work Focused Action Plan. If you can't keep an appointment for any reason, it's important to let your Employment Adviser know to avoid any affect to your benefits.

What happens when I start work?

It is important you let your Employment Adviser know as soon as you accept a job. They will help you to prepare for your new job and what to expect on your first day. You may also be eligible for assistance with travel to work, work clothes or in-work benefits and credits.

Who do I speak to if I have a suggestion or complaint?

Firstly, please speak to your Employment Adviser – they should be able to help. If you're still not happy, you can find details of our procedures at the end of this booklet.

If the answer to your question isn't here, just give us a ring or ask your Employment Adviser.

Top 10 tips for success

1. Note down your job goals

Think about the job you'd like, what sort of company you'd like to work for, and what makes you the right person for that job.

2. Be realistic

We'd love to help you into your dream job right away, but it might take a bit longer. The best first step could be to take a job that's not your first choice, then use it to build up your experience and skills for the one that is.

3. Seek help and contacts

We all need help when we're job-hunting. Start with us and try to build a network of contacts – people who can help you get where you want to be.

4. Do your best

It may sound obvious, but not everyone does. Do basic things like spell-check your letters and ensure your personal appearance is clean and smart when you attend an interview.

5. Be enthusiastic

Enthusiasm is a great way to win over an interviewer. Listen carefully to what they are saying and always be positive in your replies.

6. Use your life skills and personal experiences to draw out your strengths

Even if you don't have a lot of work experience, you can still use your life skills to show you are capable of doing the job. Think about everything you've done, including any hobbies and interests, matching the skills you've gained to the job you are going for.



7. Prepare yourself

Find out about the company before you attend an interview. It shows that you really are interested in the job. You can do this by using the free internet access at Reed in Partnership offices.

8. Make a strong first impression

The majority of recruitment decisions are made in the first five minutes of an interview – first impressions really do count. So make sure you turn up in good time, and look presentable.

9. Don't be put off if you don't meet every job requirement

Most jobs have job requirements – the things the employer would like to see in the employee. You might not meet every single one but so long as you meet most of them it is still worth going for it.

10. Don't give up

There might be times when things don't go as well as you'd like – you might, for example, not get that job you really wanted straight away. Don't give up, we'll help you get there.

Aim high, your dream job doesn't have to stay a dream forever. You can achieve it. And don't forget, we are always here to help you.

Good Luck!

Member Charter

Our commitment to you:

- We will provide you with a welcoming, comfortable and positive environment.
- We will listen to you and treat you with respect.
- We will be helpful, polite and professional at all times.
- We will provide clear information about the services available to you.
- We will work with you to plan a way into employment that is right for you.
- We will make sure that you have access to a variety of learning materials and job vacancies.
- We will help you write your CV, search for jobs and prepare for interviews.
- We will provide support even after you've got a job.
- We will protect your personal information and tell you if we need to share it with others.
- We will provide you with the opportunity to give us your feedback.



What we ask of you:

- To be honest and open with us.
- To take responsibility for preparing for and searching for work.
- To be committed to the programme, fully take part and actively look for employment.
- To let us know if your personal circumstances change in any way.
- To fulfil your responsibility under the benefits system.
- To help us understand what is important to you and the help you need.
- To treat our staff and other Members with respect.

Our responsibilities to each other:

- To keep any appointments we make, or tell each other if there is a valid reason why we cannot keep them.
- To work together as a partnership to help you achieve your aims.
- To treat each other fairly and with respect, no matter what our race, sex, disability, religion, age or sexuality.

Our commitment to Members

Our Aim

We aim to provide the best possible service and to treat all of our Members with courtesy and fairness.

All feedback helps us to improve our service.

Equal Opportunities

Reed in Partnership promotes equality of opportunity. This means that every Member is treated only on the basis of his or her need for help in gaining employment. In line with this policy, we try to give practical support to people making a complaint whose first language is not English, or have communication difficulties.

How will we deal with any complaints?

If you wish to discuss any issues you have with the way you are treated on our programme, or the advice or information you have been given, please talk to your Employment Adviser. Most complaints can be sorted out quickly and easily by following this procedure.

If you are unable to reach a solution with your Employment Adviser, your complaint will be passed to the local Business Manager who will investigate the complaint and aim to write to you with their findings within five working days.

If you are not satisfied with the outcome of the initial investigation, your issue will be escalated to a more senior member of staff who will investigate further and aim to provide written feedback within ten working days. We will investigate complaints thoroughly and look to provide a positive resolution to all issues presented to us.



If you are a Member on our Work Programme you also can expect to:

- Meet with your personal Employment Adviser within ten days
- Receive a full assessment of your needs and skills
- Review your progress with your Adviser at least once every four weeks
- Receive support to develop a tailored CV and job goals
- Receive financial advice and support to show how you will be better off working
- Be able to access e-learning, job search support and vacancies through our online portal
- Receive support once you are in work, and have access to an Employment Coach after your first ten weeks of work
- Have the opportunity to let us know about your experiences on our programme through our Member surveys
- Receive a detailed history of your progress if you leave our programme before getting a job



Reed in Partnership has already helped over 115,000 people move from benefits into work. We are here to help you get the support you need to find the right job.

www.reedinpartnership.co.uk



European Union
European Social Fund
Investing in jobs and skills

Delivering services on behalf of

jobcentreplus

Part of the Department
for Work and Pensions

MAYOR OF LONDON