

## Jobs With Nando's

### Jobforce Wales have recently run a series of Routeways To Work training courses requested by Jobcentre Plus.

Routeways to Work is part of the Steps to Employment Work Based Learning (WBL) programme which is commissioned, funded and contracted out to experienced Training Providers by the Welsh Government.

The Routeways programme seeks to support unemployed adults who are work ready and career focused, and it provides intensive support to them to work towards gaining employment.

The Routeways programme is different to other 'back to work' schemes. The 'need' for the programme is generally requested by the Jobcentre Plus or The Welsh Government Department for Education and Skills.

Routeways training is requested in response to a new employer creating vacancies in the area or resulting from a rise in labour market need.

The programme focuses on the need of the recruiting employer or industry and aims to provide learners with the specific skills needed for the vacancies. Employability training is also provided to ensure that the applicants have support in application and interview skills, giving them the best chance of securing employment.

### Jobseeker of the Month



**Clare Randall joined Jobforce Wales** in October 2012, having been made redundant during the closure of Bon Marche in Llanelli. She really enjoyed the job and gained a lot of customer service skills. This was her first job since having her children and she was pleased to be back in work, showing that she can manage a family and enjoy a working life. Clare was upset at losing her job and is now looking to get back into retail as soon as possible. Clare has always worked in retail since leaving school and has always been a reliable and punctual worker. She has worked in a shoe shop and newsagents shops in Llanelli. She has the right kind of personality to work with customers – she is patient, friendly and will talk to anyone! She is still trained and has up-to-date retail skills.

Clare is currently on a work placement as a Shop Floor Assistant at the British Heart Foundation Furniture and Electrical Shop, whilst she is looking for jobs, as well as doing her NVQ Level 1 in Retail. BHF Manager, Janet Rees says "Clare has got excellent customer service skills, promotes sales, operates the tills, diarises the collections and deliveries and is a very reliable and confident worker".

**We wish Clare the best of luck with her job hunting and hope that she will be successful soon!**

At Jobforce Wales, we chose to run a two week intensive course, supporting new hospitality employers **Nando's** and **Hungry Horse**.

Training included:

- Understanding the employers' recruitment needs
- Understanding the employers business and the hospitality industry
- Customer service in the industry
- Health and safety in the industry
- Working effectively as part of a team
- Health and hygiene
- Application skills
- Interviews techniques

The activities were embedded into qualifications:

- C&G Level 1 Key Skill in Working with Others
- C&G Level 1 Certificate in Introduction to the Hospitality Industry
- C&G Level 2 Award in Food Safety in the Catering Industry

Jobforce Wales was able to secure the support of the recruiting employers early in each course. The managers of both outlets were invited to the training centre to give a talk on their business as well as their recruitment process. Learners had the opportunity to take part in a question and answer session with the managers. This useful insight helped applicants to formalise their interview techniques and the experience made many in the group feel really motivated to be successful at the interview.

A benefit for the learners on the programme was that all learners who completed the course and had full attendance were guaranteed an interview with the recruiting employer.

**Three learners** managed to gain employment with Nando's after receiving training on the Routeways Programme with Jobforce Wales, and performing a successful interview. A further **six learners** are waiting to hear back from their interviews with the Hungry Horse.

# Wheelies Direct Ltd — Employer making a difference



## Time out with Carl Jones, HR Manager at Wheelies!

*What kind of business is Wheelies Direct Ltd? and where are you located?*

Wheelies Cycles was established in 1982 in the Uplands area of Swansea, and acquired by its present owners in February 1989. Due to the success of this venture a Mail Order division was soon formed, in order to supply cycles and accessories nation-wide, advertising in the major magazines, and publishing its own catalogue. Wheelies direct Mail Order soon established itself as one of the largest mail order cycle and accessory advertisers, which we believed was due to an excellent reputation built on service and reliability. The success of Wheelies Direct helped to establish the name Wheelies as a nation-wide distributor of cycle goods, giving credibility and recognition in the market place.

In October 1992 Wheelies direct began replacing bicycles and validating claims for insurance companies on a nation-wide basis. The popularity of this service soon saw Wheelies direct outgrowing its offices above the Swansea retail outlet and moving into a much larger premise at Swansea Marina. The expansion of this service offered to the Insurance Industry was so great, that a further move was necessary in 1999. Wheelies direct now operates from a custom designed call centre in Swansea West Industrial Park just off the M4. This move enabled Wheelies direct Insurance Replacement to achieve service levels that exceeded customer expectations and also allowed the scope for the continued growth in this area that was anticipated. Wheelies Direct Ltd is a member of the Association of Cycle Traders, and the Consortium of Bicycle Retailers. On 1<sup>st</sup> March 2001, Wheelies direct became a limited company, known as Wheelies Direct Ltd.

*Why do you think you are an employer that makes a difference?*

At Wheelies we value the work and skills of our employees over and above their gender, race or physical abilities. We have long realised the benefits to the company of providing equality of opportunity for all employees. We are constantly reviewing and updating policies and practices. We have worked in partnership for the last ten years with Jobcentre Plus, Jobforce Wales, Gower College, Remploy, Shaw Trust and WISE to offer opportunities to a diverse range of applicants and placements, and as a result have obtained some excellent employees.

*What positive incentives do you have as an employer?*

We are part of an affiliated group that offers staff discount on a wide range of products and services and our Staff Purchase and 'Cycle Solutions Ltd' cycle to work schemes are very popular.

*Do you believe in lifelong learning? If yes, how have you promoted this in Wheelies?*

I believe that continuous development is important both to the employee and the organisation. It is integral to staff retention and business innovation and growth. Apart from our workforce development plan we also encourage multi-skilling and cross-training to provide employees with variety and challenge, and the organisation with a flexible workforce.



*What learning opportunities are your current employees involved in?*

All our employees are encouraged to undertake an appropriate NVQ. We offer internal and external training as part of our staff development programme, including CyTech (Cycle Technician), and an ILM (Institute of Learning Management) programme to develop future supervisors and managers. We have also recently started some of our employees on the Essential Skills in the Workplace (ESiW) Programme.

*Have you won any employer awards? If yes, which ones?*

In the last ten years we have been awarded with 'Investors in People' - Bronze Level, 'Positive About Disabled' status, ISO 9001, a 'Fast Grow 50' award (Wheelies Direct Cycle Solutions Ltd), 'Green Dragon' Level Two Environmental award, 'Travel Plan' - Bronze Level, three Remploy 'Leading the Way' awards and an 'Age Positive Employer Champion' award.

*What do you look for in an employee?*

Although specific requirements will vary dependent upon the vacancy, a positive attitude and good work ethic are fundamental in whatever job role is undertaken. If such potential is identified during recruitment and realised during probation, then a career at Wheelies will be offered.

*Are you recruiting at the moment? If yes, what vacancies do you have and how can people apply?*

We have recently recruited for Web Developers. We are currently looking for Claims Handlers to work in our Call Centre and a Telesales Executive to help generate new business. Candidates who feel they have the relevant skills and experience should send their CVs and covering letter to [carlj@wheelies.co.uk](mailto:carlj@wheelies.co.uk)

Jobforce Wales have been delivering qualifications with Wheelies employees for 11 years and a total of 71 employees have achieved a qualification in Warehousing, Customer Service, Business Admin, Team Leading or Management.

"I've been attending Wheelies in the capacity of Assessor for the past 6 years. I have found Wheelies to be very welcoming and supportive, and always very positive towards developing their workforce both in the Warehouse and Call Centre. They make me feel part of the team and I always look forward to going there."

**Carol Thomas, Training Officer**

If you would like to know more about our Apprenticeships, Unemployed Programmes or Private Training, please contact: Gemma Hartnoll on 01554 700351/07980 818339.

**Are you a Business/Organisation that would like to offer a placement to a learner/s? If yes, please contact Gemma Hartnoll on:(01554)700351/700353 or email her on: [ghartnoll@jobforcewales.org.uk](mailto:ghartnoll@jobforcewales.org.uk)**

**Up and coming start dates for Engage, Traineeships and Steps are: 4th, 25th February and 18th March 2013.**

Head Office: 24, Cowell Street, Llanelli. SA15 1UU  
(01554) 749090.  
The Lighthouse: 14-16, Queen Victoria Road, Llanelli. SA15 2TL  
(01554) 700351.

## Time out with one of our Learners 'Siwan Thomas'

### What Programme are you attending?

Traineeship Level 1

### Where would you like to go on placement and why?

A Tattoo Shop, because I've wanted to be a Tattooist since I was 8 years old. I'm very interested in this industry and find it interesting learning about the history of Tattoos and the current techniques.

### What tasks would you like to do at a Tattoo placement?

I'd like to come up with ideas and create drawings for potential customers. I'd try to find out as much as I can about what the customers want so that I can create a drawing that they would like to go ahead with. I would also like to help the tattooist prepare for a tattoo and assist the tattooist when they are doing the Tattoo.

### What qualifications and activities have you done with Jobforce Wales so far? And what are you working on now?

I've completed my Essential Skills in Working With Others and Improving Own Learning Performance at Level 1 and an NOCN Level 1 in Career Exploration and Preparation for Working Life. I'm currently working towards a qualification in Customer Service Level 1.

### In your own words, how has this programme benefitted you?

Since I started with Jobforce Wales I have gained more confidence in myself and in a group situation. I feel it has helped me with my English and this was a huge benefit for me because I'm a fluent Welsh Speaker. It's also helped me with my Maths. I've made new friends and we also meet up outside of Jobforce Wales.

### Would you recommend this programme to your friends? If yes, why?

Well actually I've already recommended this programme to my friend and she started in December. I told her to come because she was dropping out of College and didn't know what to do next. I told her about the qualifications she could gain and the courses it offers, and also about her being able to go on placements to find out what job she wanted to do. I told her that they would help her with applying for jobs too. She wasn't sure at first but I said "look at what it's done to help me."



## Food Hygiene Certificate course running on 4th February 2013

Jobforce Wales is now offering the 'Essential Skills in the Workplace (ESiW) Programme', funding by the Welsh Government.

The programme offered to businesses and organisations for FREE. It's designed to help employees with their Essential Skills (Literacy, Numeracy and Information Technology) in the workplace. The training aims to improve productivity, improve confidence, fewer mistakes and better customer relations.

## A little bit about 'Garry Baker-Mathias'

Garry Baker-Mathias has been employed as a Training Officer at Jobforce Wales for 2 years. We have decided to ask him some questions to get to know him better and thought we would share his answers.

### What does your role of Training Officer involve?

I'm part of a team that runs Welsh Government Programmes; Engage, Traineeships and Steps. My role is to interview potential learners which are referred to us from the Job Centre Plus and Careers Wales West. I carry out inductions, source placements, vet placements and carry out progress reviews.

### Why did you decide to go into this line of work?

I decided to have a career change after working for the South Wales Evening Post and Mirror Group newspapers. I chose the training and education sector because I wanted to be part of supporting young people and adults into their chosen occupation, and help them to remove barriers that were holding them back from progressing.

### What do you find most challenging about the role?

When I see potential in an individual and they are not using it or maybe don't see it themselves.

### What do you enjoy about the job?

No learner is the same and this brings variety to my job. Every day is a new challenge.

### What's your favourite food?

Italian

### What's your favourite day of the week?

Friday

### Who is one person from history that you would like to meet?

David Livingstone

### What was your first car?

Ford Cortina

### Cat or Dog?

Cat

### What's your favourite song?

I don't like Mondays by the Boom Town Rats.

### If you were an animal, what would you be and why?

Cat, because when you call me I will take it on board, and get back to you later.

### Where would you like to travel to?

Kenya, I'd like to go on Safari.

### Do you have any phobias?

No

### What would you do if you won 1 million pounds on the Lottery?

I'd buy a property abroad and retire.



**The next Retail course will run on 6th February 2013 (3 day course)  
Contact Gemma on 01554 700351  
for more details.**