

STEP INTO YOUR CAREER IN HERTFORDSHIRE

STEP SKILLS

PREPARE FOR SUCCESS IN HERTS

Hertfordshire

Sector spotlights

- ✦ Film & TV
- ✦ Construction & Retrofit
- ✦ Health & Social Care
- ✦ Sport & Leisure
- ✦ Hospitality

Pg 23

Is your LinkedIn profile looking job-ready?

Pg 19

Top Tips to get your CV noticed

Pg 33

Nailing job interviews with the STAR technique

Don't miss

The Employment Support services we offer

**Information,
Advice & Guidance**

YOUR GUIDE
to Employment & Skills in Hertfordshire

ABOUT STEP SKILLS

Step2Skills is an education and employment service which sits within Hertfordshire County Council and works closely with Hertfordshire Futures.

We aim to support adults who face barriers to learning and gaining, or sustaining, employment.

The focus of our work is on improving life chances by equipping people with essential skills and qualifications, fostering wellbeing, and supporting access to sustainable employment.

Our vision is to close the gap in skills, learning and employment for people facing barriers in Hertfordshire, inspiring and supporting people from diverse backgrounds to overcome challenges and realise their potential.

Prepare to succeed in Hertfordshire with Step2Skills!



This magazine has been produced by the team at Step2Skills to give an overview of the opportunities and matters relating to employment and careers in Hertfordshire.

Thank you to all who have contributed to the second edition of our annual Information, Advice and Guidance magazine.

We welcome your feedback and would invite you to scan the QR code at the rear of this magazine to submit your feedback.

Thank you to the article contributors;
Pauline Traetto, Reconstructing Minds |
Herts Fire & Rescue | Hertfordshire Libraries
Service | Sarah Johnson, Louisa Grange,
Karen Julier, Ruth Chumbley, Elena Protic,
Step2Skills |
Early Years Service, Hertfordshire County
Council | Go Vol Herts | Hop Into | Herts
Growth Hub | Hertfordshire Futures |
Hertfordshire Care Providers Association
(HCPA) | Intelligence department within
Hertfordshire County Council

CONTENTS

INFORMATION, ADVICE & GUIDANCE

04 FOREWORD

05 PROGRESSION PATHWAYS

Film & TV

06 SECTOR SPOTLIGHT

Film & TV

07 PROGRESSION PATHWAYS

Early Education & Childcare

09 RETROFIT & CONSTRUCTION

A HUGE OPPORTUNITY IN HERTFORDSHIRE

12 THE STEP2SKILLS PARTNER NETWORK

Find your local provider of learning opportunities

14 SECTOR SPOTLIGHT

Sport & Leisure

15 START YOUR CAREER

With a Fire & Rescue apprenticeship

16 JOBS FOR THE FUTURE

The importance of upskilling

17 SECTOR SPOTLIGHT

Health & Social care

18 CAREERS IN CARE

A pathway to making a difference

19 CURRICULUM VITAE

An essential selling tool for you

20 VOLUNTEERING

How can it help my career?

21 SUSTAINABILITY

How green skills are influencing careers

23 LINKEDIN

Is your profile job-ready?

24 USING ESOL IN YOUR CAREER

Is English your second language?

25 PART-TIME WORKING

The current landscape

26 JOB CENTRE SERVICE

How can they help?

27 SECTOR SPOTLIGHT

Hospitality

28 LOOKING FOR INCLUSIVITY?

The Disability Confident Scheme

29 BE YOUR OWN BOSS

CONSIDERING SELF- EMPLOYMENT?

30 COURSE OPTIONS

What's the right path for you?

31 THE WORKING LANDSCAPE

A Hertfordshire perspective

32 HERTFORDSHIRE LIBRARIES

How they can help on your journey

33 INTERVIEW PRACTICE

The STAR technique

34 EMPLOYMENT SUPPORT

What does Step2Skills offer?

37 AGED 16 TO 25 AND NOT IN WORK?

Enter the King's Trust Team programme

38 DATES FOR YOUR DIARY

See what's planned this year

39 USEFUL CONTACTS

FOREWORD

Having now been at the helm of Step2Skills for 13 years, I continue to be delighted by all the career and training opportunities that exist for residents in our beautiful county of Hertfordshire.

At Step2Skills, our team works hard to seek funding from various sources and as a result, we can offer opportunities that residents in other counties may not be able to access where they live.

Our relationships with local employers and organisations give us exclusive access to information on what is planned for the local area and means we can tailor our support and courses to give residents the skills they need to secure the job opportunities.

With so many developments in all corners of Hertfordshire, across several sectors, there are countless opportunities for both existing Hertfordshire residents and anyone who might be considering a move to the county, regardless of their starting points and interests.

With London on our doorstep and many popular market towns across the county to enjoy, Hertfordshire boasts consistently strong exam results, high life expectancy, excellent health and happiness scores, and high average earnings, making it a great place to consider re-locating to. Just remember that, if you find yourself in need of skills or training for your desired job, Step2Skills is here for you!



Chantal Lommel
Head of Service, Step2Skills



PROGRESSION PATHWAYS

FILM & TV

Hertfordshire has been a national centre for film-making for a century. It hosts some of the biggest and best names in Hollywood, including Elstree, Warner Brothers, Sky, Sunset Studios and the BBC. The county also has a thriving gaming and digital media industry plus a booming arts & cultural sector. Learn more on the Hertfordshire Opportunities Portal website about Hertfordshire's thriving creative sector, the prospects of this industry, household names, discover job roles and research qualifications, jobs and courses.



The Hertfordshire Opportunities Portal has a wealth of information, resources and opportunities within the Film, TV & Creative sector, including Skills Bootcamps. Visit their webpage by scanning the QR code.



HOP
HERTFORDSHIRE OPPORTUNITIES PORTAL

SKILLS BOOTCAMPS

Flexible courses of up to 16 weeks

**CREATING
HERTFORDSHIRE
OPPORTUNITIES**

**SKILLS
FOR LIFE**
SKILLS BOOTCAMPS

The graphic is a teal-colored banner with orange and white wavy lines. It features various icons related to film, technology, and education, such as a clapperboard, a lightbulb, a microscope, and a graduation cap. The text is in white and orange, with the HOP logo prominently displayed.

SECTOR SPOTLIGHT

FILM & TV



The close proximity to London makes Hertfordshire the number one destination for UK and international TV and film productions. With the recent creation of Sky Studios in Elstree, it has never been a better time to explore the opportunities in the industry and you will be surprised at just how many there are!


WEBINAR

Be sure to watch
the Film & TV
Careers recording



Key Skills needed



- **Communication:** interpreting other's requirements and communicating requirements to departments and colleagues
- **Team-working:** collaboration within own and other departments
- **Set etiquette:** the roles and responsibilities within production teams and etiquette to follow
- **Problem-solving:** contingency planning and resolving issues with locations so that productions remain on schedule
- **Planning:** assisting with planning practical requirements for transport, catering, cast and crew to meet production needs
- **Financial skills:** budget monitoring

Routes

Routes into the industry range from apprenticeships, internships, talent schemes as well as work experience opportunities. Some of these are listed below:

- **Hertfordshire Film Office** - www.hertfordshirefilmoffice.co.uk
- **Sky Studios Elstree** – Future Talent Programme - Future Talent Programme | (skystudioselstree.com) - Applications open in Spring for an October start
- **Warner Bros** – Crew HQ Trainee Programme
- **CrewHQ Trainee Programme**
- **Elstree Screen Arts** - Post -18 Traineeships in costume and wardrobe, hair and make-up, production and more - ScreenCraft – Elstree Screen Arts - Expressions of interest open now
- **Pinewood Studios** – Facilities Apprenticeship - (pinewoodgroup.com) - Sign up to get updates on availability.
- **Channel 4 – Virtual Work Experience** - <https://www.4skillsworkexperience.com/> - Available to complete at your own pace giving you an insight into the industry.

Want to find out more?



<https://www.meet-eric.com>



<https://creativeaccess.org.uk>



<https://www.screenskills.com>

PROGRESSION PATHWAYS

EARLY EDUCATION & CHILDCARE

A job in early years and childcare is unique and rewarding. You get to be part of a child's early education and help to shape their future. No matter what the day brings, you'll feel joy in seeing children grow, learn and flourish.

Childminders offer professional home-away-from-home childcare. They look after small groups of children of different ages, often including their own children. Some childminders may offer wraparound childcare. This means looking after children of all ages before and after school. It can also mean looking after them during the school holidays.

Childminding allows people to be their own boss. Childminders are usually self-employed and run their own business. Many go on to expand their business and employ childminding assistants so they can care for more children at once. You could also learn from an experienced childminder as a childminding assistant.

Some key elements of your role will include encouraging children's development using creative play, reading and storytelling, observing the children's progress, working with parents and carers to support their child's ongoing learning and development, and safeguarding the children and ensuring their welfare.

To find out more about becoming a childminder in Hertfordshire please visit www.hertfordshire.gov.uk/childminding or contact earlyyears@hertfordshire.gov.uk

Working in a nursery/pre-school will vary depending on its size and set up, and more importantly on the ages and personalities of the children.

Your role will be to:

- provide early education in a safe, fun, engaging environment
- support children with their learning and development
- help get children ready for their transition to school

Different nurseries offer a variety of working patterns so you may be able to find one that's right for you. Many nurseries are open longer hours than schools to provide childcare for working parents and carers. This means some roles could involve shift work. Pre-schools and maintained nursery schools will often mirror school opening hours. This may mean that term-time jobs are available.

Read stories of those in childcare, apply for childcare roles and learn more about study options on the HOP INTO website



WEBINAR

Be sure to watch our
Industry Insights
recordings



Funded by
UK Government

STEP 2 SKILLS
PREPARE FOR SUCCESS IN HERTS

SKILLS FOR LIFE

SKILLS BOOTCAMPS

Early Years

FREE ACCREDITED COURSE

GAIN

- ✓ Level 2 certificate
- ✓ 1:1 Careers Advice
- ✓ Paediatric Emergency First Aid Certificate

Scan the QR code or visit our website to get more details and apply:

www.step2skills.org.uk/SkillsBootcamps



HOP

**CAN HELP YOU
FIND YOUR PERFECT
JOB OR CAREER**

USE **HOP** TO:

LOOK for apprenticeships

FIND OUT how to get
into different careers

DISCOVER Hertfordshire
employers - big and small

LEARN how to ace an interview,
write a CV and complete
apprenticeship applications



WWW.HOPINTO.CO.UK

**HERTFORDSHIRE
FUTURES**



RETROFIT: A HUGE OPPORTUNITY FOR HERTFORDSHIRE

By Pauline Traetto,
CEO, Reconstructing Minds

The race to retrofit is on with 52 homes a day requiring retrofit measures installed.



Retrofit means improving the energy efficiency of your home by fitting renewable or energy-efficient technology to make it easier and cheaper to heat. Retrofit involves adding new features, such as wall, floor, and loft insulation, solar panels, draughtproofing, and replacing traditional light bulbs with LED lighting to an existing building to improve its energy efficiency and reduce its carbon footprint.

Historical context

- **World War II:** Retrofitting became an urgent necessity during World War II when weapons technology advanced before planes and ships were built, necessitating retrofitting completed crafts with new technology.
- **1970s Energy Crisis:** Retrofitting was revived on a massive scale during the energy crisis of the 1970s, adding new features to millions of old houses to make them more energy efficient.
- **Government Initiatives:** Initiatives like the Energy Performance Certificate (2007) and the Green Deal (2013) aimed to drive energy-efficient homes forward. However, the Green Deal's withdrawal left many individuals and businesses bruised.

Key retrofit links

- If you're a homeowner looking for trusted tradesmen to retrofit your home, visit <https://www.trustmark.org.uk/homeowner>
- To begin your career in Retrofit, learn more on the HOP Into website: <https://www.hopinto.co.uk/retrofit-greener-homes/more/careers-in-retrofit/>

So why is Retrofit being highlighted again, and what is different from initiatives before?



- **Net Zero Commitment:** The UK Government has committed to achieving Net Zero by 2050 and reducing emissions by 78% by 2035. Homes are significant contributors to UK emissions, making retrofitting essential for achieving these targets.
- **Economic and Environmental Benefits:** Retrofitting reduces heating costs, creates jobs, delivers warmer homes, improves health, and lowers energy bills. With 80% of the homes people will inhabit in 2050 already built, serious decarbonisation is needed to meet the Net Zero target.

Hertfordshire's Challenge

- **Scale of Retrofit:** Hertfordshire needs to retrofit 52 homes a day until 2050 to achieve Net Zero. With 482,900 homes, all but 20,000 need retrofit measures installed, costing around £812 million and requiring approximately 1.58 million trade days.
- **Workforce Needs:** An estimated 59,800 retrofitters are needed, covering roles from energy and retrofit assessors to insulation installers and customer advisors. Currently, Hertfordshire has only around 160 certified retrofitters, presenting a significant opportunity for local people and the economy.



Training and Certification

- **Local Initiatives:** Local colleges are upskilling gas engineers and electricians, offering new courses to help deliver retrofit. Hertfordshire Futures recently offered grants for training and certification in retrofit.
- **PAS 2035:** Retrofit is governed by PAS 2035, ensuring that retrofitting improves energy efficiency and enhances building quality. Certified roles include Retrofit Advisor, Retrofit Assessor, and Retrofit Coordinator.

Conclusion

Retrofitting not only helps reduce energy bills and create a more comfortable and greener living space but also plays a vital role in tackling the climate emergency. The race to retrofit Hertfordshire's housing stock is on, and **retrofit opportunities await you!**

We are

your bedtime story



your helping hand



the place you call home



the first people you call



We are

Hertfordshire County Council

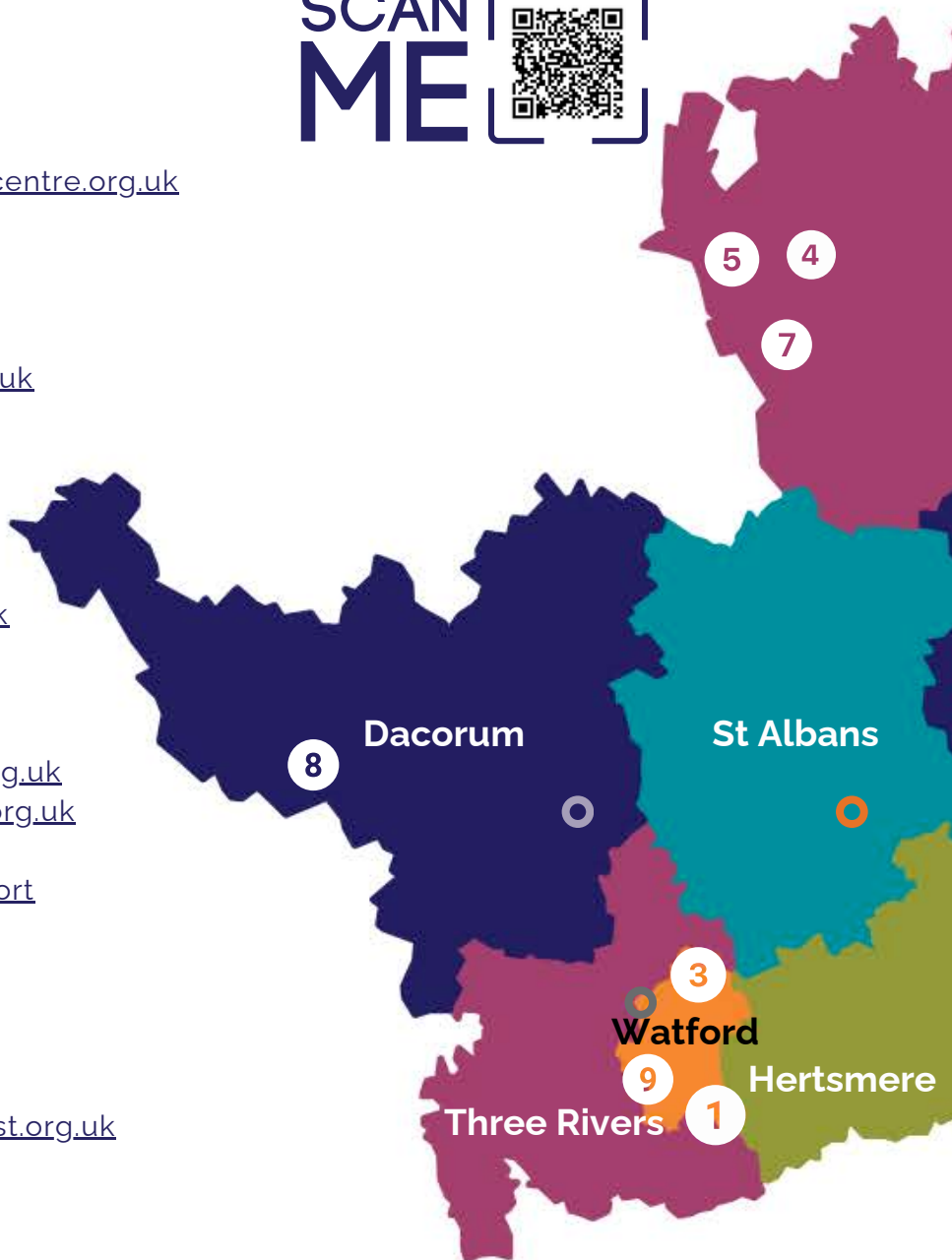
Scan the QR code for more on our services:
www.Hertfordshire.gov.uk/WeAre



THE STEP SKILLS PARTNER NETWORK IN HERTFORDSHIRE

- 1** Community Action Dacorum
Telephone: 01442 253935
Email: learning@communityactiondacorum.org.uk
Website: www.communityactiondacorum.org
- 2** SPS Training
Telephone: 01438 537699
Email: enquiries@sps-training.com
Website: www.sps-training.com
- 3** Watford Women's Centre
Telephone: 01923 816229
Email: general@watfordwomenscentre.org.uk
Website: www.wwcplus.org.uk
- 4** Be Positive Now
Telephone: 01462 287808
Website: www.bepositivenow.co.uk
Email: info@bepositivenow.co.uk
- 5** SSG Education & Training
Telephone: 01234 340782
Website: www.ssgservices.co.uk
Email: courses@ssgservices.co.uk
- 6** Communities 1st
Telephone: 01727 649950
Website: www.communities1st.org.uk
Email: training@communities1st.org.uk
- 7** Impact Mental Health Peer Support
Telephone: 01582 797596
Website: www.impactmh.org.uk
- 8** Sunnyside Rural Trust
Telephone: 01442 863364
Website: www.sunnysideruraltrust.org.uk
- 9** Community Learning Partnership
Telephone: 020 8421 5544
Facebook page: CLP Arts and Crafts courses

Note that this map illustrates where an organisation's main centre(s) is/are but the organisation may also provide courses and support from various locations across the county. Scan to visit our Partners Page on the website.



Our team of teachers will also be teaching from the following locations:



- Stevenage Library
- Welwyn Garden City Library
- Hoddesdon Library
- Hatfield Library
- St Paul's Church in St Albans
- Hemel Hempstead Library
- South Oxhey Library

and

teaching live, online courses and workshops across Hertfordshire.

CONNECT TO WORK

Funded by **UK Government**

Meanwhile, the latest UK Government-funded programme added to our Employment Support services is Connect to Work.

To deliver this Supported Employment programme, we are currently working with SPS Training & Sunnyside Rural Trust and will be working with additional partner organisations soon.



SECTOR SPOTLIGHT

SPORT & LEISURE

In Hertfordshire, the Arts, Recreation and Entertainment industry features in the top ten industries, based on the number of businesses across the county. In 2023, from this industry alone, Hertfordshire added £735 million in Gross Value Added (CVM) to the national economy. (Herts Insights)

In 70 leisure centres run by 9 providers in Hertfordshire alone, there are a huge variety of entry-level job opportunities, perfect for those starting out or looking to overcome barriers to employment.

In the wider sports landscape, there's yet more opportunities, from physiotherapist to sports psychologist and with the industry ever-growing, now is the time to begin your career.

Key Skills for Success

To thrive in the leisure industry, you'll need a mix of skills:

Communication: Effectively interact with customers and colleagues.

Customer Service: Be friendly, approachable, and ready to assist.

Teamwork: Collaborate with others to ensure smooth operations.

Adaptability: Handle different situations and challenges with ease.

Attention to Detail: Maintain facilities and ensure events run smoothly.

Training Opportunities

Hertfordshire offers a wealth of training options to help you gain the necessary skills and qualifications. In the first instance, scan the QR code to visit the Hertfordshire Opportunities Portal for more information on the industry, resources to work out the best path for you and next steps.



SCAN ME

Learn as You Go

Many roles don't require prior experience—training is often provided on the job, allowing you to earn while you learn. Apprenticeship programmes combine practical experience with formal training, helping you build a solid foundation for your career.

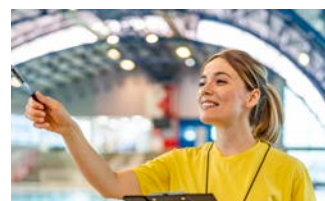
Welcoming Workplaces

Employers in the leisure industry are increasingly focused on inclusive recruitment, offering flexible roles and support tailored to individual needs. With the right support and a willingness to grow, you can turn a fresh start into a fulfilling career in one of Hertfordshire's most dynamic sectors.

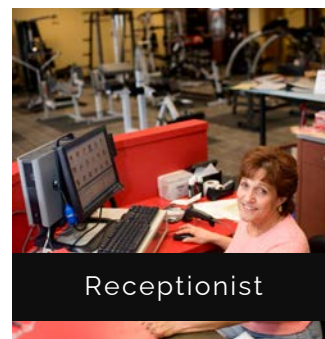
Entry level roles to consider



Trainee Fitness Instructor



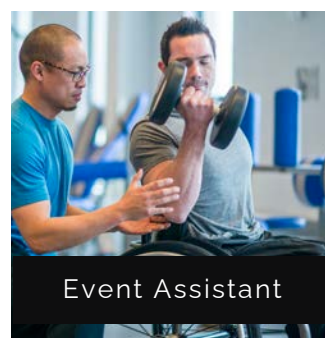
Lifeguard



Receptionist



Leisure Assistant



Event Assistant

Start your career with a Fire & Rescue apprenticeship

If you are interested in joining Hertfordshire Fire and Rescue Service or want to know more about roles including becoming an on-call firefighter, visit <https://www.hertfordshire.gov.uk/services/fire-and-rescue/fire-rescue-and-being-prepared.aspx>

As part of the development programme for new firefighters, Hertfordshire Fire and Rescue Service deliver the Operational Firefighter apprenticeship.



An apprenticeship is a structured programme combining both off-the-job and on-the-job learning in the work environment. The Operational Firefighter apprenticeship provides the skills, knowledge and behaviours required for firefighters to be able to tackle a wide range of emergency situations such as fire, search and rescue and the protection of people and property. Working with highly trained instructors and experienced crew members, new firefighters are provided specialist training and supported through 16-week initial training before moving to a station. Since 2018 Hertfordshire Fire and Rescue Service have provided apprenticeships to over 200 firefighters.

For new Fire Control Operators, the Emergency Contact Handler apprenticeship provides the basic skills, knowledge and behaviours for dealing with emergency and non-emergency calls. Training starts in a safe, learning environment before operators move onto watch systems to further enhance and utilise their newly acquired skills.

Firefighter Green

FF Green joined Hertfordshire Fire and Rescue Service in September 2022 after previously working as a tree surgeon. After passing initial training he moved to St Albans Fire Station spending the next 15 months developing his skills and knowledge in a range of subjects including breathing apparatus, community engagement and water awareness before completing mock assessments in readiness for the End Point Assessment (EPA). The EPA consists of two days of assessment by an external organisation using observation, professional discussion and completion of a knowledge test. FF Green passed his EPA in June 2024 and is now a competent firefighter ready to move into the next stage of his career.



For more apprenticeship opportunities, visit www.findapprenticeship.service.gov.uk or the HOP Into website

JOBS FOR THE FUTURE

THE IMPORTANCE OF UPSKILLING

The Future of Jobs Report 2023, published by the World Economic Forum, makes for an interesting read. When the Future of Jobs Report was first published in 2016, surveyed companies predicted that 35% of workers' skills would be disrupted in the following five years. **In 2023, that share had risen to 44%.**

Why?

- **Diverging Labour Markets:** High-income countries face tight labour markets, while low- and lower-middle-income countries see higher unemployment post-COVID-19.
- **Job Disruptions:** Technology adoption, economic trends, and environmental factors are driving job creation and destruction, with a net decrease of 14 million jobs expected by 2027.
- **Skills and Training:** Analytical and creative thinking are top skills needed. 44% of workers' skills will be disrupted, and 60% will require training by 2027.
- **Worker Preferences:** Job security, salary, work-life balance, and diversity are key factors influencing worker satisfaction and retention.

The Expected Outlook

- **Technological Adoption:** Over 85% of organisations plan to adopt new technologies like AI (Artificial Intelligence), big data, and cloud computing, driving business transformation.
- **Job Market Trends:** The largest job creation is expected in green transition investments, ESG standards, and localised supply chains, while job destruction is driven by slower economic growth and rising costs.
- **Skills Outlook:** Analytical and creative thinking are the most important skills, with 44% of workers' skills expected to be disrupted in the next five years.
- **Workforce Strategies:** Companies will focus on reskilling, upskilling, and improving talent progression to address skills gaps and talent shortages.

"Enjoy your achievements as well as your plans. Keep interested in your own career, however humble; it is a real possession in the changing fortunes of time."

***Taken from Max Ehrmann's
Desiderata, 1927***

You can visit www.weforum.org to read the full report but in the meantime, here are three things you can do to protect your future career;

- 1. Stay proactive in your current job role.** Many companies are willing to support your continued professional development, whether that is financially or supporting you with time off to attend courses. Speak to your line manager or HR department to explore the opportunities available.
- 2. Seek out learning opportunities that will benefit you.** Follow HOP Into, Hertfordshire Futures and local district growth hubs, many of whom offer regular, free webinars and learning opportunities.
- 3. Continue to explore new digital skills.** With an expected explosion in the use of AI (Artificial Intelligence), join training to understand it more and continue to learn and expand your understanding of other digital programs and software.

SECTOR SPOTLIGHT

HEALTH & SOCIAL CARE

Health and social care is about providing physical and emotional support to help people live their lives. For various reasons, at different stages in each person's life they may need help and support.

Health and social care could be for you if you are passionate about helping people with their health and wellbeing and want to make a difference by improving the lives of others in the community.

Across Hertfordshire there are;

- Over 700 private, voluntary and independent care providers
- 3 hospital trusts
- 2 community providers delivering services such as school nursing, health visiting and community nursing
- 1 mental health and learning disability provider
- 1 County Council delivering a number of adult and child social care services
- 1 Integrated Urgent Care (NHS 111) organisation
- 1 Ambulance provider



There are 64,000 EMPLOYEES WITHIN THE INDUSTRY IN HERTFORDSHIRE!



DON'T FORGET The industry needs a wide range of non-health and social care roles such as **FINANCE, BUSINESS ADMIN, HR and LEGAL.**

Some of the most needed Health and Care roles in Hertfordshire:

- **HEALTH CARE ASSISTANT**
- **CARE HOME MANAGER**
- **NURSE**
- **SOCIAL WORKER**
- **PHYSIOTHERAPIST**
- **OCCUPATIONAL THERAPIST**
- **SEXUAL HEALTH CLINICIAN**
- **DOCTOR**
- **MIDWIFE**
- **CHILD AND FAMILY SOCIAL WORKER**
- **OPTOMETRIST**

Want to find out more?

If you are interested in finding out more about the range of jobs available in this sector, you can look at the following web links:

- <https://www.jobs.nhs.uk/candidate>
- <https://academy.healthierfuture.org.uk>
- <https://www.hcpa.info/herts-good-care>
- <https://www.hct.nhs.uk/work-with-us>

CAREERS IN CARE

A PATH TO MAKING A DIFFERENCE

Herts Good Care, the recruitment service run by Hertfordshire Care Providers Association, empowers individuals looking for a career in care through advice, guidance and introductions to care providers locally.



There are a broad range of positions for candidates moving into adult social care from front line carers and caterers to maintenance, housekeeping and management. All these roles contribute to the essential delivery of excellent care in their own way and all are equally as important and skilled roles. More information about these roles and case studies from people already building careers in care can be found on the HCPA website.

A career in care is more than just a job; it's an opportunity to make a meaningful difference in people's lives. With the right qualifications, experience, and dedication, you can embark on a fulfilling career that offers both personal and professional growth. Whether you're just starting out or looking to make a career change, the care sector welcomes compassionate and committed individuals ready to make an impact.

To chat with the team and get more information about a career in care speak to the Herts Good Care Team today on 01707 536 020 (Ext. 2) or email us at jobs@hertsgoodcare.com.

Industry Insights

Access insider information and advice on starting your career in thriving Hertfordshire industries.

Scan the QR code to watch the webinar recordings on our YouTube channel



TWO THINGS TO GET YOUR CV JOB-READY!

➔ Create your master CV



It is more time-consuming but it is **essential** to tailor your master CV for each employer you are applying to.

This is because, particularly within bigger employers, ATS is now used.

ATS stands for Applicant Tracking System, which is a type of software that allows employers to manage their applications more effectively.

It works by scanning each CV that is submitted for a vacancy, using keyword trackers to find the candidates that have the essential skills and experience needed to carry out the role. It then ranks them in order of suitability.

For example, if a certain qualification is a prerequisite for a job, an ATS would filter out any applicants who don't have it. Therefore, your CV needs to have the key words and other requirements that the employer states in the job description.

➔ Check your CV fulfils these key requirements



- Your CV should be two pages of A4.
- The structure and layout should be clear and logical so that it is easy to follow.
- The font should be consistent throughout. Use a standard font that is easy to read such as Arial, Calibri, Georgia, Tahoma or Verdana and make it an appropriate size (11 is good).
- **Headings should be bold** so that they stand out.
- Think about the courses, jobs, activities and projects that you've done, and the skills, knowledge and experience you have gained from them. With these in mind, look for keywords or phrases within the requirements of the job or course and work out how you match them.
- Photos are not required unless requested.



A CV: AN ESSENTIAL SELLING TOOL FOR YOU

According to Stand Out CV, with 98% of large organisations now using automated systems to scan CVs, it's no wonder that 80% of CVs do not get shortlisted by recruiters, meaning they don't get past the first screen.

This means that on average, only 11% of applicants are considered suitable for the roles that they are applying for, despite many never even making it to the stage where they could talk to someone and reveal more about what makes them the ideal candidate.

Your CV and supporting statement/cover letter is a VITAL selling tool about you. Take the time to ensure that you are 100% happy with what you submit to a potential employer.

Useful links

- <https://www.youtube.com/watch?v=7JbrkXY20UI>
- <https://uk.indeed.com/career-advice/cvs-coverletters/cv-format-guide-with-examples>
- <https://standout-cv.com/pages/cv-personal-profile-examples>

DID YOU KNOW?

We and many of our partner organisations offer workshops and courses all focused on CVs and the job application process. Find your local organisation on page 12-13.



The home of volunteering in Hertfordshire

VOLUNTEERING

HOW CAN IT HELP MY CAREER?

At GoVolHerts we understand that finding the time to volunteer can be a challenge. However, the benefits of volunteering can be huge! We know that volunteering can make a significant difference to the lives of Hertfordshire residents, but the benefits can be even greater for you!

Volunteering can help you to network, connect with the community, learn new skills, or enhance your career. It can also improve your health and wellbeing.

You don't have to offer a long-term commitment or vast amounts of time. Whether you're interested in a longer-term work experience or want to volunteer alongside your career, GoVolHerts can help you to discover your ideal opportunity.

Get out there.
Build your confidence.
Meet new people.
Volunteer today!



Discover the benefits of
volunteering...

www.govolherts.org.uk

01462 689409 | info@govolherts.org.uk

**Is your CV looking empty
when it comes to prior work
experience?**

It's time to visit Go Vol Herts and volunteer your time. Not only can you develop skills that employers are looking for, you could potentially get experience in your preferred industry and a professional reference for a future employer to contact.

SCAN ME



SUSTAINABILITY

HOW IS SUSTAINABILITY FEATURING IN THE WORKING LANDSCAPE?

In June 2019, the UK became the first major country to legislate for a Net Zero target for carbon emissions by 2050. The backdrop to this is growing recognition of the implications of climate change and the need to respond urgently.

Green careers are those jobs that have a focus on either reducing carbon emissions, restoring nature or making similar environmental improvements. These jobs have a direct, positive impact on the planet.

MAYDENCROFT[®]

Maydencroft is one of the local green businesses in Hertfordshire which we're proud to call part of our network.

From sweeping landscapes to urban green spaces, Maydencroft creates, restores and maintains our environment where people and nature can thrive. Maydencroft host work tasters which include operational roles in grounds, estates and landscape roles in and around Letchworth. They also offer to provide work tasters for any office-based roles. These opportunities are of huge benefit to participants who wish to start a career in this industry.

GREEN SKILLS

WHAT ARE THEY AND WHY ARE THEY IMPORTANT?

The environmental sector is very broad and it's likely to become even larger and more diverse in the future. Jobs in the green sector allow you to focus on environmental concerns and encourage sustainability and conservation. Within the environmental sector you could be looking at a wide range of occupations which might include:

Energy - Professionals in this industry focus on creating, installing and funding alternative energy sources like solar and wind power

Agriculture - Green careers in agriculture involve protecting the environment and food sources by developing safe, eco-friendly techniques and resources

Construction and Manufacturing - Professionals in this industry may determine environmentally friendly processes and materials for manufacturing products and building structures

Transportation - including low or zero emission vehicles, aviation and maritime, rail, public transport and walking or cycling

Natural resources – including nature restoration, tree planting and decarbonising agriculture, waste management and recycling

Policy - Professionals who influence environmental policy and regulation often work in government agencies or nonprofits, where they may create or take part in initiatives to affect change

Research - Environmental science and engineering roles involve conducting research, completing studies and developing green processes for various industries

Consultants and business partners - Business professionals can pursue environmental consulting to help companies become more sustainable by evaluating, changing and monitoring their operations.

Regionally, career opportunities in the green and environment sector vary. For example in North-West England, new jobs focus on increasing wind capacity while the South East's green jobs will mostly be in the financial, IT or legal industries.



The Hertfordshire Opportunities Portal has a wealth of information, resources and opportunities within the Environment sector. Visit their webpage by scanning the QR code



YOUR TOP 3 ACTIONS ON LINKEDIN

➔ Impressions count!



You have a few seconds to catch the attention of a recruiter or make that employer decide to progress your job application.

Make sure your **email address assigned to your profile is professional** and set up a new email account if needed.

Choose a **photo of yourself** where you look friendly and presentable. Leave the holiday snaps to another social media platform!

➔ Manifest your aspirations



As you create your profile, make your **headline fit your professional aspirations.**

Include who you are, what you do, what you want to achieve

Follow companies, organisations and pages that are related to your aspirations. You'll get the latest news and opportunities appearing in your newsfeed and you'll begin to appear on the radar of recruiters and employers.

➔ Create a business card



If you've not heard of Canva before, it's a fantastic free-to-use online graphic design tool. Set yourself up an account on there and search 'LinkedIn banner.'

You can amend your chosen template and effectively create a free advert for yourself, which will grab the attention of a visitor to your profile.

Take the opportunity to highlight your contact details as you would on a CV. perhaps Include a photo of previous work or a standout moment in your career.



IS YOUR LINKEDIN PROFILE JOB-READY?

'Why worry? I've lived without it up to now...'

There are over 1 billion members worldwide on LinkedIn as of 2024, with 39 million members in the UK (LinkedIn.com). That's a lot of networking possibilities! According to LinkedIn, 95% of employers look for you online and it pays to ensure that you're not only on the social network but your profile is also making the best impression to a potential employer.

At this point, you may be thinking that a LinkedIn profile is not for you but remember that a lack of social media presence is not necessarily the best move. Some liken having a well-presented social media profile to a credit rating whereby a responsibly managed credit card can help to boost your credit score.

So what can be achieved on LinkedIn?

- Connect with professionals and organisations
- Learn more about work you are interested in
- Get advice and support from those in the same industry
- Advertise news and events
- Get seen by employers looking to hire
- Find and apply for jobs

Want to know more or need some digital skills help? Talk to us and we'll advise you of the courses coming up.

Is English your second language?

Using your language ability in your career

If English is your second language and you are new to the UK or have been here for a while, Step2Skills can help you grow and develop. Taking ESOL courses with us can open many career possibilities. **Your bilingual skills are a great asset.** One of the exciting career options is becoming a Community Interpreter.

Benefits of Being a Community Interpreter

Making a Difference: Help people overcome language barriers in healthcare, education, housing, and legal services.

Diverse Work Environment: Work in various community settings and meet people from different backgrounds.

Flexibility: Enjoy flexible working hours and the option for part-time or freelance work.

Personal Growth: Improve your language skills and cultural understanding while helping others.

Job Satisfaction: Feel the reward of making a real impact on people's lives by helping them communicate.

Career Progression: Gain experience that can lead to more opportunities in translation, interpretation, or other bilingual roles.



USING ESOL IN YOUR CAREER



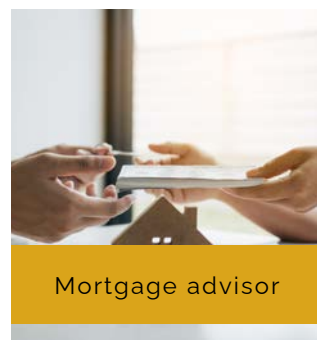
Translator



Health care



Teacher



Mortgage advisor



Call handler



Banking

PART-TIME WORKING

An overview of the current landscape

Part-time working is a significant aspect of the UK labour market, offering flexibility and opportunities for diverse workers.

Benefits

1. **Work-Life Balance:** Allows individuals to balance professional and personal commitments, improving mental health and well-being.
2. **Opportunities for Diverse Groups:** Beneficial for students, parents, retirees, and others with commitments.
3. **Skill Development:** Offers experience and skill development, serving as a stepping stone to full-time employment.
4. **Reduced Commuting Time:** Less time and cost spent on commuting.

Challenges

1. **Reduced Income:** Lower income compared to full-time positions, impacting financial stability.
2. **Workload Management:** Balancing multiple jobs or commitments requires effective time management.

Key Considerations

1. **Employment Rights:** Part-time workers have the same rights as full-time employees. The Employment Relations (Flexible Working) Act 2023 allows flexible working requests from day one of employment.
2. **Finding Work:** Sectors like retail, hospitality, education, and healthcare offer part-time roles. Use job portals, agencies, and networking.
3. **Negotiating Terms:** Discuss working hours, pay rates, and benefits to suit your needs. Check the costs of childcare and Better Off calculations.
4. **Balancing Commitments:** Set clear boundaries and maintain open communication with employers.

Next steps

Search for part-time job opportunities:

- **HOP Into:** www.hopinto.co.uk
- Search **part-time jobs in Herts** on www.findajob.dwp.gov.uk
- **Reed, Indeed and TotalJobs** with part-time filter applied
- Check your **Better Off calculations:** www.gov.uk/benefits-calculators

Focus on Hertfordshire

Employment Rates: High employment rate with many part-time roles in retail, hospitality, and education.

Demographics: Popular among students, parents, and older workers.

Average Weekly Hours: Typically 16-20 hours, varying by industry.

Economic Impact: Significant contribution to the local economy, offering businesses flexibility.

The logo for Jobcentre Plus, featuring the text 'jobcentreplus' in a white, lowercase, sans-serif font on a green rectangular background.

JOB CENTRE SERVICE

HOW THEY CAN HELP

What is the Jobcentre Plus?

Jobcentre Plus is a government-funded employment agency and social security office that can be found in most cities, whose aim it is to help people of working age find employment in the UK. It was formed when the Employment Service merged with the Benefits Agency and was renamed Jobcentre Plus in 2002. It is a part of the Department for Work and Pensions (DWP).

Jobcentre Plus provides resources to enable job-searchers to find work;

- Jobpoints (touch-screen computer terminals)
- Jobseeker Direct (telephone service)
- Jobcentre Plus website.

They offer information about **training opportunities for the chronically unemployed**. They administer **claims for benefits** such as Income Support, Incapacity Benefit, and Jobseeker's Allowance (currently being phased out in favour of Universal Credit).

Providing Assistance to the Unemployed

Jobcentre Plus can provide assistance to **those who are unemployed and claiming benefits**, though anyone can search for a job at the Jobcentre Plus website online, touch screen Jobpoints or via Jobseeker Direct.

SECTOR SPOTLIGHT

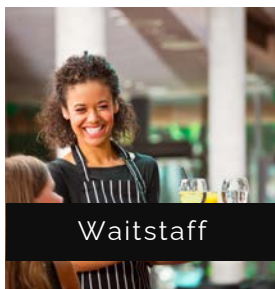
HOSPITALITY

Hertfordshire boasts a diverse array of hospitality establishments, including hotels, restaurants, cafes, and event venues. This industry is known for its vibrant and customer-centric environment, making it an ideal choice for individuals who enjoy interacting with people and providing excellent service.

Facts and Figures:

- The value of Hertfordshire's visitor economy reached over £2.2 billion by the end of 2022, marking a 40% increase compared to 2021.
 - The hospitality and tourism sector supported 38,936 jobs in 2022, accounting for 6% of total employment in the county.
 - There were just over 25 million combined day and overnight trips to Hertfordshire in 2022.
- (Taken from Oaklands College website)

Entry-level job roles to consider



Essential Skills for Success

- Communication Skills
- Customer service
- Teamwork
- Adaptability
- Attention to Detail



Training Opportunities

Hertfordshire offers a wealth of training options to help you gain the necessary skills and qualifications. In the first instance, scan the QR code to visit the Hertfordshire Opportunities Portal for more information on the industry, resources to work out the best path for you and next steps.



LOOKING TO WORK AT AN INCLUSIVE EMPLOYER?

Are you familiar with this logo? Is your current employer certified by the Disability Confident Scheme?

If the business that you are interested in working at has this logo on their website or marketing materials, at the very least, they've committed to;

- inclusive and accessible recruitment
- communicating vacancies
- offering an interview to disabled people
- providing reasonable adjustments
- supporting existing employees

Why should a business become DCS-certified?

Being Disability Confident could help a business discover someone they just can't do without.

Whether an employee has become disabled during their working life, or a business is looking for new recruits, being Disability Confident can help a company's workforce fulfil their potential and contribute fully to a business's success.

By being Disability Confident, a business is seen as leading the way in their sector and beyond, helping to positively change attitudes, behaviours and cultures.

The Levels of the DCS

Level 1 - Disability Confident Committed

The commitments are:

- inclusive and accessible recruitment
- communicating vacancies
- offering an interview to disabled people
- providing reasonable adjustments
- supporting existing employees

Level 2 - Disability Confident Employer

Disability Confident Employers are recognised as going the extra mile to make sure disabled people get a fair chance.

Level 3 - Disability Confident Leader

A DC Leader acts as a champion within the local and business communities.

Is Step2Skills part of the DCS?

We are extremely proud to say that as of July 2024, Hertfordshire County Council, including Step2Skills, is now certified as a **Disability Confident Leader**.

Hertfordshire is one of seven county councils to achieve this status and we are looking forward to welcoming on board more members of staff who are attracted to the organisation thanks to this certification.



BE YOUR OWN BOSS CONSIDERING SELF-EMPLOYMENT?

Do you have a great idea that you want to turn into a business?

Perhaps you are currently working in a role but you feel like with the right support, you could start out on your own, offering your service?

There is a lot of support to get you started with considering whether self-employment might work for you.

On the **Herts Growth Hub** website, there is a wealth of resources to support you as you plan, including Business Plan and Cash Flow templates. They offer impartial advice on a range of business-related topics and as part of the bigger **Hertfordshire Futures** organisation, they are keen to support economic growth within the county.

Meanwhile, **Wenta** is a fantastic support to aspiring entrepreneurs and offers free business advice sessions, workspaces to rent and a whole host of free resources to help guide your journey.

Barclays Bank, whom we are proud to work with as an inclusive employer, offer **Eagle Labs** - <https://labs.uk.barclays/> - There to inspire and educate UK founders, startups and scaleups and help them to succeed and scale. **Eagle Lab Academy** - <https://academy.uk.barclays/> - Free resource to gain the skills to start or grow your business.

Visit the Step2Skills website for details of upcoming courses and workshops including **Social Media for Business** and **Setting up your Business**.

Examples of business start-ups which may be your next step.



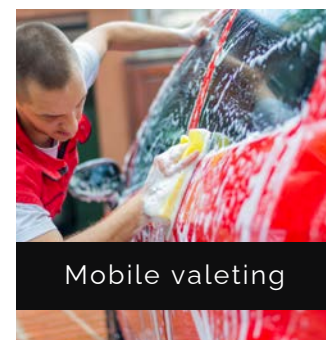
Cleaning business



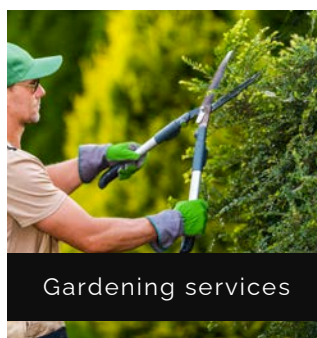
Selling crafts



Mobile beautician



Mobile valeting



Gardening services



Childminding

COURSE OPTIONS

WHAT'S RIGHT FOR YOU?

There are 9 qualification levels in England, Wales & Northern Ireland.

This chart details qualifications from Entry level to Level 3, **highlighting what we offer at Step2Skills, including our partner organisations.**

For information on Levels 4 and above, please visit <https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels>.

ENTRY LEVEL	LEVEL 1	LEVEL 2	LEVEL 3
• Entry level award • Entry level certificate • Entry level diploma • Entry level ESOL • Entry level functional skills • Skills for Life	• GCSE - grades 3, 2, 1 or grades D, E, F, G • Level 1 award • Level 1 certificate • Level 1 diploma • Level 1 ESOL • Level 1 functional skills	• GCSE - grades 9 to 4 or grades A* to C • Intermediate apprenticeship • Level 2 award • Level 2 certificate • Level 2 diploma • Level 2 ESOL • Level 2 functional skills	• Advanced apprenticeship • Level 3 award • Level 3 certificate • Level 3 diploma • Level 3 ESOL • Level 3 national certificate

Your training options

Check out your education and training options to get the skills you may need for your career.

<https://www.skillsforcareers.education.gov.uk/your-training-options>

THE WORKING LANDSCAPE

A HERTFORDSHIRE PERSPECTIVE

Of the estimated working age (16-64) population of Hertfordshire in the year ending 2024 Dec,

80.6%

were employed in either a full or part-time job.

Source: Annual Population Survey. [i](#)

78.0% of Hertfordshire females aged 16-64 were in employment in the year ending 2024 Dec

Hertfordshire



83.2% of Hertfordshire males aged 16-64 were in employment in the year ending 2024 Dec

Hertfordshire



£36,726

median annual pay in for Hertfordshire residents

Source: Annual Survey of Hours and Earnings 2024 [i](#)



66,605

Active Businesses (Enterprises) in Hertfordshire in 2023

Source: ONS, Business Demography [i](#)

With London on the doorstep but still with countryside and villages to enjoy and good schooling options, Hertfordshire is a popular place to live. Here's some of the key facts about Hertfordshire, taken from Herts Insight and the Census 2021.

Top Ten Industries in Hertfordshire in March 2024, based on % of businesses within industry



Ethnicity	Number of working population in Herts
Asian, Asian British or Asian Welsh: Bangladeshi	4153
Asian, Asian British or Asian Welsh: Chinese	4255
Asian, Asian British or Asian Welsh: Indian	27899
Asian, Asian British or Asian Welsh: Pakistani	8711
Asian, Asian British or Asian Welsh: Other Asian	11659
Black, Black British, Black Welsh, Caribbean or African: African	15989
Black, Black British, Black Welsh, Caribbean or African: Caribbean	6637
Black, Black British, Black Welsh, Caribbean or African: Other Black	2020
Mixed or Multiple ethnic groups: White and Asian	4244
Mixed or Multiple ethnic groups: White and Black African	1705
Mixed or Multiple ethnic groups: White and Black Caribbean	4517
Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups	4755
White: English, Welsh, Scottish, Northern Irish or British	417777
White: Irish	9806
White: Gypsy or Irish Traveller	322
White: Roma	1360
White: Other White	62763
Other ethnic group: Arab	1881
Other ethnic group: Any other ethnic group	11473

Find out more at
www.hertfordshire.gov.uk/libraries

Find out more about how Hertfordshire Libraries can support you, wherever you are on your learning journey, or pathway into work.

HERTFORDSHIRE LIBRARIES ARE HERE FOR YOU

There are **46 libraries across Hertfordshire.**

Whether you are a member or not, you can make use of our study spaces – all our libraries have free Wi-Fi, making them a great space to prepare for interviews, research companies or complete course homework.

What can you get for free with a library card?



You can:

- Borrow up to 30 items
- Borrow ebooks
- Listen to e-audiobooks
- Read 1000s of online magazines and newspapers
- Use our public computers for up to 2 hours every day
- Use a Hublet tablet in the library (available in large and medium libraries only)
- Use our online resources



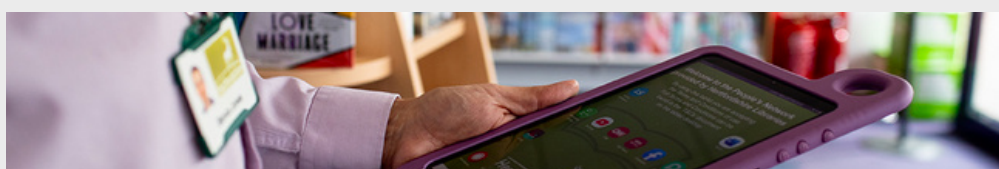
BorrowBox is a complete eLibrary in one app. Read ebooks and listen to audiobooks whether that's for pleasure, to take a break from your learning and relax, or to find useful reading to support your studies or job hunt.

Through **PressReader** and **Libby**, read digital editions of newspapers and magazines. PressReader is a fantastic resource with newspapers from around the world, as well as most UK national papers. Libby has 100s of magazines, covering many interests and hobbies. Magazines can be quite expensive, so save money (and time) and read them online, whenever and wherever you are.

For more traditional research and study, the following will be useful and can be accessed from home:

- **Britannica Online** – the online version of the encyclopaedia of reference
- **Oxford Dictionaries** – English and other language dictionaries with expert guidance on style, usage, grammar and spelling.
- **Go Citizen** – official study materials to prepare for the Life in the UK or British Citizenship tests. Available in over 60 languages.
- **Theory Test Pro** – practise the official UK theory driving test for cars and motorcycles. Available in over 60 languages.
- **Access to Research** – free access to over 30 million academic articles (in libraries only)

Check out your local library for more information on their services and workshops/clubs that may run at that particular branch. There's a lot to discover with Hertfordshire Libraries and if you have any questions, we always have someone to help you.



THE STAR TECHNIQUE

If competency questions feel overwhelming, the STAR technique is a real useful technique to practice.

★ 'S' is for Situation



Brief details on the situation you had to deal with, when you used a competency so that the interviewer can understand the context of the example.

'I demonstrated my customer service skills when a great offer led to the website crashing and customers were calling in to reset their accounts.'

★ 'T' is for Task



What was the task you were given to do? Give the context. Outline what your objective or purpose was during that situation.

'With so many calls to the switchboard and only two of us manning the phonelines, we were quickly overwhelmed by calls and it was critical that these people gain access to their accounts quickly as they were waiting with patients.'

★ 'A' is for Action



What action did you take? Describe what you did in that situation and how you approached it.

'I quickly drafted and recorded an answerphone message for those who were unable to get through, explaining what they could do to fix the problem on their account.'

★ 'R' is for Result



State the outcome. Were the objectives met? What did you learn or gain from being in that situation?

'Thankfully this alleviated the influx of calls with many customers able to resolve their blocked accounts. This meant we had less angry customers and could deal with the more complex enquiries.'

More information on The STAR method can be found on the National Careers Service website



INTERVIEW PRACTICE

You've secured an interview, well done!

Now it's time to prepare for your interview, which might be held on the telephone, over a video call or face-to-face.

General interview preparation tips

- Check your technology (if you are using any)
- Practice LOTS. Record your own answers
- Ensure your outfit is ready
- Have your CV to hand
- Find out the name/s of your interviewer/s

At the interview, there are two main types of questions;

1. Motivational questions

Designed to check how serious you are about applying for the job and why you want to do the job.

2. Competency based questions

Used by employers to check that candidates have the competencies or qualities that are required for the job, usually detailed in the job description or person specification.

Quiz time

Is this a motivational or a competency question?

What do you know about our organisation?

Why would you find us interesting to work for?

Answer: Motivational

We work with a network of local Hertfordshire employers, who support us in many different ways. Here's some of the key support offered.

If you are aged 18 or over, live in Hertfordshire, are currently unemployed and have a diagnosed or undiagnosed barrier or challenge to work, we could help and you can gain access to these employment support options. Apply at www.step2skills.org.uk/employmentsupport

Step2Skills' Employment Support Services

Mock Interview practice

Many of our employer network partners, such as Barclays Bank, offer mock interview sessions where you can go in and practice your interview technique and gain feedback.



Inclusive Job Fairs & networking opportunities

Our Inclusive Job Fairs are a great avenue through which to meet local employers.

To make sure that the job fairs are as useful as they can be, we reach out to our local employers who are in the district where the job fair is being held.

Our team of Employment Advisors attend the day to support participants in introductions and can also offer advice and guidance on next steps.

Please check page 38 to see the dates and locations of our upcoming job fairs.



Work Taster opportunities



Without work experience on a CV, it can be hard to get through the initial stages of a job application process.

Thanks to our employer network, participants can gain vital work experience in the field that they plan to get a job in.

Whether you're interested in a career in gardening, a catering job or want to work in an office, our team will do their best to arrange a suitable taster for you, if work experience is required as part of your journey with us.



BENEFITS OF HOSTING A WORK TASTER: THE EMPLOYER'S VIEW

A new approach

'S completed an exemplary piece of work, highly accurate & highly professional. I was impressed by his excellent analytical approach; logical & robust approach to managing & manipulating data & consistent use of validation checks.'

Enthusiasm and focus

'S led the way in understanding what approaches would work well / less well, diligently persevering to deliver the best possible outcome.'

Positivity for the project and team

'S was a pleasure to engage with an inspiringly positive mindset, faultlessly honest and an amazing work ethic.'



What's next for my young adult with a learning disability?

Real work. Real progress. Real purpose.



Mission EmployAble

- ✓ Does your young person (aged 18-25) have a learning disability and want to develop new skills?
- ✓ Do they have an active EHCP?
- ✓ Can they travel independently or by SEND taxi? If not we will do Travel Training.
- ✓ Have they passed Entry Level 1 for both Functional English and Maths?
- ✓ Do they want to train to be able to get paid work?

If your son or daughter is aged 18-25 and has a learning disability, you may be wondering: "What now?" Whether they've just finished college or further education or just haven't found the right path yet, Mission EmployAble is here to help them take their next step — towards greater independence, skills, and paid employment.

Interns spend around 20 hours/week in a real café setting, gaining front-of-house, catering, hospitality plus horticulture, maintenance skills, warehouse, and kitchen skills as part of a year-long programme. With guidance from specialist job coaches and support from our partner, Bucks College Group, they also work towards a recognised qualification in English, Maths and employability.

Classroom study: Maths, English and Employability skills. Workplace specific training including; Food Hygiene level 1 or 2, COSHH, manual handling and health and safety. Work-readiness through tutorials, mental health advice, and life enrichment activities.

Group Work Experiences: Café on The Common to learn skills in customer service, hosting, kitchen food prep, cleaning, barista skills and pot washing. Programme partners: Sunnyside Rural Trust for horticulture, Woodoaks Farm for regenerative farming/site maintenance and Restore Hope Latimer for warehouse work (box packing and deliveries) and catering and hospitality skills.

Employer Work Placements: When our Interns are ready they move to individual work experience suited to their skills, close to their home and with our job coach, who supports them at their work placement. This has been successful in leading to permanent employment in over 90% of cases.



For more information scan the QR code or visit missionemployable.co.uk/internships
Get in touch: internships@missionemployable.co.uk
Based at The Pavilion, Chorleywood Common, Herts WD3 5SG



**TEAM Programme,
delivered by the
Herts Fire & Rescue
Service.**

Learn more and follow
the link to apply via our
website at

**[www.step2skills.org.uk
/employmentsupport](http://www.step2skills.org.uk/employmentsupport)**

How is the 12-week programme structured?

Day 1: Meet new people

Don't worry about turning up on your own – there'll be about 12 people joining and everyone will be in the same situation. It'll be informal and there'll be plenty of activities so you'll soon feel part of things.

Week 1: Take action

Over this week, you'll start planning for the weeks ahead – setting out what you want to achieve and finding out how to get your qualifications. You'll also be planning for a week away.

Week 2: New experiences

You'll spend this week away – trying new things and learning how to work with others. This gives you a chance to break away from your current situation. The sort of things you could do include canoeing, climbing, raft-building and much more!

Weeks 3-6: Something to talk about

As a Team, you'll decide on a project to benefit your local community and carry it out. You might be surprised at what you can achieve together. This gives you great experience to talk about at interviews.

Weeks 7-8: Work placements

This is the time to see how the skills you've developed so far can help you in the workplace. It's also a great chance to try out a type of work, or company, to see whether you like it.

Week 9: Plan for the future

Time to plan your next steps after the programme. You'll get help to write a fantastic CV, practice your interview skills and make applications.

Weeks 10-11: Meet the challenge

You and your Team will take on a challenge to help others in the community. This is when you get to test out all the skills you'll have worked on so far.

Week 12: Have your say

In your final week, you'll deliver a presentation with your team to an invited audience. This is your chance to show off the talents you've discovered! This may sound scary now, but after 12 weeks on Team you'll be surprised at how far you've come.

UPCOMING DATES FOR YOUR DIARY

Autumn 2025

- Wednesday 15th October - **Inclusive Job Fair**, The Spotlight, Broxbourne

Winter (December to February 2026)

- New **English qualification courses** start in January 2026
- December - **Initial Assessments for ESOL** (English for Speakers of Other Languages) courses - Please enquire on 01992 556 194 for more details.

Spring 2026 (March to May)

- New **English qualification courses** start in April 2026
- March - **Initial Assessments for ESOL** (English for Speakers of Other Languages) courses - Please enquire on 01992 556 194 for more details

Summer 2026 (June to August)

- 2026/27 Programme of courses/workshops advertised
- June and July- **Initial Assessments for ESOL** (English for Speakers of Other Languages) courses - Please enquire on 01992 556 194 for more details
- Thursday 16th July 2026 - **Achievement Awards celebration**

KEY CONTACTS

Hertfordshire careers

Hertfordshire Opportunities Portal - www.hopinto.co.uk

National Careers Service - www.nationalcareers.service.gov.uk

Total Jobs - www.totaljobs.com

Hertfordshire employment support

Step2Skills - www.step2skills.org.uk/employmentsupport

Job Centre Plus - www.gov.uk/contact-jobcentre-plus

Support for small businesses and self-employed

Herts Growth Hub - www.hertsgrowthhub.com

Wenta, for support with your business venture - www.wenta.co.uk

Hertfordshire Chamber of Commerce - www.hertschamber.com

Voluntary work

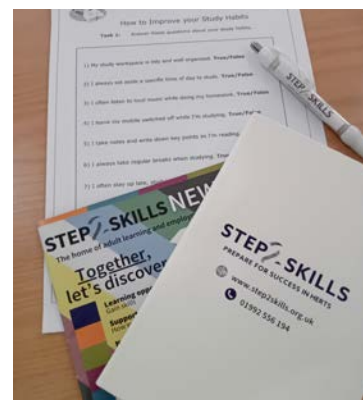
Go Vol Herts - www.govolherts.org.uk

Apprenticeships

Find an apprenticeship - www.findapprenticeship.service.gov.uk

Childcare

Search Childcare Support and Childcare Finder on - www.hertfordshire.gov.uk



In crisis?

For mental health support;

For free, confidential, no-judgement advice:

- call **Samaritans** on **116 123**.
- text '**SHOUT**' to **85258**.

For signposting to financial support;

Contact Herts Help on 0300 123 4044

info@hertshelp.net

www.hertshelp.net

For addiction support;

The Living Room

0300 365 0304

www.livingroomherts.org

If you're experiencing domestic abuse;

Visit www.hertssunflower.org for links to support

Call Herts Domestic Abuse

Helpline on 08 088 088 088 if it is safe for you to do so.

FEEDBACK WELCOMED

What did you think?

This magazine is for you and we would really value your feedback to guide our edition for next year.

Your suggestions are most welcomed, please scan this QR code to give your feedback.

