

PET-Xi CASE STUDY



Angel Subhra, aged 25, has held numerous temporary jobs but struggled to secure permanent employment due to confidence-related issues.

She was referred to Charlotte Briscoe on the Step-Up programme at PET-Xi by her Universal Credit Work Coach at the DWP, where she enjoyed working in a group, meeting people from different backgrounds, and gaining the skills and confidence that helped her pursuit of a full-time job.

Support provided by PET-Xi

Angel completed PET-Xi's four-day Customer Services Level 2 qualification at the Metropolis Restaurant, in Coventry. She learned how to create a professional first impression, manage and develop customer relationships, as well as learning techniques on how to respond to complaints and problems using different communication methods.

After the course had finished, Angel and three other course participants went on work placements at different Tesco stores in Coventry that provided her with vital hands-on job experience.

Angel was offered a permanent job at Tesco but couldn't accept due to night shifts not being convenient for her as she does not drive. However, this acknowledgement of her work and the support provided by Charlotte the lead IAG on the Step-up Programme from PET-Xi gave her the self-belief to apply for numerous jobs.

Outcomes

Thanks to her success on the programme and her new-found confidence, Angel was successful in gaining a job with Marks and Spencer. Angel has since been offered and accepted a permanent Customer Services Assistant position.

She truly believes that without the help from Charlotte and the team at PET-Xi she would not have gained this permanent employment, it gave her the push and confidence she needed.

ANGEL'S STORY



West Midlands
Combined Authority

CUSTOMER SERVICE

She said: “It makes me feel really proud. I’ve had loads of jobs in the past but this is my first ever permanent job that I’ve held. It’s an amazing achievement for me.

“The biggest thing I gained from the programme was building up my confidence around meeting new people. I listened to their backgrounds and their stories, and why they wanted a job and things like that.

“The support I got from Charlotte on the Step-Up Programme from PET-Xi was very helpful. I am still in touch with Charlotte on a day-to-day basis, she still helps me with any problems I have in my workplace, it means the world that she has given me all the support I needed to get great results.

“In my new job I now enjoy meeting different people. We have got some regular customers with learning difficulties; we get customers that are blind that we help when they come in with their guide dogs. We go around the shop with them and help them buy the shopping that they need. I enjoy working as a team as well. My team are very supportive. I am learning new skills every day that I am on shift.

PET-Xi’s Recruitment and Professions Co-Ordinator, Charlotte

Briscoe said: “It has been fantastic to work with Angel, to see her confidence levels grow as she picked up more skills during the course, I am proud of her for gaining her full-time permanent position at Marks and Spencer.

“Not only did she impress all of us at PET-XI, Angel clearly left an impression on those who she worked with at Tesco as a job offer followed. While she didn’t take on that opportunity as it wasn’t right for her, it was only a matter of time before she did gain employment that was right for her and she has found that at Marks and Spencer.”

Programme

The Step-Up Programme was created to give guidance and support with peoples’ journey into employment or permanent accommodation, providing voluntary and paid work placements, access to secure employment and permanent living spaces. Those who enrol are offered training in employability support, creating CVs and applying for work, help with voluntary placements, social skills development and confidence building.

If you would like to do the same course as Angel we would love to hear from you!
To sign up call Charlotte on: **07387 412956** or email: **cbriscoe@pet-xi.co.uk**