

# Toxteth Jobcentre



## Digital Difference

First Anniversary  
Supplement

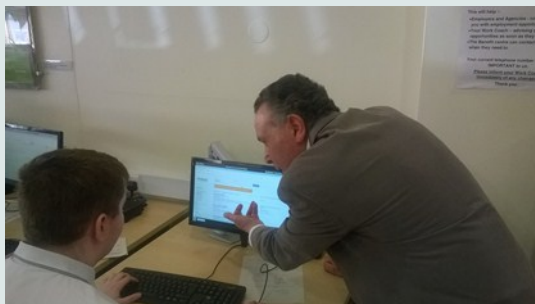
# Jobcentre Stars

## Andy our Asset

Andy is a work coach in Toxteth Jobcentre and he certainly impressed one of his customers, Jonathan Fox. Here's what Jonathan had to say about Andy; "Andy gave me the right kind of support when I needed it. He is a credit to the service". And when I asked Jon if I could quote him his immediate response was "That's fine, no problem. Andy is a real asset to your team, (I'm sure you already know this!)" Yes Jon we certainly do, but more than that Andy is an asset to the wider community!!

## *Stormin' Norman*

Norman, (inset, supporting one of our customers) is a very special kind of guy. He uses his knowledge of computers how to use the internet. He out in Toxteth Jobcentre for and is very popular among alike. In fact we often hear customers enquiring after him in our Digital Hub on



to help people learn has been helping quite some time now staff and customers both staff and him if they don't see any particular day.

Anyway the reason for this "Call Out" for our very own '**Stormin' Norman**' is because this is a great opportunity to say.....

# Thank You

# Let's Celebrate Work Experience

## Aiden's Story

Aiden had been claiming benefits for a while and didn't have much work history. He had been applying for numerous Clerical / I.T positions without success, and it was suggested to him by his work coach that he may benefit from a work experience placement at a local jobcentre so he could gain valuable experience in a real working environment. Aiden agreed and he started his placement at Toxteth JCP. Aiden's I.T skills were put to work and he helped staff and clients enormously with his knowledge, he was a real asset to the Digital Team in his time at Toxteth.

Aiden's mentor became aware of an administration apprenticeship with a local training provider and had no hesitation in referring Aiden for the position. An interview was arranged and Aiden was successful, and again Aiden acquitted himself greatly. His new employer is very impressed with the contribution he is making to the organisation.

Without the work experience placement Aiden would have been unaware of the opportunity that was presented to him, likewise his mentor would have been unaware of Aiden and the skills he possesses to make the initial referral.

Aiden was quoted as saying ' the work experience was the best thing that had happened to me as it gave me the confidence to show people what I am capable of after a period of unemployment. To then be referred for a job and be successful was amazing.'

*Aiden worked closely with the Toxteth Jobcentre Digital Team. Here he is pictured with Joe Finnigan supporting the 'Be Online' campaign in Lark Lane Post Office.*



# Working With Partners

The Adult Learning Service are close partners with Toxteth Jobcentre particularly with co-hosting our monthly Techy Tea Parties.



They also deliver a number of serious courses but know how to have fun too, see this picture showing some students preparing for a game of 'Money Bingo'.



## Jobcentre Jobsfair's Are Working

***Just ask Chloe!! She recently attended a Jobsfair that Toxteth Jobcentre were co-hosting and within a week found herself employed as a HR***

***Assistant at the 'Hard Day's Night Hotel'!!!***



***She's gonna work all day...***



# Working With Partners



Are another partner organisation with whom we have a close working relationship. They run two job clubs per week in the Jobcentre and provide an 'Employability Skills' course for our customers on site. We were recently delighted to hear that GTDT had taken the step of employing one of their own volunteers.

## Sonja's Success Story



*"I started as a volunteer with Granby back in 2012 hoping to improve my own chances of finding work, but also with a view to helping others. During my time as a volunteer I was given the opportunity of some training and received my PTLLS certificate (Preparing to Teach in the Lifelong Learning Sector) and I also trained as a Digital Champion. Big thanks must go to (my now boss, former mentor) Tara for all of the support through my time as a volunteer. As a volunteer I had a great time, and when I was offered the opportunity to become an employee I just jumped at the chance. So here I am now, an employee with a fabulous community organisation and I couldn't be happier with the way things have turned out."*

## Moving Along The Bus

Here at Toxteth Jobcentre we are fortunate to have the services of the ALS I.T. bus each Friday, who support customers with their digital skills and help provide CV's and job search advice. We were contacted by Karen Allen from ALS who had received some feedback from one particular customer who was effusive in her praise of Peter Ellison one of the I.T. tutors. For the purposes of data protection we will call the customer Rachel, but here's what she had to say:

"When I first went on the bus I had no confidence, I didn't know how to search or apply for jobs, and my CV was out of date. Within a very short time Peter had updated my CV and shown me how to search for jobs and the different ways of applying for jobs. I can't thank Peter enough for the help that he gave me, this kind of service can be life-changing."

We have always known the value of the help that the I.T. bus can bring, which is why Joe Finnigan lobbied hard to get a regular attendance, but now everyone can share in understanding what it means to people to get this kind of service. Long may it continue!!!





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“  
My Universal Credit work coach showed me how my skills could be applied to different types of work. I've got a job I enjoy and I feel positive about the future.”  
Sally,  
Universal Credit claimant

UC Universal Credit #UniversalCredit

## Ask about Universal Credit in your local Jobcentre

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Contact us at

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