



We're ready
to get started.
Are you?

Welcome to our service!

Reed in Partnership is providing expert
support for people looking for a job.

REED
IN PARTNERSHIP
● ● ●

EXPERT
JOBSEEKER
SUPPORT

Contents

Introduction	3
What happens next?	4
What other support is available?	6
Online Career Centre	8
Our service standards	10
What we ask of you	12
Complaints Policy	14

Reed in Partnership is providing expert support for people looking for a job.

We are providing a service specially designed to help people impacted by the recent changes in the jobs market.

With personal advice and guidance, skills training and financial support you will have the best possible chance of finding new employment.

This booklet will give you more information about our service.

We look forward to working with you!

The Reed in Partnership Team

Welcome to our service!



What happens next?

1

Getting to know you

Your Employment Adviser will start by getting to know you and your circumstances. This way they will be able to provide you with the most appropriate, personal support.

2

Making your plan

We will work together to make a plan to help you start working. Your Employment Adviser will coordinate all the support we can offer you.

3

Updating your CV

Your Employment Adviser will help you optimise your CV with all the latest ways to stand out from the competition.

Adviser catch-ups: at least every ten days

4

Looking in the right places

We will help you identify the best places to find the job you want. That might be on or offline, or through one of our relationships with a local employer.

5

Submitting an application

You will get support to submit a great application that increases the chances of you getting an interview. You can also access exclusive vacancies sourced through our employer relationships.

6

Preparing for an interview

If you need it, we will help you practice for an interview – including sharing all our tips and techniques for giving a great impression of yourself.

7

Celebrating a new job

Your Employment Adviser will be happy to share the news of your new job!

What other support is available?

Skills Training

Choose from five short courses, delivered by our knowledgeable Skills Trainers either over video call or through some face-to-face sessions.

1 CV Writing

Update your CV and learn to make it stand out from the crowd.

2 Interview Skills

Expert advice and techniques for making a great impression.

3 Transferable Skills

Discover ways of adapting your skillset for a new role.

4 Job Searching

Finding the right jobs markets for the role you want.

5 Self-Confidence

Finding and showcasing your inner belief.

Funding is also available for external training courses from online and local providers.

Your Wellbeing

If you are interested, we have a wide range of health and wellbeing support during your job search.

You can try our Online Wellbeing Check, which will provide an in depth report on your health.

You can also take sessions with a specialist Health & Wellbeing Adviser on nutrition, sleep, mindfulness, stress and mental wellbeing.

We know that it has been a difficult time for many people recently. Our support can help you manage any stresses and anxieties you might have as you prepare to get back to the workplace.

Try our Online Wellbeing Check tool



Financial Support

We have funding available for a variety of different aspects of your job searching activity, including travel costs, interview clothing, health assessments and training.

Online Career Centre

You will have access to our exclusive Online Career Centre.

It contains videos, podcasts, interactive learning and more – all designed to support your job search.

Search for Reed in Partnership Portal:



90 second podcasts

On tackling key issues, hot tips and tutorials



Video

Hundreds of films from experienced hiring managers and career coaches



Interactive tools

- CV Builder
- Interview Simulator
- Job Alerts
- Careers Quiz



Learning modules

- CV Guide
- Application Writing
- Job Hunt Techniques
- Interview Training

Our interactive career centre – on your phone!



Our service standards

1

When we receive your information we will attempt to contact you within two working days to book an initial appointment.



2 days

2

The initial appointment will take place within 15 working days.



15 days

3

We will provide you with a copy of our service delivery standards no later than one day after joining the service.

4

We will explore your ambitions, goals, priorities and personal needs with you to agree an Action Plan within ten working days of you joining the service.

25 days

5

We will contact you at least every ten working days.

6

If you miss a booked catch-up and we haven't heard from you, we will try to contact you within two working days to get things back on track and sort out any problems you have.

7

When we know you are starting work we will attempt to hold a discussion regarding your initial in work support needs.



8

Every month, we will ask you to tell us how valuable the programme feels to you and how much you feel we are helping you.

9

We will produce an exit report pack if you are not in work at the end of your time with the service. This activity will take place within the last ten working days on your time with the service.

last 10 days

What we ask of you



To ensure that you get the most out of using our service, we ask you:

- ▶ To be honest and open with us
- ▶ 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 treat our staff and other participants with respect
- ▶ Report to your Adviser if you witness unreasonable behaviour by other participants or staff
- ▶ Attend agreed appointments and training sessions on time, or call in advance if you are going to be late or cannot attend

Complaints Policy

If you wish to discuss any issues you have with the way you are treated, or the advice or information you have been given, please talk in the first instance to your Employment Adviser.

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

If the issue remains unresolved, it can be escalated to the Operations Manager, Programme Director, Operations Director and then Managing Director.

At each escalation, the Operations Manager, Programme Director, Operations Director and Managing Director will complete an impartial assessment and provide written feedback within ten working days.

We will seek confirmation that you are happy with the outcome and look to provide a positive resolution to all issues presented to us. Please inform your Adviser when you are satisfied with the outcome.

We will investigate complaints thoroughly and look to provide a positive resolution to all issues presented to us.

If you are not satisfied with our resolution of your complaint, you have the option of taking the case to I.C.E, the Independent Case Examiner.

To contact I.C.E, visit:
www.gov.uk/government/organisations/independent-case-examiner

Most complaints can be sorted quickly and easily by following this procedure



Work and Health
Programme
**Job Entry:
Targeted Support**

In
partnership
with



Department
for Work &
Pensions



European Union
European
Social Fund