

Central London Forward Into Work – Candidate Case Study

Quarter/year: Q4 2015/16
Provider: LTEN
Name of candidate and employer: N/A / Neighbourhood Stratford

CANDIDATE NAME Known as ISL 22 (candidate wanted to remain confidential) aged 29 from Islington was unemployed for 5 months before being supported into work as a Kitchen Porter with Neighbourhood Stratford by London Training and Employment Network, as part of the Central London Forward Into Work programme.

History and Barriers to employment:

- ISL 22 was studying catering part time and wanted a job in the catering field that would support him through his studies, but also allow him to gain experience in the catering sector. ISL 22 found that much of the part time work he could find was within call centres or retail areas and that his qualifications to date were not enough for him to work that he wanted to do e.g. Commis chef.

Meeting LTEN and advice given:

- ISL 22 was introduced to LTEN at his local job centre and carried out his first 1-1 job advice session 24th February 2016. This was the opportunity for ISL 22 to gain 'realistic' job search advice, where he understood it was within his interest to start at the bottom within his chosen sector to gain the experience he needed. Rather than be tempted by slightly higher wages and cleaner positions in sectors he had no interest in e.g. retail, call centres etc.

Support received:

- LTEN helped ISL 22 to update his CV, make it more specific to low end catering and kitchen roles. He was shown how to register with specific websites and his CV for forwarded to a number of job brokers within the LTEN pool. Interview skills and techniques/questions and answers were discussed on a 1-1 basis.

The Job role:

- ISL 22 was interviewed for the position of Kitchen Porter on 7th March for a very busy restaurant called Neighbourhood Stratford located at the Olympic Village. After the interview ISL 22 was offered an unpaid trial shift of 3 hrs for the following night in the Kitchen Porter role. He was told to wear dark clothing and non slip shoes and come prepared to work!
ISL 22 was appointed and started work on the 9th March. The role paid £6.70 per hour with a rise after 3 months probation and covered cleaning all areas of the kitchen, rinsing plates, glasses, loading and unloading the dishwasher, sorting deliveries and cleaning and closing the kitchen at the end of the night.

Progression:

- We received an email from ISL 22 today 8th April - 1 month into this role. He stated "I'm doing great in my new job! Getting on well and working hard. Thanks for all your help! I worked one



shift as a Commis Chef, which is what I really want to be doing.Again, thanks for your help, I really mean that! It's good to be working and earning again after so long.

Facing Barriers:

- Through talking with ISL 22 he stated he would now find it easier to find work in the catering industry as he "knows it from the bottom up" he claims he knows all the roles in the kitchen and what each should be doing, which is of great value to him. On completion of his studies in 2 more months he says he will be applying for higher level roles.