

Case Study: Sarah Hammond

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WORK

Could you tell me about your work? What advantages do you think that your work has brought you so far and will bring in the future?

“I am really enjoying working at CITE as an ‘Employment Assistant’. My role has been varied and reflects and supports my Level 3 qualification in ‘Employment Related Services’.

Initially when I started working at CITE my role mainly consisted of supporting our Recruitment and Promotions Officer with telephone calls/emails etc. With the support and guidance of my line manager and colleagues at CITE, my role quickly evolved. I now deliver assessments, provide transitional support to our candidates, visit external agencies to actively promote opportunities available at CITE and assist our Employer Engagement Manager.

As someone who had no experience in this particular sector, my experience at CITE has been invaluable. I have learned so much in the time that I have been here and continue to learn more each day. My colleagues are fantastic

and are more than happy to share their knowledge and offer their assistance when needed.

Working at CITE is most definitely preparing me for the future; it has allowed me to access a sector that I would love to continue to work in and has provided me with an abundance of skills and knowledge to allow me to do so.

EMPLOYER

What have been your overall impressions since working at CITE?

“I really enjoy working at CITE. The team are friendly, supportive and encouraging; there is a great team spirit and I have a great relationship with all my colleagues.

CITE as an employer have been flexible and understanding of my transition from full time mum to entering back into the workplace; which with CITE's support has been a lot easier than I anticipated.

I was made to feel really welcome when I first joined CITE and now I feel as though I have cemented my place as ‘one of the team’.

How did CITE help you into work?

“CITE helped me to get into work through an initial Information Session. This session was organised over two days and not only provided me with more information about CITE, but also about working in the charity sector in general. It was during this session that I decided that this was the area of work that I wanted to be in.

All candidates at the Information session were given the opportunity to gain a Level 2 qualification in both Literacy and Numeracy and were offered additional job search support. It was after all this preparation and information that I was offered an interview with CITE and ultimately offered the opportunity to work with them as an adult apprentice.

I was thrilled to be offered this position, as in my experience 'adult' training and apprenticeship opportunities are few and far between.

PERSONAL DEVELOPMENT

How has CITE impacted on you? Compare yourself before and after undergoing CITE training.

“Before gaining employment at CITE I was considering my employment options. I knew that I wanted a career change from my finance background; I also wanted to work in an environment where I could help others. However, due to my lack of experience in these areas I lacked confidence and was doubting my own abilities. My job at CITE came just at the right time.

For me, the biggest difference since working at CITE is how much more confident I am. When I first started working here I felt the need to constantly check with my colleagues that I was doing everything 'right'. I am now much more self reliant and able to work just as well independently as I do as part of the team.

I find my role to be both fulfilling and rewarding. There is never a dull day in the CITE office. My job has proved to be everything that I hoped it would be and more. Most importantly, it has made me excited of what my future in this sector has to offer. It has highlighted other areas that I am keen to gain experience in and other options that I can explore.

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