

Case study: Groundwork London

Deviyani, aged 34, from Hackney was unemployed for two years before being supported into work as a receptionist based in the Stratford Advice Arcade.

Deviyani worked for her previous employer for seven years, but was unfortunately made redundant. Although she had been volunteering for two years this did not lead to paid work and she wasn't getting positive results interviews.

She registered with Groundwork after hearing about the opportunity through her Jobcentre.

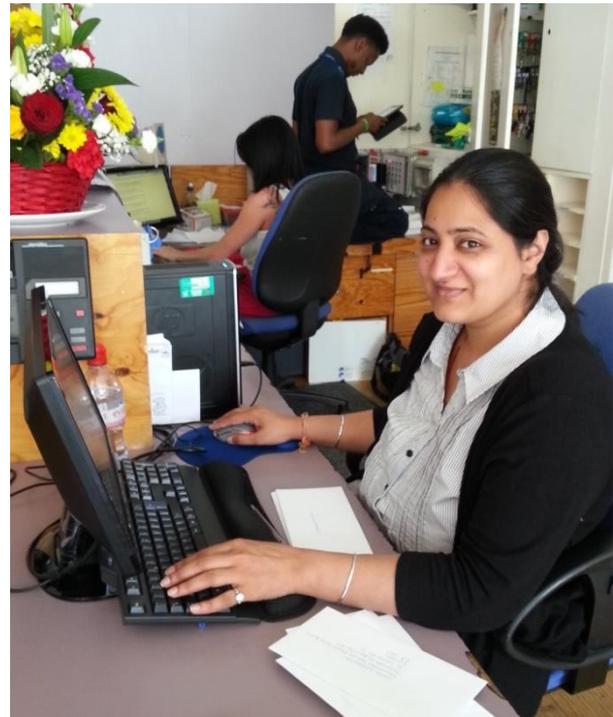
Deviyani wanted advice with interview questions and application processes. She received one to one and group support on this area. She started a work placement with East London NHS Trust and with the extra support and her stronger applications she started getting invited to interviews.

Unfortunately due to personal circumstances she could not attend her placement and was unable to continue. Once things had settled down at home, she later returned to her Groundwork advisor.

As part of Groundwork's relationship with the Stratford Advice Arcade they advised Deviyani of an upcoming reception vacancy they thought she would be well suited to, and encouraged her to apply. Deviyani was successful and **over six months on Deviyani is still in her role**, is very much part of the team in her role on reception. She is started her Level 3 Business Admin NVQ in January 2016.

Feedback from the employer is that; 'having known Groundwork for many years we worked collaboratively on the recruitment. They did a stellar job, taking a lot of pressure in terms of sending out adverts, applications, it was a professional service. Deviyani is very reliable, very efficient and organised. She has proved to be a very valuable part of the team, gets on well with all members of staff plus visitors and service users at reception'.

Deviyani says about her experience with Groundwork; 'the support and everything you get....and the staff that supported me were great. Other places just send you vacancies but don't offer to help and don't follow up. With Groundwork I had one to one help and time spent with me to make sure everything was done properly. I think it was an excellent service.





I enjoy the job I'm doing...My colleagues are lovely and friendly, it's a lovely team, supportive and understanding as well.'