

WHP **Pioneer**

The Shaw Trust WHP Pioneer Norfolk News

February 2024



In partnership with

Department
for Work &
Pensions

shaw trust

400

Active participants

27

Started working

103

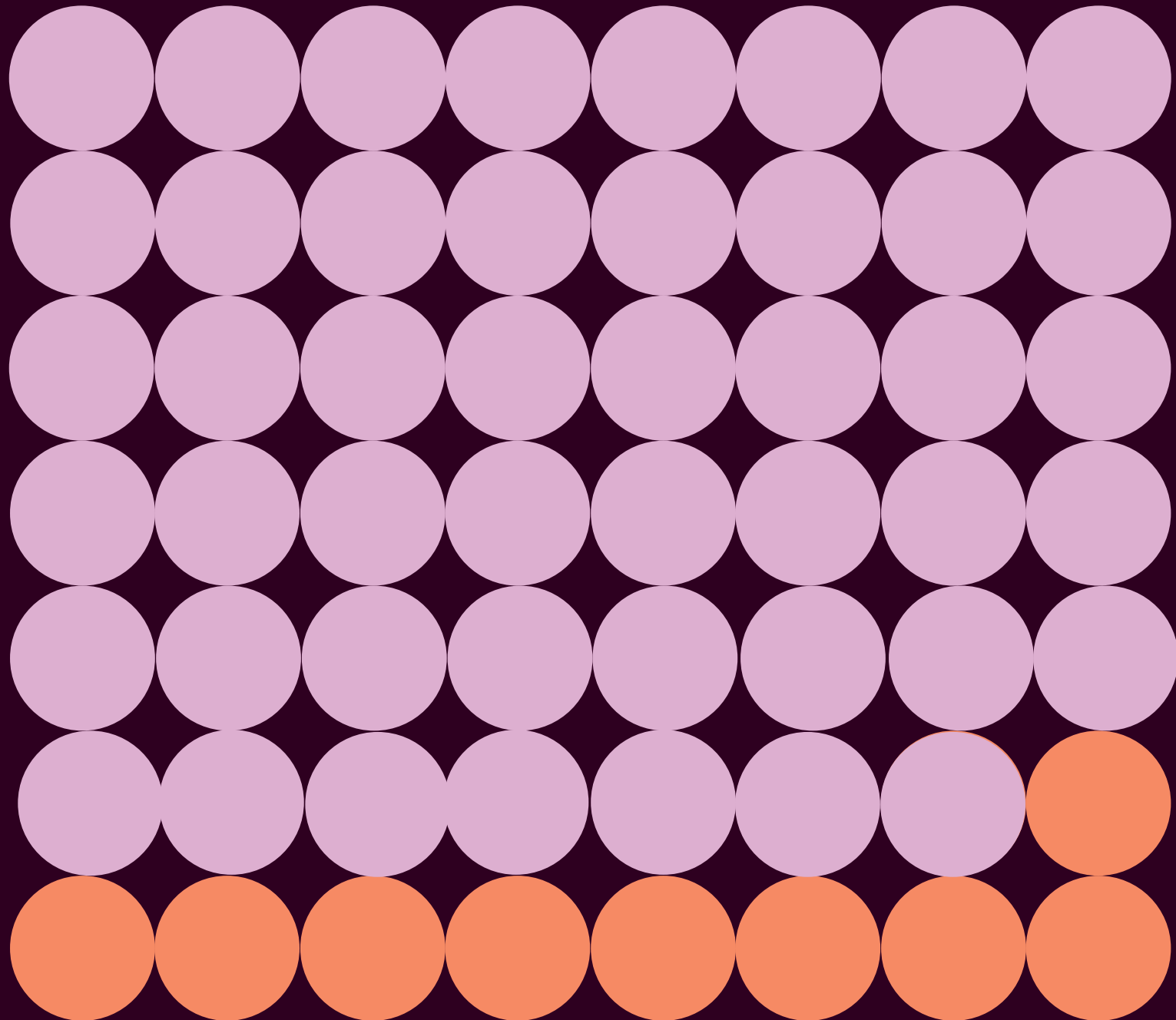
due to start on programme

15%

Of our participants are neuro diverse

10%

of which successfully started
employment



WHP Pioneer

Top 5 New Skills and Qualifications gained

CSCS

Level 2 Food Hygiene and Safety Certificate

Essential IT Skills

Level 2 Award in Customer Service

Business Administration

Where did our participants started working?



shaw trust



Specialists that supported our participants



Shaw Trust Expert Top Tips

Tailoring CV



I have excellent communication skills

What does that actually mean?



Instead say this!

Construction

Engaging in effective communication with clients, architects, engineers, and other stakeholders during project meetings, addressing concerns, providing updates, and ensuring that project specifications are clearly understood and met.

Warehouse

Displaying strong communication skills in promoting and adhering to health and safety protocols within the warehouse. This involves effectively communicating safety guidelines, reporting hazards or incidents promptly, and participating in safety meetings to ensure a secure working environment for all warehouse staff.

Finance

Demonstrating strong communication skills during times of financial uncertainty or crisis, addressing stakeholders with transparency, providing reassurance, and presenting viable solutions to navigate challenges, fostering confidence in financial stability.

Retail

Engaging in positive and effective communication with customers, addressing inquiries, resolving issues, and providing product information with clarity and enthusiasm to enhance the overall shopping experience.

Admin / Reception

Excelling in phone communication and reception duties by answering calls professionally, directing inquiries to the appropriate parties, and providing helpful and courteous assistance to callers. This also involves taking accurate messages and ensuring a positive first impression for visitors.

Care

Demonstrating empathetic and effective communication with clients by actively listening to their needs, concerns, and preferences. This includes fostering open and honest dialogue to build trust and ensure that clients feel heard and understood.

shaw trust 3 ways to refer:

1. Using self-referral link on our website

<https://www.shawtrust.org.uk/what-we-do/whp-pioneer/>

2. Contact DEM

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3. Alternatively, Speak to Jobcentre Work Coach.

