

# Update on Career Access St Helena

# Period covered: 16 June 2021 to 14 July 2021

#### Abstract

This document is intended for members of the Education & Employment Committee and provides an update on Career Access St Helena for the period 16 June to 14 July 2021.

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# 1. Stage Process for Career Access St Helena



2. Immediate Priorities

As Career Access St Helena (CASH) is a new service, its implementation will be via 4 stages: Preparation, Soft Launch, Official Launch and Development. The soft launch is a period when our services can go 'live' where we can test our offering and processes before officially launching.

See Appendix A for copy of Stage Process Chart showing actions required for each stage. This is a working document to provide agility and flexibility to us as and when changes are required.



The immediate priorities in the Preparation stage are:

Network: This is the group of people who need to be in the know and are key to our success.

Customer Charter: This document is required so that all stakeholders and staff know how we will conduct services.

Branding & Messaging: A uniform look increases professionalism and recognition of the brand. The messaging needs to clear and purposeful to inform and update or inspire and relate.

LOCOtion: We need an accessible and central location in order to serve our broad range of clients in a functional and safe working environment.

**Evaluation of Processes:** Focused on processes which has the most impact, i.e. Apprenticeship and voluntary Work Experience scheme and taking referrals from Social Security/Benefits Office.

## 3. Status of Action Items

The action items referenced below are as referred to in the Prep stage of the Stage Process Chart (Appendix A).



### 4. Further updates

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#### Website

#### **Quick statistics:**

- Advertised 3 recruitment campaigns
- 2 voluntary opportunities available
- 40 jobs advertised since the beginning of June (Rose & Crown, Connect St Helena, Solomon & Company (St Helena) Plc, SHG and Thorpe's)
- Interest from the website 2 young people (non-students) asking for help with job search and CV writing
- Adverts have included all contract types Fixed term (1 and 2 years), Permanent, Apprenticeships, Voluntary, Part-Time, Full-time.

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#### Various

- Care campaign support given by CASH resulted in approximately 45 students attending recruitment drive for Care sector on 7 July 2021.
- Graduate Scheme Cherie Dillon discussed CASH involvement with the Graduate Scheme n 14 July 2021
- Ongoing support given to current cohort of Work Experience and Apprenticeship Scheme in absence of Placement Officer by Work Development Officer in addition to CASH Manager carrying out familiarisation.
- Career Access & Economic Policy Assistant continuing to compile data on jobs advertised through website as well as obtaining information in regards to Shortage Occupation List that will be used to inform career-related resources and services and made available to PAS students and the general public.

# Appendix A – Stage Process Chart for Career Access St Helena

#### Prep

- Presentation to ES&EP SMT
- Setup mechanism and frequency for updates to be provided to Education & Employment Committee
- Feedback on current work experience and apprenticeship scheme from participants and employers.
- •Data collection rules what its used for, what's sensitive, retention schedule, right to request personal details.
- •Procedures for working with 16-18 year olds
- Package unemployment services
- •Location, location, location!
- Career Access Network (people who need to be in the know and who will enable success)
- •Consult with Press Office/Internal Comms on communications schedule on updates and appropriate media email/radio, website, etc.
- Marketing materials

#### Stage 1

(Soft Launch) 1 Sep 21

- •Communicate with employers, e.g. Chamber of Commerce
- Familarise with student
- apprenticeships
- •Student career-related teachings, e.g. Interview and CV training
- •Update webpage with vacancies and voluntary work
- •Involvement with Recruitment Campaigns
- •Unemployment services go live

#### Stage 2 (Official Launch) 1 Oct 21

- •Open to the public for appenticeships and work trials (career tasters)
- •Update 'Meet the Team' on the webpage
- •Set up training for soft skills training
- •Mock Interview Training
- •Organising Careers Fair/ Jobs Fair
- •Out of hours service
- Job Search assistance to public

#### Stage 3 (Development)

- Employer and company information
- •Online website forms
- Include career advice on the webpage
- •Career coaching -(provided by SHG Coaching & Mentoring Network and/or volunteers from HR Forum, BASH -initial training provided by Career Access)
- •Psychometric and career aptitude testing
- Local charities that may help with physical needs e,g, clothing (Salvation Army; MEM)
- 'Disability Confident'- work with SHAPE to provide training/guidance to employers - there has to be a tangible/identifiable benefit to the employer to encourage this though as it's going to be seen as 'more work'...any ideas? Something to ask SHAPE and employers.
- Partner with Research insititute/Statistics office on providing labour market/workforce data to employers.