

Update: Finding our way and making things happen while ‘doing the doing’...

From 1 December 2021, our opening hours will change to 10am to 2pm Mondays to Fridays (our current opening hours are 9am to 3.30pm).

Since we’ve opened officially on 5 November 2021, we’ve had a really good response from the public wanting to use our services which is great and is also the reason for us reducing the opening hours - which sounds contradictory but bear with me...

Our client base has grown from 37 when we first opened to 50 to date and is currently growing at a rate of three people per week on average – which is great! The difficulty we are having now is that we only have an hour a day (30 mins in the morning and afternoon) to take care of back office requirements like:

- Updating our records
- Taking care of email and telephone communications either internal or on behalf of clients
- Maintaining and expanding on our printed and digital media offering.

Being so focused on the service provision to walk-in clients and appointments as well has meant that our engagement with the employment sector has been very ad hoc and we need to improve upon this. The changes to our opening hours now allow for a better service to clients as we can build our printed and digital library, take care of our admin and communications properly and also build in time for the engagement with the employment sector and other external agencies.

Any further tweaks to how we operate will be communicated and we thank all our service-users for their patience and understanding while we’re evolving and growing.

Nicola Essex
Manager
Career Access St Helena

30 November 2021

Reminder of where we are and what we do:

- Come and find us on the Ground Floor at New Porteous House (big white building next to the Castle Gardens).
- We provide a service offering careers advice, information and guidance to anyone aged 11+ years no matter what stage of the journey they are at.
- So, if you’re job-seeking, or wanting to change jobs, or just curious about opportunities available...we’re here to help you.