



TEES VALLEY MAYOR

Careers newsletter

Hartlepool Learning and Skills—Term 1 October 2021

Welcome to the Term 3 edition of the Careers Newsletter

Hello, and welcome to term 1 of 2021 of the Hartlepool Learning and Skills Careers Newsletter. As the autumn is upon us and a new academic year starts in education it is often seen as a fresh start to set goals and look at starting a new course, gaining a qualification and new skills. Whether you are looking at a change in career or learning something for leisure, Hartlepool Learning and Skills Service are committed to supporting our learners and potential learners to fulfil their potential and provide individual information advice and guidance.

This edition will focus on key areas such as:

- Local and National Labour Market Information
- What's been Happening.....
- Good News Stories.....
- Introducing New Staff
- Explore Careers – Spotlight on Retail
- Job Search Advice – Cover Letters
- Hartlepool Learning and Skills 2021-2022 Prospectus and Contact details



 **HartlepoolLearning&Skills**

 **HartlepoolLSS**

 **Hartlepool Learning & Skills Service**

Adult Education Victoria Buildings, 6-8 Tower Street, Hartlepool, TS24 7HD

Call 01429 868616 or Visit www.hartlepoollearningandskills.com

LABOUR MARKET INFORMATION

National Labour Market Information

According to the Recruitment and Employment Confederation at the end of August there were 1.66 Million job vacancies as the country comes out of the pandemic and businesses have gone on a hiring spree. This will hopefully keep rising over the next few months, currently the most in demand vacancies being lorry drivers, IT worker and nurses.

The ten in most demand jobs now:

- Lorry Drivers
- Nurses
- Carers
- Primary and Nursery Staff
- Chefs
- Sales Assistants
- Cleaners
- Programmers and Software Developers
- Metal Working
- Carpenters and Joiners



Nursing Grant

With nursing now one of the top jobs that are in demand a new training grant is now available to help support nursing students with their living costs while they study. Every nursing student will get at least £5,000 but can also access a further £1,000 if working in a specialist areas particularly those with shortages. There is another £2,000 accessible for childcare allowances.

To apply for the training grant, you'll need to be studying for at least a full academic year from August 2020. You will also need to be eligible for the maintenance element of the student loan in order to be eligible. Therefore some students from EU countries who are studying in England will not be able to apply.

For more information on apply for the grant please visit :

<https://www.nhsbsa.nhs.uk/nhs-bursary-students/how-apply>



For more information on a career in nursing please contact the careers helpline on 01429 or 401831 make a referral through our virtual career at :

<https://hartlepool-self.achieveservice.com/service/Learning and Skills Virtual Careers Service>

Local LMI News – North East

The high need for employees overall in a variety of sectors can also be seen across Teesside. Cath Robson from Middlesbrough Job Centre stated “that there have been many applications for funding for HGV/LGV licences due to the high demand for drivers.” Also the big warehouse distribution centres at Teesport have also clocked a high number of vacancies as well as many openings seen at Teesside Park.

Jobs in demand at Teesside right now:

- Hospitality
- Manufacturing
- Renewable Energy/Windfarms
- Retail
- Administration
- Call Centre Work



Turbine Factory

Plans to create a wind turbine blade factory set to create thousands of jobs have officially been approved.

Redcar and Cleveland Borough Council last month granted planning permission for the construction of the new facility at the Teesworks.

The factory will cover 76,200 sq m, will be in the South Bank zone of the Teesworks site and is set to be completed in 2023, creating more than 2,000 jobs. It will be operated by LM Wind Power - a GE Renewable Energy business - producing its 107-metre-long offshore wind turbine blades.

Security

Two companies based on Teesside have united in a bid to ease a shortage in licensed workers for the security industry.

Middlesbrough's Associated Risks Group (ARG) has partnered with Hartlepool's Orangebox Training Solutions to provide courses, which are free for anyone unemployed or earning less than £17,200 a year. CEO of Orangebox says “we are working with employers all over the North East and we want to work with more as we look to run programmes in more areas.”

The courses will cover SIA door supervision, First Aid, Safeguarding and Prevent and covert foot surveillance.

For more information Contact Orangebox on 01429 717000 or email jobs@orangeboxtraining.com



What's been Happening.....

Apprenticeship Routeway Open Day

Back in May Hartlepool Adult Learning and Skills ran an Apprenticeship Routeway event at Brougham Enterprise Centre, in order to promote the Routeway Apprenticeship Scheme. Advisors were on hand for anyone interested in the apprenticeships available with Hartlepool Learning and Skills that were in partnership with a number of local employers, such as Vodaphone and Northern Utilities. Participants taking part in the Routeway Programme are supported throughout the interview process and have access to a number of Hartlepool Learning and Skills short courses in order to prepare for employment and the recruitment process.



Tracey Wilson and Makenzie Davis providing IAG at the Apprentice Routeway Event at Brougham Terrace

Matrix

Hartlepool Learning & Skills Service underwent a three day Matrix Assessment in July which assessed the quality of the delivery of our Information, Advice and Guidance service, in which we successfully achieved the Matrix standard of delivery. Sonia Renzo gave the service excellent feedback regarding leadership, partnership working, support to learners and the delivery of IAG and CEIAG. Sonia stated that “the service showed a passion to help learners and transform lives and wanting to make a difference to individuals and the community. There was a real sense of pride and satisfaction in helping to make a difference. Staff feel empowered to be flexible and adapt to meet the needs of learners and feel enabled to look at different ways of supporting learners.”



YEI and Youth Hub Weekly Job Club

The YEI Room at Brougham Terrace has been given a makeover in order to work in partnership with the Youth Hub and Job Centre Plus. The aim is to create a safe and welcoming space for 16 to 29 year olds to carry out job search and visit advisors, for any individual Information advice and guidance they need. A drop in job club runs every Wednesday from 10am until 3pm where there is access to the internet, the latest vacancies and advisors on hand to support. Please contact your Job Centre Coach for more information.



What's been happening continued...

MP Visit

In July Hartlepool MP Jill Mortimer visited the Hartlepool Job Centre, Youth Hub and Routes to Work programme at Brougham Enterprise Centre. Jill was impressed with all the hard work and joint working in supporting people back into work. Jill stated she was, “pleased to hear of the success with the routes to work and kick start schemes” and praised the teams for their enthusiasm and commitment in helping people succeed.



Hartlepool MP Jill Mortimer visiting Hartlepool Job Centre

Youth Hub Launch

The Hartlepool Youth Hub was officially launched in June at the Hartlepool Borough Hall in front of an invited audience of civic leaders and key organisations involved with Youth Participation in Hartlepool. Leaders of Hartlepool Borough Council Councillor Shane Moore and Hartlepool Borough Council Managing Director Denise McGuckin spoke about how this will make a positive impact in the town and to young people's lives. Councillor Shane Moore, Leader of Hartlepool Borough Council, said: “We're proud of the fact that this is one of the first Youth Hubs in the Tees Valley, and the partnership of organisations behind it is second-to-none. “Our combined expertise and proven track-record of helping people improve their skills and knowledge and find employment means that young people searching for a job have a fantastic team behind them, helping, supporting and encouraging them every step of the way.”

If you would like to access support from the Hartlepool Youth Hub please call **01429 40183** or email on youthhub@hartlepool.gov.uk or contact one of the Partners identified within the handbook.



The Hartlepool Youth Hub Launch at the Borough Hall

Introducing.....

Say Hello to the new staff of 2021.....

Alexandra Graham

Careers Advisor

Alex joined the careers team back in May and is responsible for providing careers and IAG to the Youth Employment Initiative programme and the Hartlepool Learning and Skills learners. Alex has a background of teaching and came from Gateshead Learning and Skills, where she was tutor and assessor, bringing a wealth of knowledge and experience to her new role.

Job Search Tip: Be realistic with regards to your geographical location and how far you are able and willing to travel.



Jason Lloyd

Youth Hub Specialist

Jason is a Job Centre Work Coach specialising in 18 to 24 year olds. Jason commenced this role in October 2020 and works within the Hartlepool Youth Hub, providing Job Centre Plus expertise and support to the Youth Hub partners. Taking residency at Hartlepool Enterprise Centre, Jason manages a caseload of 18 -24 claimants and signposts to suitable partners. Jason says, "The Youth Hub environment in which I work is tailored to provide a welcoming and safe environment to encourage this cohort of young people to engage."

Job search Tip: When job searching look beyond the job title, as you may have useful transferable skills to suit the role. If you have 75% of the requirements still apply, do not feel you have to have every criteria that is required.



Introducing.....

Beth Yorke

Youth Employment Initiative Administration Assistant



Beth started her role with the YEI team in July 2021 and is responsible for the day to day general administration duties, overseeing referrals for Job Centre Plus and allocating them to the various YEI partners across the Tees Valley.

Job Search Tip: Know your worth and show confidence in expressing your abilities in your job interview

Jonathan Chambers

National Careers Service Advisor



Jonathan is employed by the National Careers Service and takes residency at the Hartlepool Youth Hub at the Brougham Enterprise Centre one day a week, to support Youth Hub participants with CVs. Jonathan says “I have worked as a Careers Adviser with the National Careers Service for over 6 years. It is a great job and I am in the privileged position to be able to support our clients to meet their goals and aspirations.

Job Search Tip: Build your network of contacts by speculatively approaching companies and/or people.

If you would like any information, advice and support to get back into employment from any of our friendly advisors, please see page 14 for ways in which to get in touch.

Good News Stories.....

Vodaphone

Hartlepool Learning and Skills worked in joint partnership with Vodaphone, working together to find candidates for apprenticeships within the company. Hartlepool Learning and Skills provided a Routeway course to prepare hopefuls with the skills needed for customer service roles, as well as employability skills to prepare them for the interview. Chloe Scott a Youth Employment Initiative participant, who successfully gained a Retail Advisor role and completed the Routeway Programme, said she enjoyed the course and gained a lot from it. She said, “the course was interesting and advisors were always on hand to help and support me.”

Vodaphone are currently advertising for 2 x Retail Advisors and 2 x WebChat advisors. For more information please visit www.gov.uk/apply-apprenticeships If you would like support in applying for the above positions please contact the Hartlepool Learning and Skills Careers Advisors on 01429 401831.



Vodaphone Manager David Doughety with Hartlepool Education Staff and the successful candidates

Lewis May

Lewis signed up to the Youth Employment Initiative after gaining a degree in history but found it difficult to secure employment to suit his skills. With support from the YEI and Youth Hub staff Lewis secured a Kickstart role as a researcher. Lewis stated that the programme, “helped me to find opportunities I wouldn’t have known about and allowed me to improve my work search capabilities. Staff gave helpful advice on CV improvement and cover letter writing.”

Peter Barnett

Peter signed up for the Youth Employment Initiative after being out of work for nearly a year due to the pandemic. Peter completed the Introduction to Volunteering with Volunteer Hartlepool and took up a volunteering role with the Adult Learning and Skills Routes to Work department, gaining valuable admin experience which led to him successfully gaining full time employment in this area.

Peter stated, “The YEI helped me over the year that I was unemployed due to the pandemic. I was referred to them from the Job Centre and they provided a professional and personable service helping me identify my strengths and weaknesses and giving me options of courses and employment. The YEI team are a very friendly group of people, who make it easier to search for employment. Thanks to them I was able to start volunteering and gaining experience whilst the job market wasn’t great. Eventually I was able to achieve full time employment with the help of the YEI.”

Jack Pullen

Jack successfully found employment at Openreach and stated, “Without the programme I wouldn’t of found my job with Openreach and the team, specifically Ian was a massive help finding opportunities and jobs I’d be interested in. I felt like I actually mattered and that the team wanted me to find something I’d enjoy and that would help me progress into a career. The Youth Employment Initiative is a fantastic programme for young people such as myself trying to find their way into employment or training and I cannot recommend it enough. Even though I’m only in my first few weeks at Openreach it is already amazing, the people there are lovely and the job is interesting and allows me to challenge myself and learn every day which would not of been possible without Ian and the team.

Job Search Advice

Focus on: Covering Letters

How to do a Covering Letter

What is a covering letter?

A cover letter goes with a CV when applying for a job. It is an introduction about yourself and helps your application.

What is the purpose of a covering letter?

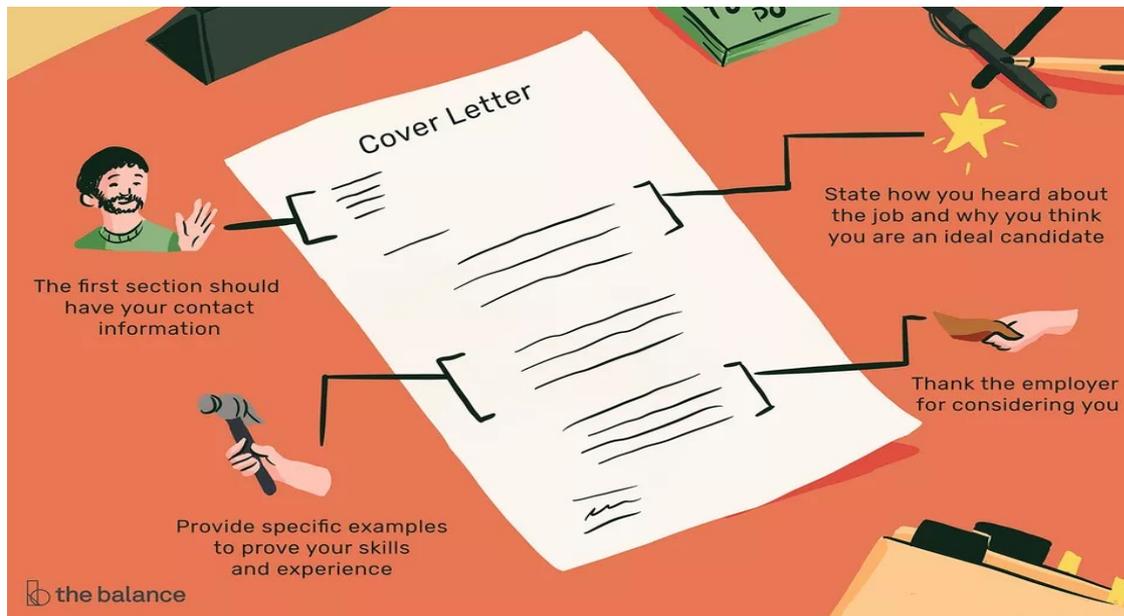
A covering letter gives you the chance to explain to an employer why you're the best candidate for the job. Adding a cover letter gives you a chance to put on further detail of why you are a suitable candidate and why you want to work for the company.

REMEMBER: your covering letter must be tailored to the role and company you are applying for and if you have a contact name use to address the participant of the letter.

What do I put in a covering letter?

- Your contact information
- The address of company (also try to find out the name of contact manager)
- Date
- The role you are applying for
- A brief description of why you are a suitable candidate (use buzz words from job advert)
- Brief description of experience and skills
- Conclusion
- Signature

How do I lay out a covering letter?



PTO for an example of a covering letter

Example of Covering Letter

Date
Street Address
Town
Post Code
Phone number

Mr. or Ms. Employer

Title

Organization

Street Address

Town

Post Code

Dear Mr. or Ms. Employer/Sir or Madam (it is better to have a contact name)

Re: Job Title/post applying for

First paragraph. In one to two sentences, tell why you are writing. Name the position/ job title, as well as how you heard of the opening or organization (e.g., newspaper, website, etc.). Be specific!

Second paragraph. In four to six sentences, mention one or two qualifications that you think would be of greatest interest to the employer. Tell why you are particularly interested in this type of work. If you have had related experience or specialized training, point it out. Expand on a few points of information stated in your CV.

Third paragraph. In one to two sentences, thank the employer for taking the time to consider your application to the position in question. Close by either making a specific request for an interview, or by letting the employer know how you will look forward to hearing from them regarding the status of your application.

Sincerely/faithfully

Remember:

Sincerely -if writing to named person ie Mr or Mrs Employer

Faithfully - if Sir or Madam

Your signature

Your name (typed)

If you would like further support with employability skills please contact the Hartlepool Learning and Skills Careers Service on 01429 401831 or refer on the virtual career service platform at:

https://hartlepoolself.achieveservice.com/service/Learning_and_Skills_Virtual_Careers_Service

Employability Courses

Hartlepool Learning and Skills have a variety of courses running throughout November to help you gain further knowledge and understanding of employability. To apply for any of the courses listed below call us on 01429 868616 or apply online at <https://bit.ly/3ARudHG>



EMPLOYABILITY COURSES

Short employability workshops designed to boost your CV

Apply online at www.hartlepoollearningandskills.com

or call **01429 868616**

<p>Make the Right Impression</p> <p>Learn personal presentation, communication and organisation skills to approach interviews, presentations and meetings both professionally and confidently.</p> <p>Thursday 4th Nov 2021 (2 weeks) 9:30 - 12:30 Victoria Buildings TS24 7HD</p>	<p>Make Forms Your Friend</p> <p>Learn key phrases on different types of form (such as applications, setting up accounts, completing CVs or registering for activities) and how to complete these.</p> <p>Monday 18th Nov 2021 (1 week) 12:30 - 15:00 Hartlepool Enterprise Centre TS24 8EY</p>	<p>Plan Time, Save Time</p> <p>Learn organisation and time management skills to maximise productivity and minimise stress for work, study and life in general.</p> <p>Tuesday 9th Nov 2021 (2 weeks) 9:30 - 12:30 Waverley Allotments TS25 5NB</p>	<p>Driving Theory Preparation</p> <p>This short course helps you prepare for the theory part of the UK driving test, giving you greater confidence for when you book your Driving Theory Test.</p> <p>Wednesday 17th Nov 2021 (4 weeks) 9:30 - 12:00 Hartlepool Enterprise Centre TS24 8EY</p>
<p>Understand Your Career Opportunities</p> <p>Learn about career opportunities in the local area, how to prepare and pursue these and how you might develop entrepreneurial skills for running your own business.</p> <p>Tuesday 16th Nov 2021 (4 weeks) 12:30 - 15:00 Hartlepool Enterprise Centre TS24 8EY</p>	<p>First Steps to Personal Development</p> <p>Learn how your interests, skills and experiences can help you decide who you want to be, where you'd like to get to and how you can plan for the future you want.</p> <p>Tuesday 2nd Nov 2021 (1 week) 12:30 - 15:00 Hartlepool Enterprise Centre TS24 8EY</p>	<p>Practical Office Admin Skills</p> <p>Learn basic skills for working in an office, such as filing, keeping electronic records, using email and e-calendars and telephone manner.</p> <p>Thursday 11th Nov 2021 (5 weeks) 12:30 - 15:00 Hartlepool Enterprise Centre TS24 8EY</p>	<p>Asbestos Awareness</p> <p>Learn about the hazards and health and safety considerations around working with asbestos and the precautions to take to control these risks.</p> <p>Tuesday 12th Oct 2021 (1 week) 9:30 - 12:30 The BIS TS24 7AD</p>

The Hartlepool Learning and Skills have programmes to support people back into work. For more information please contact the Careers Service on 01429 401831 or refer on the virtual career service platform at:

[https://hartlepoolself.achieveservice.com/service/Learning and Skills Virtual Careers Service](https://hartlepoolself.achieveservice.com/service/Learning%20and%20Skills%20Virtual%20Careers%20Service)

[Explore Careers ...](#)

[Spotlight On Retail](#)

With the Christmas season fast approaching (I can hear you all groan) this is the perfect time for job seekers to look at seasonal work in retail. Retailers need extra staff for the up and coming busy season to help assist with the influx of consumers in the holiday season, however these roles can become full time positions.

There are many roles in the retail industry including, sales assistants, cashiers, buyers, managers, checkout operators, personal shoppers and beauty consultants require retail skills.

Day to day duties in retail include serving and advising customers sorting and displaying new stock dealing with deliveries arrange and rotating goods in displays and on shelves, promoting products, dealing with cash and card payments and make sure the till balances, meeting sales targets and keeping the store clean and tidy.

A main part of the role is to deal with customer queries, refunding payments and log details manually or electronically.

Skills needed to work in retail:

- Confidence
- Positive, helpful attitude
- Get on well with a wide range of customers
- Customer service skills
- Ability to work well with others
- Patience and the ability to remain calm in stressful situations
- Be thorough and pay attention to detail
- Sensitivity and understanding
- Persuading and negotiating skills
- The ability to use your initiative
- Excellent verbal communication skills
- To be able to use a computer and the main software packages competently
- Some stores, like mobile phone or DIY shops, may expect you to have good knowledge of products.

Career path and progression:

With experience you could become a supervisor, manager or departmental manager. You may be able to gain further qualifications for these roles through higher level apprenticeships like a retail leadership degree apprenticeship. You could specialise in customer services, visual merchandising or buying. You could also set up and run your own independent shop or stall.



If you are interested in gaining skills in retail and customer service the Hartlepool Learning and Skills have customer service and retail courses, please visit the links below to apply or contact us on 01429 868616.

Customer Service Courses:

https://learningandskillsportal.hartlepool.gov.uk/Page/ProspectusList?search_TOPIC_operator=Equals&search_TOPIC_type=String&search_TOPIC_value=CS

Retail Operations Course:

https://learningandskillsportal.hartlepool.gov.uk/Page/ProspectusList?search_DESCRIPTION_operator=Contains&search_DESCRIPTION_type=String&search_DESCRIPTION_value=retail

Events

Up and coming Events:

Newcastle Careers Fair

Looking for a new career? The UK Careers Fair returns to Newcastle. Meet local and national employers face-to-face, and apply directly for hundreds of vacancies at the Newcastle Careers Fair.

When: Wednesday, Nov 3, 2021 10:00 AM

Where: St James' Park, Strawberry Place, Newcastle upon Tyne, NE1 4ST

For more information and to register, please visit:

<https://www.ukcareersfair.com/event/newcastle-careers-fair>

Middlesbrough College – Higher Education Event

Based in the pen area in the main college building, an opportunity to speak to a range of Universities and find out more about higher education options, the courses on offer, entry requirements, student life, accommodation and so much more!

When: Thursday, Nov 4, 2021 11:00AM – 14:00pm

Where: Middlesbrough College, Dock Street, Middlesbrough TS2 1AD

For more information, please visit:

<https://www.mbro.ac.uk/about-us/events/detail/2021/11/04/default-calendar/higher-education-event>



Stockton Riverside College

Drop in and explore courses, chat to tutors and a tour around the college. You will have the opportunity to check out the college courses, apprenticeships.

When: Thursday, 18th November 2021 5:30pm – 19:30pm

Where: Stockton Riverside College, Harvard Avenue, Stockton on Tees, TS17 6FB

For more information, visit:

<https://www.stockton.ac.uk/our-events>

Northern School of Art

Visit the University campus to find out more about creative degrees, the college aims to make the day structured in order for participants to feel well informed on making university selections.

When: Saturday, 13th November 2021 10:00am – 14:00pm

Where: The Northern School of Art, Church Street, Hartlepool, TS24 7DJ

For more information and to register, please visit:

<https://www.eventbrite.co.uk/e/the-northern-school-of-art-open-day-university-level-13th-november-2021-registration-137601583039?ref=estw>

Hartlepool Learning and Skills Prospectus 2021 -2022

The 2021 -2022 Hartlepool Learning and skills prospectus is now available. We have on offer a wide range of accredited and non-accredited courses and qualifications to help with personal, social, employability skills and to support you in improving your skills and furthering your career options. There are a wide range of classroom and online courses to choose from in various vocations and areas.

Please call into the Hartlepool Learning and Skills at 6 to 8 Tower Street to pick up a copy or visit online at:

https://06da92e2-7d44-4f07-8e7a-083590353103.filesusr.com/ugd/ddc4e9_b808d52af157471ea1a12212f2dd473a.pdf

To apply on line for any of the Hartlepool learning and Skills courses please visit <https://learningandskillsportal.hartlepool.gov.uk/page/findcourse> and click 'apply' on the course of your choice.

We now have a new and improved website, please visit <https://www.hartlepoollearningandskills.com/> for more information on the Hartlepool Learning and Skills service.



If you would any further information on any of the topics mentioned in this newsletter please contact the Hartlepool Learning and Skills Careers Service on 01429 401831 or refer on the virtual career service platform at:

**HARTLEPOOL LEARNING & SKILLS SERVICE
HARTLEPOOL
BOROUGH COUNCIL**

Careers Service

Are you looking for work or do you want to up-skill and further your career?

Contact our Careers Advisers who offer bespoke support so you can take the next steps, improve your skills and/or progress into employment

Refer Online:
🌐 www.hartlepool.gov.uk/careersservice

Phone our Careers Hotline:
☎️ **01429 401831**
Monday to Friday 10am-4pm

Hartlepool Learning & Skills Service