



My KickStart Scheme Journey

By Sophie Round

It was notified about the Kickstart scheme through my Work Coach at the Job Centre, who then posted and provided the information to me, to find the best suited roles to apply for.

I then looked at all of the information and the positions that were available, which is when I came across the Cleveland Cleaning role.

I applied for the role and awaited a response. I was happy to be invited to have an interview, where we discussed what was required for the position. I was then contacted back to come into the office and meet the rest of the office team. I was then informed that I was successful and had been given the opportunity to take the role

I accepted and my Kickstart journey started in May 2021. When I began my placement, the Job centre provided me with booklets to complete over the six month period. Over the next six month period I completed a level 3 customer service course, alongside a level 2 business development course. I began learning how the business ran and had training on how to process stock orders, answer the telephone, communicating with staff and customers, booking staff holiday requests and opening and closing audit cycles. My placement was extended for a further 3 months and during that period, I grew in confidence and knowledge. After the Kickstart placement, I secured a full time job working in the office at Cleveland Cleaning.

I recommend completing the Kickstart scheme, if you are struggling to decide what career path that you would like to choose. It allows you to gain knowledge and experience that you can use in the future.

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