

Upskill Shropshire

Kickstart Case Study

Alexander Hilbert

A previous **Kickstart Digital Skills Trainer** in our Customer Services team



Alex was 24 when he was under the Kickstart scheme, and now has a job as a **ICT Service Desk Analyst** at Shropshire Council.

What attracted you to that Kickstart position and one within Shropshire Council?

When I was looking at Kickstart opportunities, I really wanted to take up was one I could see having a long life. I knew that a position within the Council could easily blossom into something else as well as open many doors including networking within the Council.

In terms of this specific Kickstart position, I'd done a lot with that sort of thing in the past. So, it naturally suited me. I already have the skills, so it was the case of getting my foot in the door to get a job opposed to developing myself.

Do you still recommend the Kickstart Scheme?

Yes. I'd very much recommend it for everybody.

I suddenly found it very useful, especially as the Kickstart Scheme targets people who aren't currently employed. Evidently, this scheme did help me become employed by the end.

Top Tips: You find there are always little things you can improve on like making a habit to be 10 minutes early so you're on time. Arriving late is never good, but at least your Kickstart manager may be more forgiving as they know it is your first job. You are given opportunities to learn from it.

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Where are you now?

I talked with my Kickstart manager about the sort of jobs I'd like to go into. She saw the vacancy for my current job and encouraged me to have a look. The opportunity for this job happened to come up and I got it.

My current job is a natural progression from my Kickstart role. It is definitely a step up in responsibilities. Now it is full time, I'm working 37 hours opposed to 25. I've progressed from teaching people who aren't very tech-savvy. I did already have teaching skills, so it felt like a natural fit when it came to assisting customers with their technical issues.

How is the work environment?

The Kickstart Scheme's 25 hours a week was a nice bridge from not working to working full-time.

From the get-go in my ICT Service Desk Analyst role you hit the ground running. However, it didn't feel so intense as it would have been had I immediately went from no hours a week to this full-time job. There is a lot of information you need to know in my job but the Kickstart role gave me time to build up my skills and knowledge.

Has the Kickstart Scheme helped you develop?

Yes, it did. It's a way to get my foot in the door and made me realise 'Yes, you know, I can work'.

I had only been in education, so I hadn't done much actual work. It is different than going to university to study for a degree. So, this was a nice bridge between the two. It showed me that I am fit to get into a work environment.

My manager was very good in gradually building me up, including with aspects I wasn't as confident in like the admin side.

Do you have any advice for future Kickstarters or those in similar schemes?

Make the most of it. Once you've got that opportunity, throw yourself in. It is only a 6 month placement, so look for further opportunities. Make connections, especially if it's in an area of work you want to get into because that can very easily lead into a job. That is the whole point of the Kickstart Scheme.

This is your starting point. Essentially, your jumping pad into your career. Go for it.