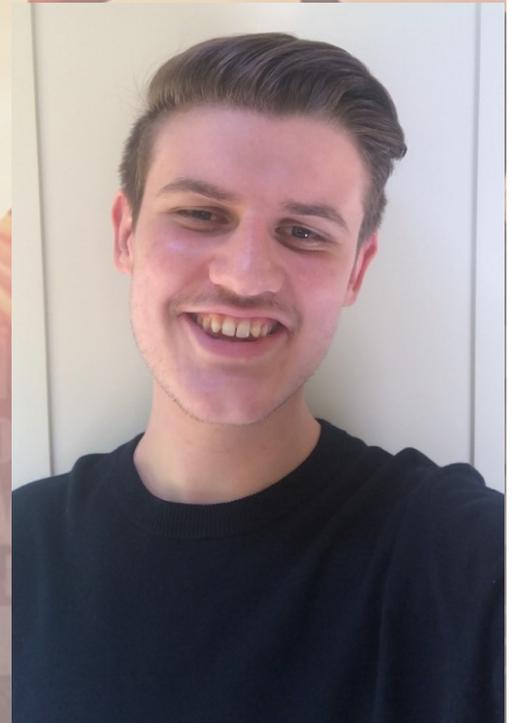


Upskill Shropshire

Kickstart Case Study Meet Matthew Weaver



Matthew Weaver was a Kickstart Triage Administration Officer with our Housing Options Team and has been offered a permanent position.

What is your role?

My main duties are managing the team inbox and answering customer enquires. I phone them and get the initial information for the basis of their homeless case. I also will prioritise cases into how urgently they need to be dealt with by the housing team. I have found the role really enjoyable. I have learnt that I am really passionate about helping other people so far and It has made me realise this is an area where I would want to have a career in and I have now been offered a permanent position.

What attracted you to the role?

I thought it was an interesting opportunity in a role that would be helpful to others so working with homeless people to help find them accommodation meets this. Another aspect that attracted me to the role was there is plenty of room for personal development and in a role which offered development sessions.

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How has the working environment been in your team and how has it been working remotely?

The working environment has been really good; we have weekly team meetings so I have got to know everyone. It has had its challenges but it has been alright as there are easy methods to communicate with the team. It has been better than I anticipated it was going to be and obviously it does have some challenges that aren't present in an office, but, we have been able to work around the challenges and it has been a lot better than I expected coming into the role. Obviously it is a shame that so far I haven't been able to meet people face to face but hopefully I will be able to soon.

Would you recommend doing a Kickstart to others?

I would definitely recommend it because even if it isn't necessarily a role that is in a area that you are looking to have a future career in it will still provide you great employability skills to develop. If it is a role where you want to have a career in it is a great foot in the door and an opportunity for potentially obtaining a permanent position.

How has the Kickstart scheme improved your career development ?

The development sessions have been helpful so far as I have just come out of university, it has given me a lot of work-based experience and a means to better my employability skills and work-based ability. The problem-solving sessions were especially beneficial and helped with decision making, teamwork skills and communication as well. The CV and application sessions have really benefited me as and have put me in better stead for any job searches I may have to undertake in the future. The main thing I have developed is having more experience of how to work in an office-based role.

Do you have any tips/advice for future Kickstarters?

Get the most out of the opportunity you can. Try and do this by working with your team, ask everyone for help and for work and this will help you obtain the skills and experience to help you progress further. Also, always know that you can ask the people running the Kickstart scheme for help when you need it.