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Business Network

**BITC's job coaching programme**

# **BOOSTING JOB PROSPECTS THROUGH COACHING**

**Referral Partner Briefing Session 2023**





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# BITC JOB COACHING OUR **AIMS** TODAY

**Understand** the programme and how it can support your customers

**Identify** which of your customers it is suitable for

**Feel confident** about talking about the programme with customers and encouraging them to take part

**Know how** to refer customers

**Be able to share** this with others in your offices





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# WHAT IS BITC'S JOB COACHING PROGRAMME?

**Unemployed jobseekers** moving towards their **next job**

with the support of **one-to-one coaching** provided by **responsible businesses**

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Clients are **referred by their specialist advisers** and join our online platform.

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Clients are **matched to a suitable volunteer coach** to help them improve their employability prospects.

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They receive **1:1 support** from a business coach for up to **six sessions**, by phone or online.

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They gain **access to further resources**, information and other **opportunities** to help build skills and improve chances of success.

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**ESSENTIAL & DIGITAL SKILLS - WORKPLACE KNOWLEDGE -  
CV AND INTERVIEW TECHNIQUE**

**CONFIDENCE AND WELLBEING - CONNECTIONS TO INCLUSIVE EMPLOYERS**





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## OUR MATCHES

Client previously held roles in **accounting**, has refugee status, looking for work in **financial & professional services**.



**MATCHED WITH  
COACH**

**Practice Group Support Manager** "I have worked within business administration and specifically within the legal sector for almost 28 years."

EVERSHEDS  
SUTHERLAND



**OUTCOME**

Client secured a payroll job with **Viking Group Yorkshire**.

Client with skills and experience of 12 years **driving** and 6+ years **cleaning** and **labouring**.



**MATCHED WITH  
COACH**

**Data Analyst** "My skills include job applications, interviews and tech knowledge"



**OUTCOME**

Client initially began a volunteering position and has now secured his **"dream job"** with **Ffestiniog Railway**.

Client with **administration** skills and experience, looking for **support to improve his interview skills**.



**MATCHED WITH  
COACH**

**Housing Officer** "I have worked in the private and public sector managing staff and customer service"



**OUTCOME**

Client has been offered job interviews.

"Coach gave me **honest feedback** where I normally don't get feedback from employers following interviews."



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## OUR JOB COACHES

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### Senior Marketing Manager

"A marketing and business strategy specialist with over 15 years' experience and has held senior positions in financial services, research and event industries"



### Senior Technical Engineer

"Currently working within the nuclear industry with past experience working in water treatment. An experienced coach and STEM ambassador with 10 years of experience in Construction and Engineering."



### Creative Propositions Consultant (Graphic Designer)

"I work in the Marketing department of a building Society. My role is that of a Graphic Designer. I have an excellent knowledge of the mortgage and savings industry as well as anything creative."



### Head of Finance

"Accounting professional involved in the social housing sector ... Passionate about social housing and the organisations like my own that exist to benefit communities. Having suffered personal challenges at the start of my career, I'm looking to support an individual to build resilience and confidence to achieve their own ambitions and goals."



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# 69% OF CLIENTS WHO COMPLETED THE PROGRAMME WENT INTO EDUCATION OR “ EMPLOYMENT

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"I've had three sessions with [my client] and she has already found a job. I've thoroughly enjoyed supporting Victoria, and I think the job coaching programme is fantastic and will help so many people."

Tom, coach

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"The last 18 months haven't been easy, especially for those of us without the comfort of job security, but I've found interactions with my coach to be motivating and particularly helpful for planning next steps."

Don, participant

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"Sessions are going great and my coach has been brilliant. We've been working to look at skills from a different perspective and applying them in different ways."

Derek, participant





# WHO CAN THE PROGRAMME SUPPORT? (1)

## ONBOARDING



Jobseeker registers for the Job Coaching programme via referral partner



Jobseeker creates online profile and outlines areas for support



Jobseeker selects a coach out of a choice of three based upon their location



Request is accepted by coach



## ELIGIBILITY CRITERIA

This programme is aimed at those who:

- are aged 18+
- are unemployed and ready for work;
- speak good conversational English (level 1);
- have access to an email address and a phone;
- would benefit from the support of a 1:1 volunteer coach to support them to build their skills, enhance their wellbeing and improve chances of progressing into employment.

## COACHING

Coach reaches out to jobseeker to book in first session



Sessions are prepared and delivered by coach



Jobseeker and coach reflect upon progress and complete Exit Survey



Jobseeker accesses signposting opportunities for further development and employment





## WHO CAN THE PROGRAMME SUPPORT? (2)

*I have no work history. I'm a refugee who is currently at college.*



*I need help with mock interviews and interview techniques. I've attended interviews in the past, frozen and stuttered.*



*I haven't worked since 2011.*



*Returning to work after having a child, I have worked in a betting office and supermarket, I'm now looking to have a career.*



*I have difficulties with digital skills, particularly emails and online applications.*



*I spent 20 years in publishing and journalism as a picture editor and researcher.*



*I have a brand strategy and marketing background (marketing director) and client service director.*



*I was made redundant in March having been employed for 10 years as an Events Coordinator*







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# OUR CURRENT JOB COACHES

**Deloitte.**



**RICOH**



**verizon**



**Capita**

EVERSHEDS  
SUTHERLAND

**HS2**



**AutoTrader**



**BARCLAYS**



**Jacobs**

McKinsey  
& Company



SHOOSMITHS



BREWIN DOLPHIN



Linc



**MORGAN  
SINDALL**



**accenture**



a.f. blakemore  
& son ltd





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# 3 STEPS TO REFER **YOUR** CUSTOMERS TO BITC'S JOB COACHING PROGRAMME

Register here

[BitcJobCoaching.onpld.com](https://BitcJobCoaching.onpld.com)



1. Register an account
2. Complete a profile
3. Select a coach

To complete this, either:

- Take a few minutes to support your customer to do this during their appointment, or
- Offer them the link to complete in their own time


### Business in the Community's Job Coaching platform

Supporting jobseekers with business-led coaching

Welcome to our job coaching platform, a space for volunteer business coaches and jobseekers from across the UK to connect. This tool allows you to communicate, track the progress of your coaching relationship and draw on the resources you need to help support your coaching journey.

#### How job coaching works

Job Coaching is designed to provide jobseekers with 1:1 support through six business-led coaching sessions, helping to build back an inclusive workforce by supporting people who are unemployed.



#### How to use our job coaching platform

**Coaches:** Create a profile, complete your training with BITC experts and login to view your client matches

**Jobseekers:** Create a profile to connect with a coach, develop your skills and improve your employment prospects

**Let's get started**

Our ambition is to connect the experience and skills of business volunteers with jobseekers to ensure nobody is left behind as we recover from the COVID-19 pandemic. Login below to access our job coaching platform.

[Get Started](#)

Not got an account yet?

[Create account now](#)

#### ACCOUNT LOGIN

Email

Password

☐ Keep me signed in

[Login](#)

[Forgotten password?](#)



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## STEP 1: Register an account

- Go to <https://bitcjobcoaching.onpld.com>
- Click on 'Get Started'
- Complete the registration form and the four declarations.

If you are completing it on behalf of the customer, input a random password on the first page, as the customer will receive an email enabling them change it at their convenience.



### Declaration of consent

I consent to all of the information which I disclose on this form (including sensitive information relating to my physical or mental health) being used and shared for the purposes set out in the data protection statement above.

I understand that if it is subsequently discovered that any statements from me are false or misleading, I may no longer be eligible for the programme.

- ☐ Please confirm you agree to the **declaration of consent**
- ☐ Please confirm you are **18 years or older**
- ☐ Please confirm you are **currently unemployed** and actively looking for work or work alternatives (apprenticeships, traineeships, work placements)
- ☐ Please confirm that you speak **good conversational English** (can hold a conversation with a BITC coach for an hour)

Create Account

The information you enter on the system will only ever be used as part of the mentoring platform. [Read more](#) about how we handle and protect your personal information.



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## STEP 2: Complete the profile form

To help us track your referrals and provide you with feedback, please give your name, email address and connection to the customer.

### PROFILE

Are you completing this on behalf of someone else?

Which organisation referred you?

Please select organisation

Name of contact at organisation

Email or phone of contact

Optional

Which part of the UK do you live in?

Please select your region

If you live in Wales, would you require a Welsh speaking coach?

Work history

In a few words, please tell us about any previous work experience / history. We will share this with your BITC Coach to help them understand what support you will need and what job opportunities to look for with you during the session (no more than 240 characters).

What type of employment/sector would you like to go into?

Please select one or more sectors or choose 'Not sure/looking for something else'

Have you faced any barriers in accessing employment?

Please select one or more, or 'I have not faced barriers...'

This information will be shared with your coach

The programme covers 4 key areas: essential skills, employability skills, digital skills and wellbeing. Please take a moment to consider the areas and identify where you feel would benefit most from the support of a coach. Please select all that apply. This information will also be shared with your coach.

Support needed

Please select one or more areas of support

Device access

Please select one or more devices

Internet access (data / wifi)

How would you prefer your coach to make contact with you?

Please select a contact method

Below are some statements about your wellbeing. Please select the option that best describes your experiences relating to your employment journey, or select 'Prefer not to say'. This information is not shared with your coach.

I feel optimistic about my chances of finding work

I feel motivated in looking for work

I can cope with rejections and knock backs on my job seeking journey

Any additional supporting needs you would like us to know about

Optional

No more than 240 characters

We would like to monitor the equal opportunities within this programme, please help us by completing the following questions or selecting 'Prefer not to say'. Your answers are not shared with your coach.

Age

Please select your age

Sex

Please select your sex

Ethnic group

Please select your ethnic group






## STEP 3: Select a coach

The client chooses the coach they want to work with from three coach profiles.

| MATCHING COACHES |   |  |                              |
|------------------|---|--|------------------------------|
| ST               | <b>Miss Sarah Test</b><br>IT Manager<br>Jaguar Land Rover<br>England - North West | Regions I can coach people from:<br>England - North West | <a href="#">View Details</a> |
| BT               | <b>Mr Bob Test</b><br>Medical Writer<br>Pfizer<br>England - North West            | Regions I can coach people from:<br>England - North West | <a href="#">View Details</a> |
| AT               | <b>Mrs Amy Test</b><br>Accountant<br>Lloyds Banking Group<br>England - North West | Regions I can coach people from:<br>England - North West | <a href="#">View Details</a> |

**EMMA STEEL**

**Manufacturing Project Manager**  
Jaguar Land Rover  
England - West Midlands

Regions I can coach people from  
England - East Midlands, England - West Midlands

Do you have any particular skills or experience you would like to offer as a coach?

Worked within the manufacturing/ production/ warehouse/ logistics environment for over 30 years. I have been involved in all aspects of Production Planning, Supply Chain and Project Management. Currently in the world of Electrification. I work with a wide cross section of teams ranging from Finance and HR through to Installation and Manufacturing teams. I am qualified personal development Coach and a work place Mentor, with over 15 years experience .



- Follow the on-screen instructions to send a request to a coach.
- Then log out from the platform.
- For the client, further engagement with the platform is optional.



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## WHAT HAPPENS THEN?

- Client receives an email notification when the coach accepts the request.
- The coach will then get in touch within a short period.
- If no coach is currently available for the client, they will be asked to contact [coaching@bitc.org.uk](mailto:coaching@bitc.org.uk) where the programme team will match them with a coach as soon as one becomes available.







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# OUR REFERRAL PARTNERS ACROSS THE UK







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## ADDITIONAL RESOURCES AVAILABLE TO YOU



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### JOB COACHING PROGRAMME

## SUPPORTING JOBSEEKERS WITH COACHES FROM THE UK'S LEADING BUSINESSES

BITC's job coaching programme can help you overcome common recruitment barriers and develop the skills and confidence to find employment.

#### WHO CAN JOIN JOB COACHING?

If you meet the following requirements, we would love to welcome you to the programme:

- Aged 18+
- Currently unemployed
- Can speak conversational English
- Have access to an email address and a contact phone number
- Are happy and willing to work 1:1 with a business volunteer

"Sessions are going great and my coach has been brilliant. We've been working to look at skills from a different perspective and applying them in different ways."

Derek, participant

Register through your support organisation via this link:  
<https://bitcjobcoaching.onpld.com/>

#### HOW IT WORKS:

We will match you with an expert coach from one of our member businesses (including Axa, Barclays, Lloyds, Enterprise Rent-A-Car, Pfizer and Capita) to help you improve your employment prospects. The programme consists of six, 60-90min sessions delivered online or over the phone.

- Develop essential and digital skills
- Increase workplace knowledge
- Improve CV and Interview technique
- Develop confidence and wellbeing
- Further your connections to inclusive employers

69%

OF JOBSEEKERS WHO COMPLETED OUR JOB COACHING PROGRAMME WENT INTO EITHER EDUCATION OR EMPLOYMENT

### Client / Referral Partner Instructions

The process to request a coach has 3 stages and should be completed in one setting either by the client, the referral partner alongside a client, or on a client's behalf.

#### Requesting a Coach

##### 1. Register an account

Go to <https://bitcjobcoaching.onpld.com> and click on 'Get Started':

Business in the Community's Job Coaching platform

Not got an account yet?



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## BUSINESS IN THE COMMUNITY'S JOB COACHING PROGRAMME: COACHING TO DEVELOP SKILLS, WELLBEING AND CHANCES OF SUCCESS

Our business volunteers offer 1:1 coaching - developing skills, increasing confidence & supporting positive wellbeing.

#### What is the Job Coaching Programme?

As a result of the pandemic and the impact on unemployment levels, Business in the Community aims to connect trained business volunteers to offer tailored support to jobseekers with:

- Be motivated and willing to spend time outside of coaching sessions to reflect and continue working

**By taking part in BITC's Job Coaching Programme, clients will:**

### Contact

BITC Job Coaching  
Team:  
[Coaching@bitc.org.uk](mailto:Coaching@bitc.org.uk)

### Case Study (link)

[Rosina Secures Role with the Support of BITC Job Coach \(bitc.org.uk\)](#)

[Job coaching helps former nurse hit by COVID-19 find work \(bitc.org.uk\)](#)



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# NEXT STEPS

We look forward to helping you to support your clients.

Contact the Programmes team at BITC for additional support to refer your clients and customers to our job coaching programme:

[coaching@bitc.org.uk](mailto:coaching@bitc.org.uk)

Wednesdays  
11am

[Customer briefing](#)

For your unemployed customers to register.

Wednesdays  
2pm

[Colleague briefing](#)

Learn about the programme and how to refer.

Supported by:







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## HAVE WE ACHIEVED OUR GOALS TODAY?

- Understand the programme and how it can benefit your customers?
- Identify which customers it is suitable for?
- Feel confident about talking about the programme with customers and encouraging them to take part?
- Know how to refer customers?
- Are able to share this with others in your team?



**BUSINESS IN THE COMMUNITY** The Prince's Responsible Business Network

**Job coaching programme**

**SUPPORTING  
JOBSEEKERS ACROSS  
THE UK WITH  
BUSINESS-LED  
COACHING**

**40 YEARS**  
CELEBRATING

A woman with dark curly hair, wearing a yellow sweater and white headphones, is sitting at a desk with a laptop, looking down at her work. The background is a blurred office setting with green plants.