



Upskill Shropshire

Kickstart Case Study

Paris Bates

A previous **Kickstart Client Property Administration Officer** in our Client Property team



Paris was 21 when she was under the Kickstart scheme, and now has a job as a **Client Property Administration Assistant** at Shropshire Council.

What was your role on the Kickstart Scheme?

The team manage the property and finance of those in Shropshire who don't have the capacity to do it themselves.

My role consisted of general admin work like organising paper work and opening post. Alongside this, I answered phone calls as the first point of contact for a client; I would talk to the client about their request before passing it over to our case-workers. After this, I would also get back to the client, all while remaining friendly but also professional. I really enjoyed this bit, and I enjoyed admin work in general. They're good skills to have.

Do you recommend the Kickstart Scheme?

Yes, definitely.

Looking back, I thought it was aimed at people who haven't had a job before or aren't particularly confident in certain areas. I thought 'I have been in a job before. I do know what I'm doing. I don't need that help. I don't need the Kickstart Scheme.' But I'd actually say it's really aimed at anyone wanting a job. You don't have to be lacking in confidence or not had a job before. It's for people who just want a job, and it's really great that it comes with so much support.

Everyone can get something out of it.



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How was the work environment?

I worked at home and in the office; I was in the office every other day. Even on the days when I was working at home there would always be someone to talk to.

There was a pretty quick turnaround when I needed help. And if you couldn't get it from someone in particular, there'd always be someone else. Everyone in the office were and are lovely.

Has the Kickstart Scheme helped you develop?

This admin job spoke to me because of the care side. It developed my knowledge on the area. It gave me a glimpse into the world of full-time care through interacting with case-workers and social workers (I could see it was a lot of work) without taking it on.

Where are you now?

An opportunity came up for a fixed term role 5 months into my Kickstart placement. It's nice to be able to stay in the team as I liked it so much. Before my fixed term ends, we'll see where I go from there.

It is the same role but with more responsibility like taking on jobs for my team members who are really busy. My manager even talked about possibly having my own clients, if I'd be interested.

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

I was made redundant before this, so I just needed something. I really didn't know what it involved. But I discovered an area I wouldn't have considered before and turned out to really enjoy it. It has broadened my job choices for the future.

It was something I hadn't done before. But it still matched really well with skills I had beforehand like being organised. Also, with the jobs I've had, I've always enjoyed the office-related part of it.

The element of care is also something I've always been interested in. So, with regards to what attracted me to the role, it was a good range of things – my personality and what I enjoy – which attracted me to this Kickstart role.

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

Just do it. Looking back, I realise it's the best way to go into a job.

If you're lacking in confidence because you haven't had a job interview before, if you want a job where there is guaranteed support, it is the best thing. Even if you are quite confident to begin with, like I was, I still found it very useful to have support in the form of people I could go to. If you want a job where there's support, get it through Kickstart because there's always someone to talk to.