

Upskill Shropshire

Kickstarter Case Study Meet Alex Hilbert



Alex is 24 and is a Kickstart Digital Skills Trainer in our Customer Services Team

What is your role?

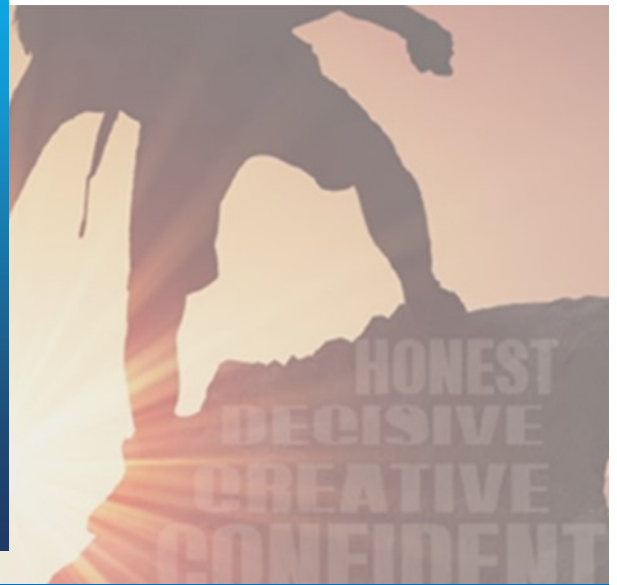
I help deliver teaching to older people, educating them about devices and getting them on the internet, during a time when they may feel quite isolated from their families due to COVID. The Council have places in town where they can come and we deliver one on one learning by ourselves and volunteers. We teach them how to use devices, use Google and Facebook and help them to speak to their family through social media and other useful skills to help them become more independent and survive COVID a little easier.

Can you explain what you do on a daily basis?

Most days involve me getting up in the morning and heading to one of Shropshire Council's learning centres. I deliver two 45-minute sessions of teaching with a short break in-between. Then I go home and do admin tasks such as contacting new learners.



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What attracted you to a position within the Shropshire Council?

There are two parts. One is the idea that being in the Council can open up a lot of opportunities for the future. The second was the fact the role included elements of teaching which is something I have been interested in for quite a while. The only difference is this role is teaching to an entirely different audience being the over 65's. I thought it was a very interesting blend.

How has the Kickstart scheme improved your career development?

Being in the role a month I have been able to develop elements such as my ability to teach people, working in different environments and managing my time. Basically I now have the work experience to put on my CV that will help with future job prospects.

Would you recommend doing a Kickstart to others?

Yes, I believe if you are looking to get into work, but have not really had experience in a working environment, doing a Kickstart role is a very good idea to begin with.

Do you believe the Kickstart scheme has been advantageous to your prospects in getting future internal or external roles?

I believe so, I come from a background where all I have really known is education. I have only had about one month's work experience before this role. While education is great and has taught me a lot mentally about how to approach certain tasks, there are some things that you just don't learn through pure education, like working habits and conduct etc. Just saying to the employer hey I have six months where I worked with the local authority adds a lot to your employability and your own experience.

Do you have any tips/advice for future Kickstarters?

Basically just dive in and grab every opportunity you are given. This is hopefully your jump-start into working life so seize it with both hands.