

We are..

Paul Dudley

Business Systems Manager

Adam Lawrence

Senior Business Systems Specialist

Danny Rushton

Infrastructure Manager

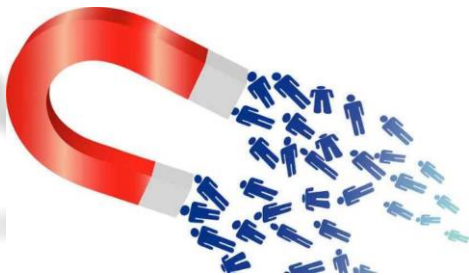
Jake Thorpe

Apprentice/Trainee Developer

The Wrekin
Housing Trust

Our problem

Though we have had many past successes!



Attracting the right calibre of candidates to fill vacant ICT positions had become increasingly fraught....

.. often yielding just tumbleweed or pretenders!



A few observations..



the recruitment of 'seasoned practitioners' is ever fraught

Overblown self-assessment



No real referencing in the modern litigious age, "you pays your money you makes your choice!"



Agencies: looks easier, but is it really?



Finders fee 18-20% + VAT ...
maybe £8,600+ but still "you pays your money you makes your choice!" ...

... still you need to scrutinise, test, and assess them ...



... and if you're lucky you'll have something suitable left after frightening off or deselecting through this process

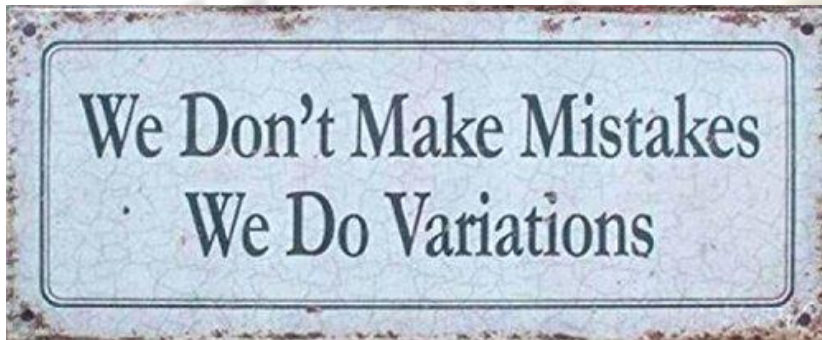


Agencies – our experience



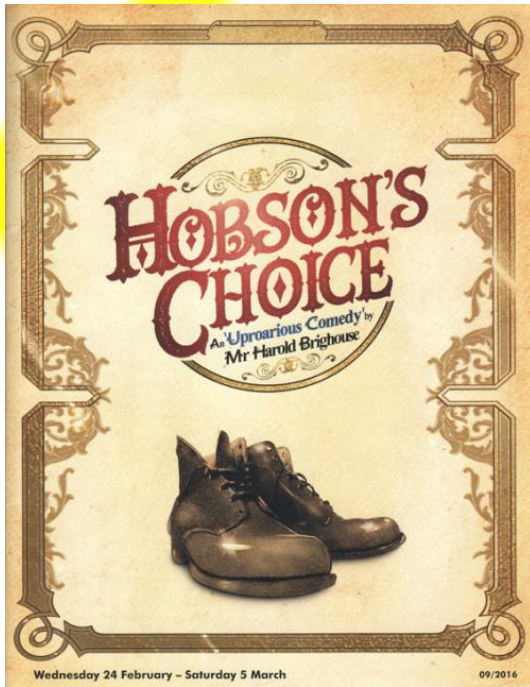
Marketing message is safe pair of hands, providing choice and 'carefully selected candidates'

Truth is there is no (meaningful) consumer protection 'Caveat Emptor' fully applies ...



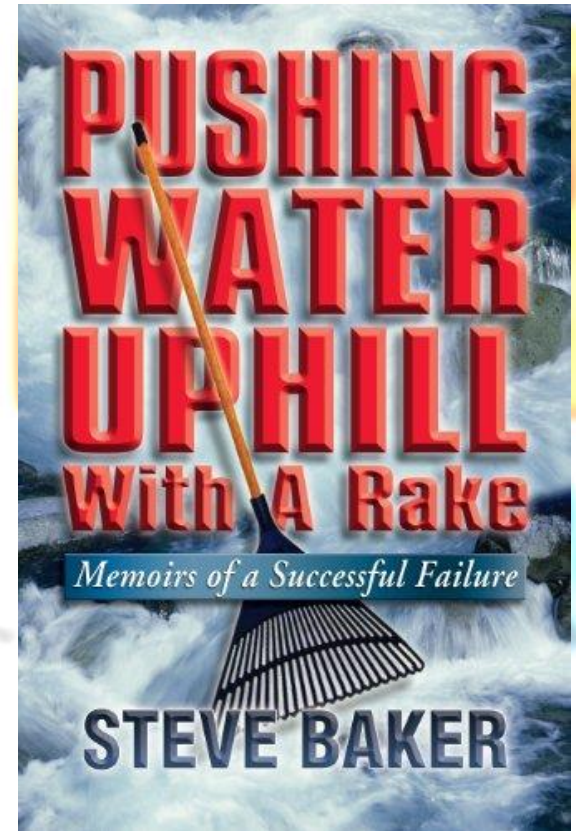
... "We don't make em" retort when found to have been supplied a dud!

The best of the rest



Poor range of choice encourages you to pick the best available

... if so, select in haste
“performance manage” at
leisure!

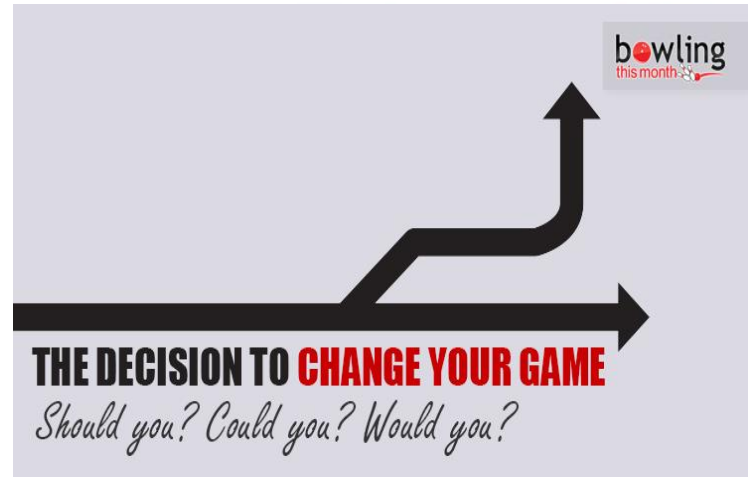


We knew we had to change the game..



Management Insanity: persisting with the same losing team tactics and expecting a win

We needed to come at the problem from a completely different angle



Grow your own!



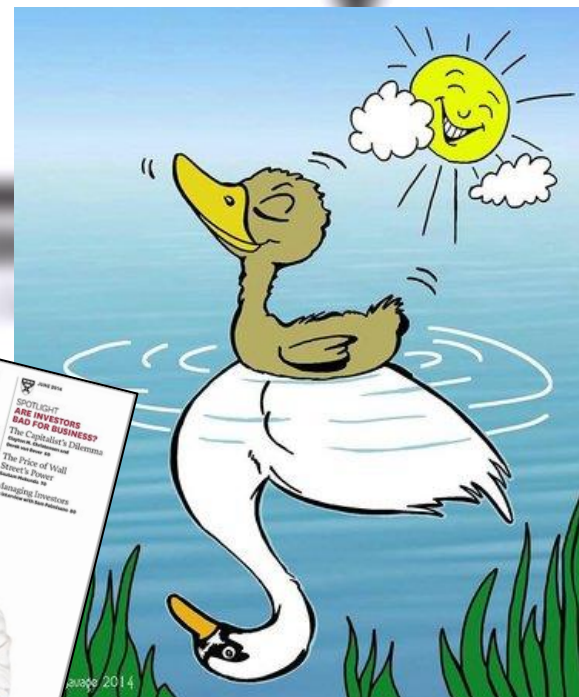
Fruitless as it had become

In principle recruiting for accomplished talent is a RELATIVELY easy game, because



Observing and noting existing already developed talent
EASY

Identifying latent talent and potential



NOT SO EASY!



You've still got to reach them ...

Stand at the annual
Telford Apprenticeship
Show 2015



THE APPRENTICESHIP SHOW

using shameless
novelty as a lure!

Aptitude Test

Once lured, an
aptitude test, on
coding abilities



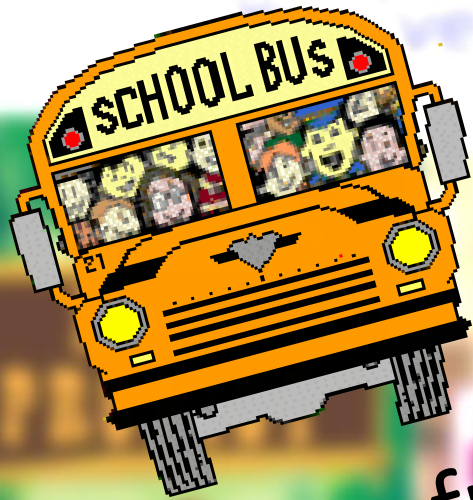
THE BUG

CHALLENGE

Do you
have
what it
takes?

The Wrekin
Housing Trust

The Wrekin
Housing Trust



Not very fruitful this first year, many attendees Junior School pupils on a days outing, others only wanted to scoff our insects!



Luckily we had other irons in the fire

You've still got to reach them ...



... had also sought contact with local schools career leads – mixed response

Their focus was large local employers ...



With persistence though Thomas Telford school obliged



You've still got to reach them ...



The Wrekin Housing Trust

EARN AND LEARN IN 2015

As part of the Trust's commitment to creating employment opportunities, we are excited to be able to offer this fantastic 12 month position:

Software Development Trainee

Come along to our open day
Saturday 25th April

The open day will start at 10.30am and will finish at 1.30pm. If you are interested in attending please email your name and address to the following email address: apprentices@wrekinhousingtrust.org.uk

For more information, visit
www.wrekinhousinggroup.org.uk/jobs

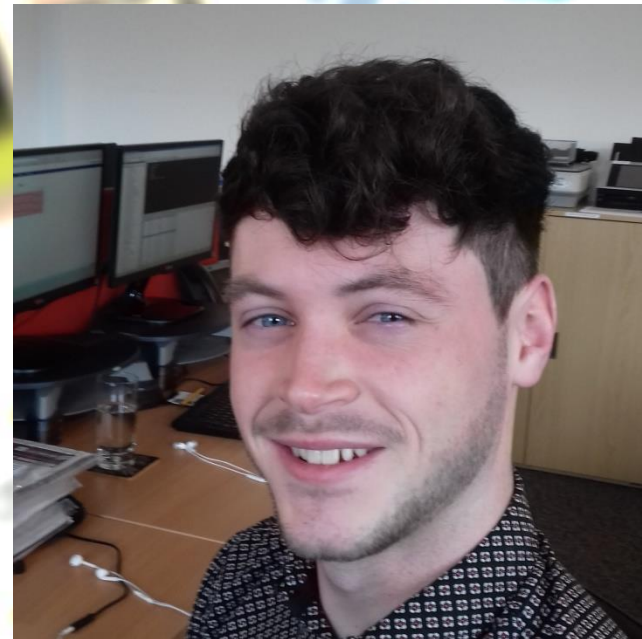
Follow us on **twitter**
Find us on **Facebook**

Put up a poster, attracting 4 expressions of interest...



...called us over to sit and pitch to them then interview individually

Struck Gold!



Buy one let one free

Optimist:
Someone who figures that taking a step backward after taking a step forward is not a disaster, it's a cha-cha.

• Robert Brault

You lose two people....

The one that the apprentice came in to replace ...

...and the person stepping up to build their skills ...



... full on for a good three months,

gradually moves from personal trainer to coaching role.....



A year on we needed another



Natural turnover

coped until Apprenticeship Show
came round again ...

THE APPRENTICESHIP SHOW

Think you know about Apprenticeships?
Think again!

Thursday 17 March 2016

Telford International Centre, 10am - 7.30pm

A year on we needed another

upping our game

Invented 'Boot Camp'


Poster sent to schools
and promoted at

Apprenticeship Show

Finishing A-levels this year?
Do you think that you might have...

THE RIGHT STUFF

To become a Software Developer?



Would you relish the opportunity to go on a journey of discovery?

To give you a taste of what the job involves, through attending our....

Free to attend ...

3-day Software Development boot camp in TELFORD

Tuesday 29th March - Thursday 31st March 2016

where a highly experienced Coaching team will

- Guide you through the concepts and principles
- Show you the ropes when it comes to writing code
- Help you to write some code of your own

SO THAT YOU MIGHT DISCOVER THAT GENIUS WITHIN
And if you succeed in this ...

Enter our **SHORTLIST** for a 12 MONTH SOFTWARE DEVELOPER APPRENTICESHIP
potentially leading to
A PERMANENT POSITION

Interested? Then call or e-mail LESLEY at The Wrekin Housing Trust 01952 217080
LESLEY.SCULLION@WREKINHOUSINGTRUST.ORG.UK

To book a place - places are limited so don't delay, call today!

Boot Camp

Ran over Easter school break - 8 places filled by youngsters we had tested out at a much more fruitful Apprenticeship Show (*)



(*) Including 2 of our trades operatives kids!

Provided a more meaningful assessment of aptitude and attitude
Chalk and talk and hands-on challenges

**FUN
WHILE
LEARNING**

Designed to be fun - Daily 'star baker' and instant prizes !

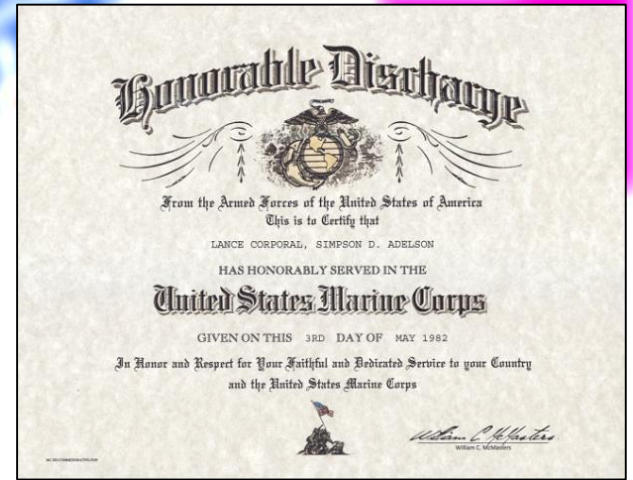


Boot Camp



Genuine 2-way street –
some desertion due to outbreaks of
unusual diseases, unfortunate events!

We should have made it clearer
that it was OK to have discovered
that this line of work wasn't for
them



Kept them well fed and watered
in appreciation of them giving up
their valuable holiday time for us

Boot Camp

Observers in the room as important as the course tutor's assessment;

Soft skills, willingness to assist others, giving and sharing



final day, sat down individually with each candidate, told them the good or bad news:



Good news: *You've made the shortlist of three to take forward to the next stage*



Bad news: *You've reached the end of the road, have a goody bag (*)*
() everyone got one!*



2nd stage assessment - Work Placement



We get to know the candidates better

Introduce them to the real work environment..



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"Positive attitude is defined as the way you dedicate yourself to the way you think.

The definition for a negative attitude is exactly the same."

~Jeffrey Gitomer

see how confident they are..



... get a much better insight on their behaviours and attitude

2nd stage assessment - Work Placement



Needed to wait until A-Levels completed and Schools/Colleges out!

Fed, watered and paid daily “expenses allowance” by way of showing our appreciation for their continued participation



Remember we said it's a two way street?!



We struck gold again ... Conner had a very successful first year!

Sat him down, praised him, advised him that he was 100% cert. to move to 2nd year trainee



Then the bombshell!



Remember we said it's a two way street?!



“I’ve enjoyed it,
but my heart lies elsewhere..”

“I’m going
back to
college, to
become a
Rock
Producer!!”



Back to the drawing board ! ...

Little tinkers...



The Wrekin
Housing Trust

grow in to...

An apprenticeship at
The Wrekin Housing Trust.

Train to be an expert in
PCs, servers and
networks.

Step forward and
take the challenge!

Secure a place on
our two day Easter
ICT boot camp!

The Wrekin
Housing Trust

big thinkers!



Do you have
what it takes?

The Wrekin
Housing Trust

This time
looking
towards our
Infrastructure
team



Fished some new waters ...

*Made a successful contact
with a local University*



Volunteered ourselves to assist
their judging process for ICT
Graduate projects ...

...getting to meet Graduates about to
enter the job market.

one who came along for an initial
interview...



A few changes to the process...

The Apprenticeship Show
“Find the bug challenge”
became the
“Fix the PC challenge”



Invited over and met with the top performers individually, identified those to go forward to ‘Boot Camp’

Completely new 3-day ‘Boot Camp’ assessment course tailored to this role created by new course tutor ...



A few changes to the process...

we made it clearer that the event was intended to be a two-way voyage of discovery



A couple left with their heads held high having established that it wasn't for them

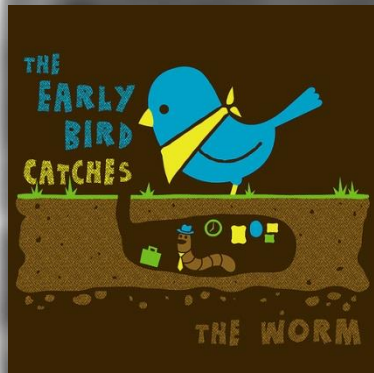
Again selected the top 3 to take to the... .. From which .. Daniel!

Placement assessment



A very good idea...

During a meeting with the organisers of the Apprenticeship Show



They advised a good tactic was to engage with and secure talent before they came on the job market

Liam also started with us whilst completing his A-Level studies with the full co-operation of his school

He is our first “Heir Apparent” (more later)



One step at a time ...

We extend our commitment as we see the aptitude and attitudes we need, and make clear at the outset...



Initial 12 month Apprenticeship, probation rule applies as per permanent positions

Progresses into 2nd year entirely dependant on satisfactory first year

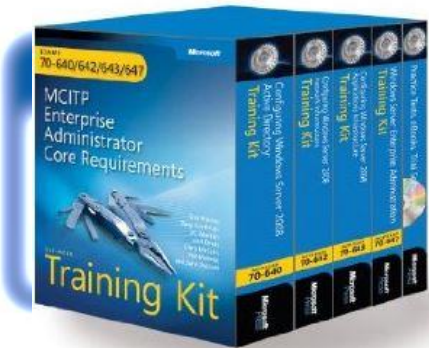


Permanent position thereafter subject to the need being there

NEEDS
ASSESSMENT

Coaching and mentoring inputs...

Very High in relation to Development role; language, technique, process knowledge, on-going refinement....



Infrastructure role inputs high, but can back off much more to published resources

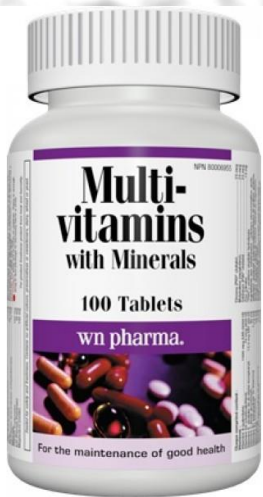
Nurturing is demanding but also correspondingly rewarding



Nurturing
is not just
for motherhood

Wider pastoral role ...

Are you getting your sleep young man?



Take some of these, they may assist your sick record

This should also assist your timekeeping ...



Apprentice Levy ? ...

Nothing out there that even gets close to meeting our needs

The modules your apprentice will complete as part of this apprenticeship are:

- Level 4 Diploma in ICT Professional Competence
- Level 4 Higher Diploma in ICT Systems and Principles
- Systems Development
- Project Management and Effective Communication
- Network and Emerging Technologies
- Data Communications

IT PROFESSIONAL HIGHER

This apprenticeship builds upon the knowledge and skills learnt on the level 3 apprenticeship or equivalent. The apprentice will complete modules that prepare them for project management and IT systems development, ensuring that thorough planning, testing and integration is completed. They will complete courses based on Windows Server 2012 and Virtualisation, allowing them to function with the vital tools of today's networks. Apprentices will consider how to interact with various customers in a professional manner while working on emerging technologies.

This programme is at **Level 4**.

To view full programme, [click here](#).

Job Roles:

This apprenticeship will help you fill roles such as:

- Technical Support Engineer
- Helpdesk Analyst
- Desktop Support Analyst
- Support Technician

Course Content:

The modules your apprentice will complete as part of this apprenticeship are:

- Level 4 Diploma in ICT Professional Competence
- Level 4 Higher Diploma in ICT Systems and Principles
- Systems Development
- Project Management and Effective Communication
- Network and Emerging Technologies
- Data Communications

The “market” in its eagerness to respond has come up with generalised IT skills courses

We get to the heart of the matter immediately and so instil the skills we need ASAP

Heart
of the
Matter



Bottom fed succession plan! ...

All but one take-on has been in response to a leaver

To address ALL future recruitment needs in this way, we need;



Strong succession capability - developing individuals with potential to succeed to the job above them and ...

CLOSE THE GAP

... for both disciplines...

... not letting the source of the river run dry ..

THE APPRENTICESHIP SHOW

Think you know about Apprenticeships?
Think again!

Thursday 8 March 2018

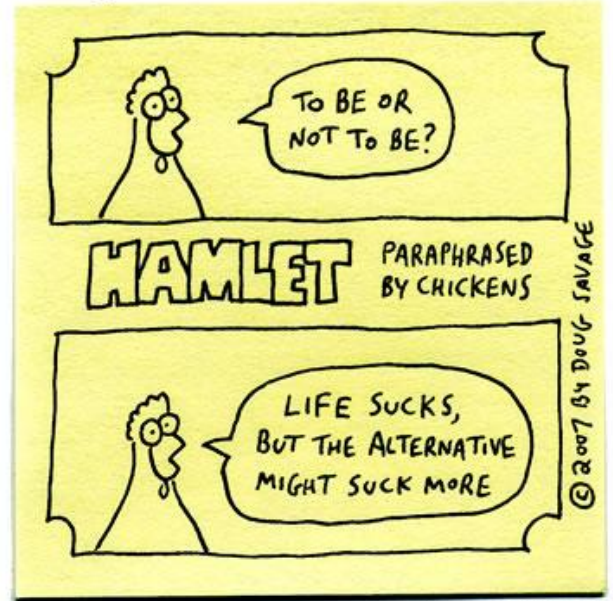
Telford International Centre, 12noon - 7.30pm Last entry 7pm

and even with all this

Still, “the slings and arrow of outrageous fortune” !

Savage Chickens

by Doug Savage



www.savagechickens.com



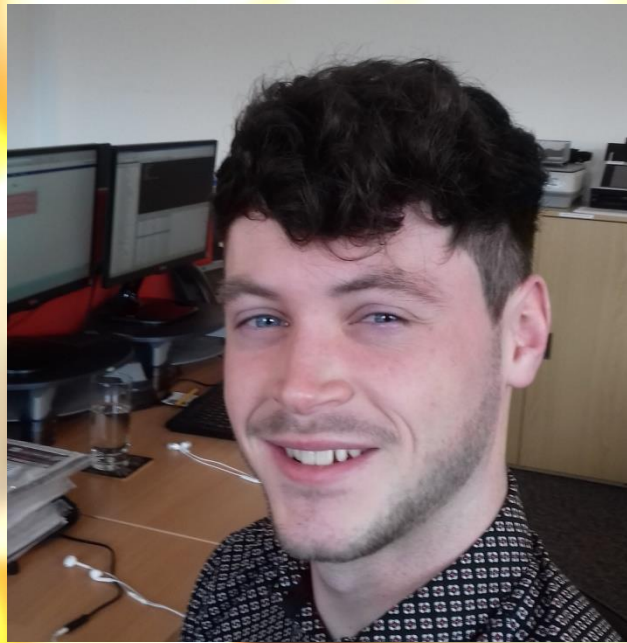
NO ONE is immune to the trials and tribulations of life.

Martin Lawrence

quotesfancy

Still, "the things in the
arrow of our support
fortune" I

How's it going for you Jake?



Still, "the sling and arrow of outrageous fortune!"

Any Questions?

