

## **Our staff**

### **Margo**

"I like going into my office every day sitting at my desk and making a contribution and making a difference to people's lives. That's what I'm about, if I don't get someone into work, I'll be honest, I don't feel so good in myself."

### **Harry**

"When people actually find work, come back into the jobcentre to tell us about their new roles and how much they prefer it to signing on. Yeah, just seeing, as well, when they're thanking my staff, being appreciative to my advisers and just the good feeling everyone gets out of it, obviously the long term difference it makes to the individual."

### **Margo**

"I met this lady yesterday and she's a lone parent and basically I seen her at the job points and I said to her 'Are you looking for work?' and she said 'Yes I am', but she explained to me that she had no CV. So she come and sat down beside me and I'd done the CV within 15 minutes and then I called the employer and I arranged the interview for today so while I was waiting upstairs for this event the employer phoned me to tell me that she's got the job and she's a lone parent and she hasn't worked for about 9 years."

### **Harry**

"Definitely getting someone into work but I'm thinking of some people in particular that consider themselves to be almost unemployable and they start to think about long term unemployment as kind of the career that they're expecting to pursue, whether they've got barriers to work because they're an ex-offender or because of lack of language skills and then you get someone into work and it's really the shock and the surprise in their face. Yeah. Very satisfying."

### **Don Casey**

"That satisfaction when that job is found the client comes in and 'Don, thank you so much for making a difference in my life, my children are empowered, I am empowered, my children are so happy'."

### **Margo**

"This is Jobcentre Plus this is where it all happens. Very proud to work for Jobcentre Plus."