

Care UK Future Talent Information Booklet

To find out more about careers and work experience at Care UK, visit our career site or contact **earlycareers@careuk.com**

Visit our career site here:

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Introduction



We are delighted to introduce our information booklet to help support you in preparing for the world of work and find out more about Care UK and our work experience opportunities.

You may be exploring your first potential job, finding work experience, changing careers altogether or even returning to work after a break. Understand that not knowing exactly what career you would like to do or which direction to take is perfectly normal, often it is about following what you enjoy.

We have included some exercises in this booklet which you can complete to help support you in deciding which career paths to explore, alongside some helpful resources to create an effective CV or prepare for an interview.

The variety of different career options at Care UK is vast. However, all our pathways offer the opportunity to develop your skills and reach your full potential whilst undertaking a meaningful and rewarding career.

We wish you the best of luck with your journey.

Leah Pozo-Queripel
HR Director



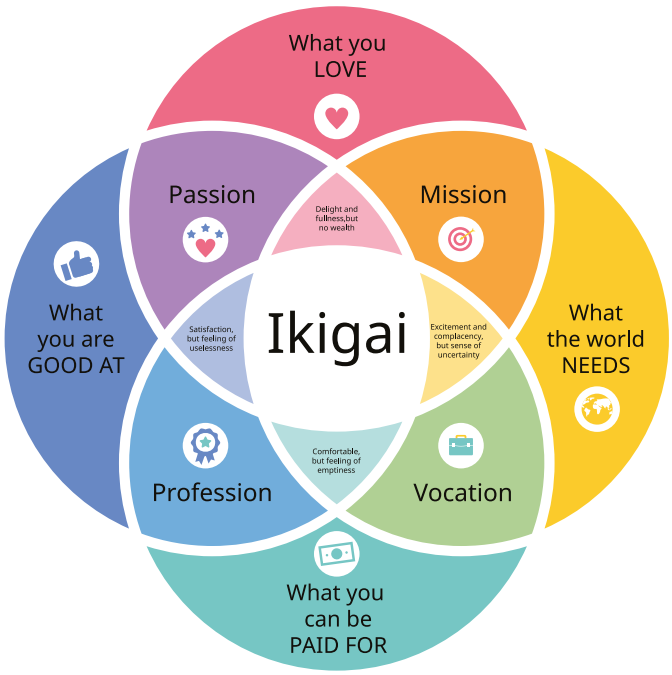
Helping you choose which careers to explore

This exercise is designed to help you gain some insight into the different roles and sectors to explore which could align with what you are, or could be, passionate about.

Grab a pen and paper and put some valuable "me time" in to reflect on the following questions

- What do I love
- What am I good at
- What does the world need
- What can I be paid for

These questions come from the Japanese concept called IKIGI which translates to *"a reason to live."*



Once you have made some notes on all four questions, go back to your answers and go one step deeper - ask yourself 'why'.

There will be real clues in the 'why' behind your answers. We encourage you to regularly reflect on these when reviewing the direction you are going in throughout your career, particularly the 'what do I love and what am I good at' answers.

- Think about times where you have really enjoyed specific subjects or assignments at school
- Is there any specific hobbies or activities in work outside of school you really love?

For all your answers then ask yourself

- What did you love about it?
- Why did you love that about it?
- What were you good at – why do you think you were good at it?

Write as many as you can think of.

What themes can you find?

What types of jobs do you think might be relevant to these key themes?

My Qualities

The first step to creating a good CV, making a good application or having a successful interview is to know how to sell yourself.

To sell yourself, you need to know what your own qualities are.

Can you specifically describe a time, when something unique about you, or the qualities and strengths you have, led to your happiest times or your best performance?

This can include memories inside or outside of school/work/home.

Your task now is to make contact with your closest friends, family, teachers and other people in your life who know you well. Ask them what is unique about you and what special qualities do they think you have.

Can they tell you about a specific time where they have seen this quality in you and how it enabled your best performance?

Write them down below.

Is there any themes you spot about what others see as great about you?

What jobs do you think there are where these qualities might be important?

Resources

How to write a CV or fill out a job application

The first step in writing a CV or a job application is to know your own qualities, strengths and skills to enable you to portray your best self to a potential employer.

Your CV or job application should be focused and tailored to the role you are applying for. Think about how all these skills and qualities can be transferable to the job you are applying for and what key aspects of the advert or person specification you meet.

Some employers also like to see interests and hobbies, but just have a think about how these might be relevant to the job you are applying for. For example, if you enjoy helping your grandparents write their shopping list and looking after your pets, this could be a great example of what skills you use and how they can be transferrable to working in a care home.

A template is on page 7 for you to create your own CV.

Preparation for interviews

See our top tips below and practice some of our 10-minute-long recorded mock interviews. This will give you an insight to the types of questions you might be asked during an interview and how to answer them.

Mock interview recordings

Care Assistant Mock Interview
https://www.youtube.com/watch?v=mGIPu3pLIYg&feature=youtu.be

Example CV template

For applying to a job as a cleaner in a care home

Name Surname
Resides
Contact no
Contact email

Personal statement

The writing that goes here should be a few sentences long. It should describe who you are and what you are looking to do. For example. I am a caring person and have exposure to providing help and support to my friends and my family. I enjoy cleaning and have a passion for ensuring a safe and hygienic environment. I am seeking a role in care to fulfil my potential as a cleaner in order to help provide residents with the best environment and care.

Key skills

- Professional in approach
- Kind and caring attitude, happy to work alone or as part of a team
- Passionate about hygiene and infection control
- Ability to recover well from set backs and resilient to continuously improve myself
- Punctual, reliable and honest

Work experience/Employment history

Company Name
Date XX/XX/XXXX to XX/XX/XXXX
Job Title

At Company Xxxxxxxxxx I was employed as a cleaner on a Saturday. My duties included:

- Making cups of tea for residents
- Cleaning bathrooms
- Ensuring the kitchen and dining area was clean and presentable at all times
- Changing bed sheets and ensuring fresh towels and any toiletries were stocked

This role enabled me to gain valuable experience in the work place and I learnt a lot about which products to use on different surfaces as well as infection control.

Education History/Qualifications

School/College/Uni Name

Subjects/Grades



Top tips for interviews

First impressions count

Ensure you have looked at your journey ahead of the day and arrive on time for your interview. Think about what type of body language and how you present yourself to make a good first impression to someone who is considering employing you. Take a deep breath, it is ok to feel a bit nervous – you've got this!

Know what job you are interviewing for

This sounds obvious, but so important. Read and familiarise yourself with the Job Description and advert for the position. It might help to take a printed copy of this with you to refer to.

Research the company you are interviewing with

As you will likely be asked what do you know about the company and you want to be able to show you have done some research

A good place to look is the companies social media pages and their website.

Make sure you remind yourself 'what is great about you'

Think about what skills and qualities, transferable skills and qualities you have that would make you the best person for the job.

Take a pen and paper

In case there is anything you feel you might like to write down. Also, a pad for the notes you might like to take with you from the research you did on the company, and any questions you may have for the interviewers.

Use the STAR technique for competency / situational type questions

If you get stuck or cannot think of an example, think about what you would do if you came across that situation at work.

Prepare some questions you would like to ask

Interviews are just as much about you finding out if it is the right company and role for you as it is about the company finding out if you're the right person for them.

Work Experience with Care UK

Care UK offer various types of work experience to support you gain exposure to the world of work.

Register your interest for experiences in the work place at Care UK by completing the Register interest form

Duration	Agenda	Who for	Description	How to book/apply
1 hour	Spotlight recording	11+ years	Watch our 'Spotlight' call to gain an introduction to Care UK, Careers, learn about person centred care and create your own 'Flower of Need' with Award Winning Home Manager, Tracy Norbury.	Click here to watch the recording
1½ hours	Open Doors	Year 7 + Mainstream/ Private/SEND. This visit particularly attracts year 9-11 students	A brief 2 hour employer encounter whereby educational providers/schools and students, or partners and participants, visit a Care UK home. You will gain an insight to Care UK and careers, apprenticeships, development opportunities, a tour of the home and take part in a group work practical based activity.	In select homes. Contact **earlycareers@careuk.com** Register your interest for experiences in the work place at Care UK by completing **Register interest form**
1 day	Taster Day	Year 7 + This offering works particularly well for those who are not quite ready for, or experience barriers to a work experience programme, but would like a more condensed version where they are able to be supported by their educator/provider.	A day spent in a Care UK home to gain exposure to different roles and teams, shadowing and engaging in real life work-based activities. Taster day students or participants are usually supervised by the educator or partner.	Available in select homes. Contact **earlycareers@careuk.com** Register your interest for experiences in the work place at Care UK by completing **Register interest form**
3 days	Work Experience Programme (In Person)	Age 14 - 19 Mainstream/ Private/SEND	Our 3 / 5 day work experience programme is an opportunity to explore various roles and experience a 'day in the life of' various colleagues who work in a Care UK home. You will: • Learn about different types of direct care and non-direct care roles and responsibilities • Learn about careers and the variety of development opportunities to grow and progress • Shadow professionals at work • Learn and practice essential skills that are paramount when working in care, no matter what the job role • Work with others to create and deliver a social activity for residents with the support of Care UK colleagues • Gain reflective practice and other employability skills that you can add to your CV	Available in select homes. Contact **earlycareers@careuk.com** or see our career site early careers page for live opportunities Register your interest for experiences in the work place at Care UK by completing **Register interest form**
4 hours	Care UK Insight (Live)	Age 14 - 19 Mainstream/ Private/SEND	We offer a virtual 'insight' call twice a year where individual students can book themselves to attend. A very condensed version of our in person work experience programme that still gives insight to what it is like to work at Care UK, explore different career paths, hear from various colleagues about their roles, have the opportunity to ask questions to various colleagues and complete individual and group work based activities.	Contact **earlycareers@careuk.com** or see our career site early careers page for planned dates
Depending on length of placement needs	Work Placements	Course dependant	Select homes host work placements to support completion of various T Level/BTEC/other courses including of course Health and Social Care, among many others across many locations in Care UK homes and in our support centre in Colchester, Essex.	Contact **earlycareers@careuk.com** or see our career site early careers page for live opportunities Register your interest for experiences in the work place at Care UK by completing **Register interest form**



Care UK Open Doors

An 'Open Doors' visit with Care UK consists of a 1½ - 2 hour visit to a Care UK home meeting colleagues in different roles including management, care and non direct care roles, sales and marketing, catering, nursing, maintenance, finance and many more.

- Students learn about different roles and entry routes
- Have the opportunity to ask lots of questions
- Have a tour of the premises
- Take part in fun activities such as food preparation
- Develop skills in listening, speaking, thinking positive, aiming high, creativity
- Voted 'Best Employer Encounter 2024' by Essex Careers Hub







To find out more or book your Open Doors visit in a Care UK home, please contact **earlycareers@careuk.com**

Register your interest for experiences in the work place at Care UK by completing [Register interest form]

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About Care UK

At Care UK, we're all about people, whether that's supporting residents to live independently or developing the next generation of care professionals.

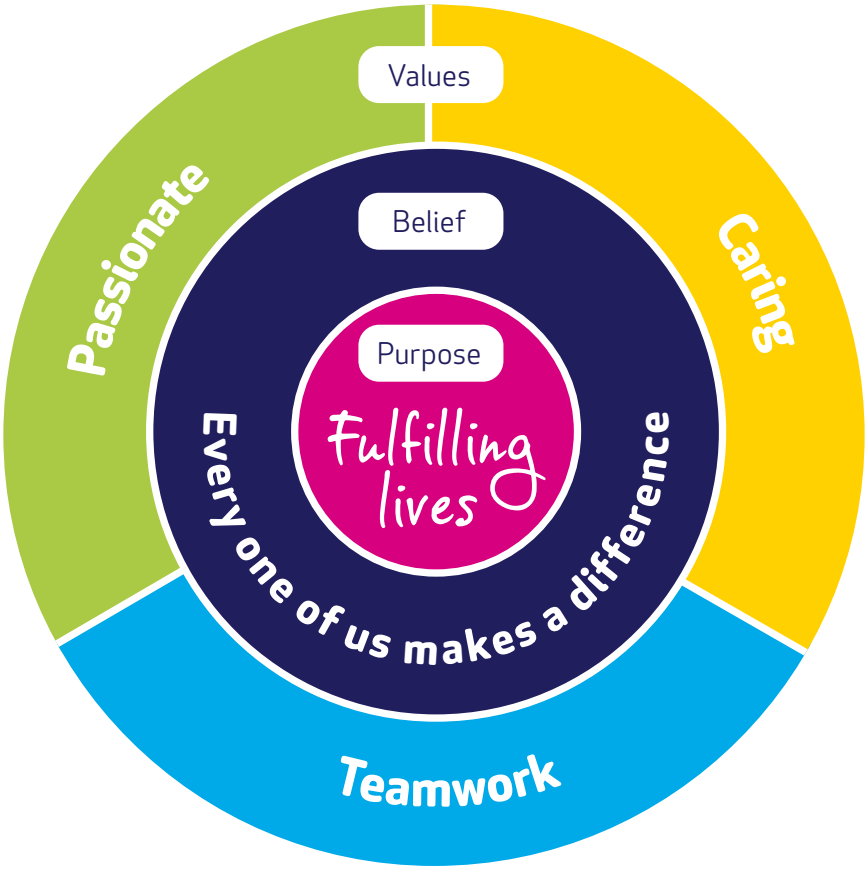
Our values of Caring, Passionate and Teamwork underpin everything we do.

With over 160 care homes across the UK, we provide high quality care for older people. But it's not just about what we do, it's about how we do it. Our teams are passionate, friendly, and always ready to welcome new talent. Whether you're starting your first job, looking for an apprenticeship or considering a career change, Care UK offers fantastic opportunities to grow, learn, and be part of something meaningful.

We strive to make our culture diverse and inclusive, we continuously seek ways to improve our Equality, Diversity and Inclusion initiatives as well as increase the value to the communities we serve. Some of our initiatives have included but not limited to:

- Supported work placements for those with learning difficulties or disabilities.
- Creating opportunities for work experience and work placements.
- Working with schools and colleges to support in employability skills and promoting the careers available in adult social Care.
- Minimising our environmental impact and focusing all colleagues on sustainable working practices. Guided by our Environmental, Social, and Governance (ESG) policy, we are working to meet net zero carbon emissions by 2040 and protect the natural world.

We are extremely proud of our commitment to the training and development of our colleagues. Care UK are one of few employers who pay the National Living Wage to apprentices, regardless of age. Due to this we have been awarded the Best Employee Experience as well as the Best Provider in Care in 2024 alongside many other awards.



Apprenticeships at Care UK



Team Leader Supervisor (Dynamic Leaders) Level 3
Operations Departmental Manager (Strategic Leaders) Level 5
Data Analyst L4
Project Management L4
Professional Coaching Level 5
Business Administrator L3

Business Administrator L3
Project Management L4
Data Analyst L4
Team Leader Supervisor (Dynamic Leaders) Level 3
Data Technician (Essential Data) Level 3
Operations Departmental Manager (Strategic Leaders) Level 5

Customer Service Specialist Level 3
Digital Marketer Level 3
Team Leader Supervisor (Dynamic Leaders) Level 3
Operations Departmental Manager (Strategic Leaders) Level 5
Project Management L4
Retailer Level 2
Retail Manager Level 4

Team Leader Supervisor (Dynamic Leaders) Level 3
Operations Departmental Manager (Strategic Leaders) Level 5
Associate Project Manager Level 4

Team Leader Supervisor (Dynamic Leaders) Level 3
Operations Departmental Manager (Strategic Leaders) Level 5
Business Administrator L3
HR Support Level 3
HR Consultant (HR Partner) Level 5
Data Analyst L4
Data Technician (Essential Data) Level 3
Project Management L4
Professional Coaching Level 5
L&D Practitioner Level 3
L&D Consultant (L&D Professional) Level 5

Business Administrator L3
Customer Service Practitioner Level 2
Customer Service Specialist Level 3
Team Leader Supervisor (Dynamic Leaders) Level 3
Operations Departmental Manager (Strategic Leaders) Level 5

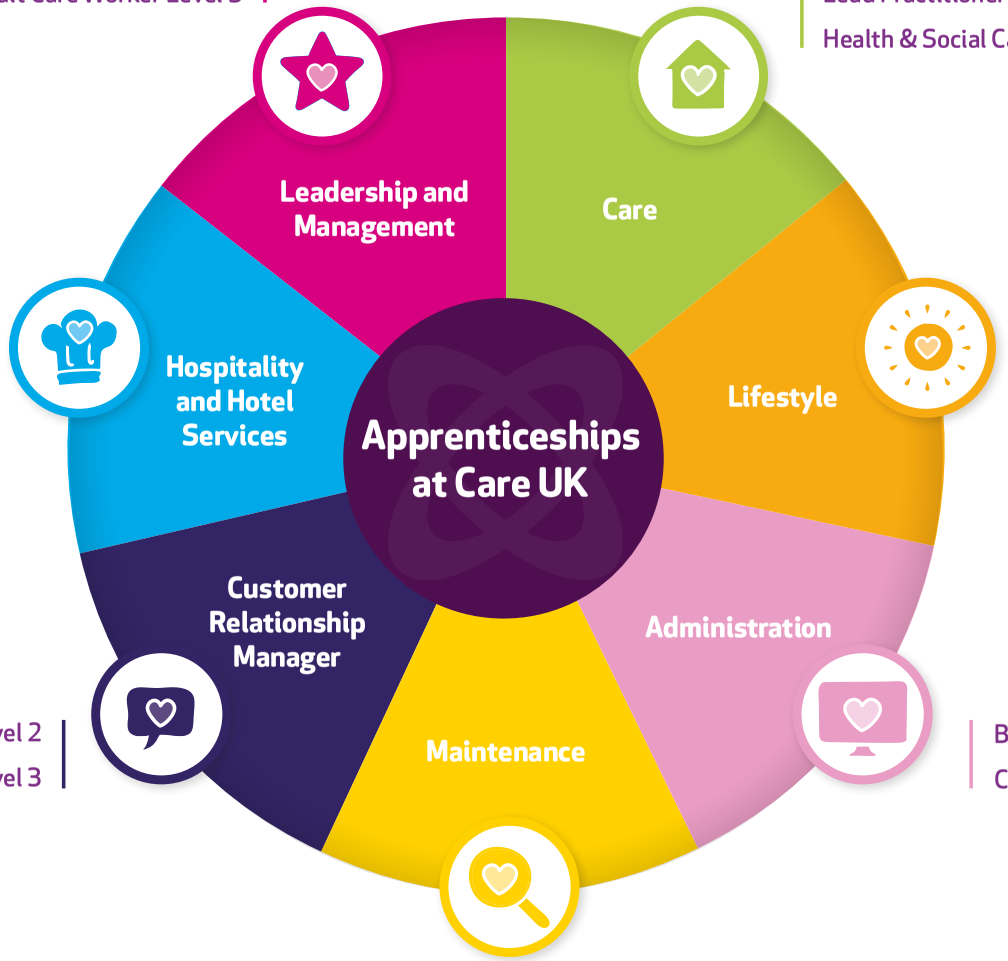
Team Leader Supervisor (Dynamic Leaders) Level 3
Operations Departmental Manager (Strategic Leaders) Level 5
Customer Service Practitioner Level 2
Customer Service Specialist Level 3
Business Administrator L3
Data Analyst L4

Team Leader Supervisor (Dynamic Leaders) Level 3
Operations Departmental Manager (Strategic Leaders) Level 5
Project Management Level 4
Professional Coaching Level 5
Business Administrator Level 3

Hospitality Manager Level 4

Fulfilling careers

Apprenticeships at Care UK



Programme overview Future Home Manager Leader in Adult Care Level 5

Programme overview Future Deputy Manager Team Leader Supervisor Level 3

Programme overview Future Care Leader Lead Adult Care Worker Level 3

Adult Care Worker Level 2 Programme overview

Lead Adult Care Worker Level 3 Programme overview

Lead Practitioner in Adult Care Level 4 Programme overview

Health & Social Care level 3 - Nursing Pathway

Chef Academy Production Chef Programme overview Level 2

Senior Production Chef Programme overview Level 3

Programme overview Kitchen Manager Level 4

Hospitality Supervisor – Programme overview Housekeeping Level 3

Hospitality Team Member – Programme overview Food & Drink Service Level 2

Adult Care Worker Level 2 – Lifestyle Coordinator pathway Programme overview

Lead Adult Care Worker Level 3 – Lifestyle Lead pathway Programme overview

Programme overview Customer Service Practitioner Level 2

Programme overview Customer Service Specialist Level 3

Business Administration Level 3 Programme overview

Customer Service Practitioner Level 2 Programme overview

Property Maintenance Operative Level 2 Programme overview

Fulfilling careers

A promise we make to all our prospective and existing colleagues

The Care UK people promise is a promise that Care UK makes to all its colleagues and prospective candidates. This ensures they know what they should expect from their managers, and that everyone is treated fairly and given the recognition they deserve from day one.

Fulfilling careers

Our **people** promise

We know that for our residents to lead fulfilling lives, our teams must have fulfilling careers. As a colleague at Care UK, it's important that you know what you can expect from your manager to ensure people are fairly treated and properly recognised from day one. The commitments here set out clearly what you can expect from your manager and Care UK.

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Recruitment process	First few weeks	Day-to-day	Career progression	Recognition & Reward
Looking for a job can be stressful, so we do our bit to make things easier for you. We always aim to be clear, friendly and supportive.	**We want you to feel welcomed, motivated and supported from day one.**	**Work should be enjoyable and rewarding. We know it's the little things that can make a big difference.**	**We'll help you reach your potential. If you're ambitious to progress your career, we'll support you all the way.**	**When you do your job well and show loyalty, we think it's important to recognise that.**
We will always: **Before interview** • Share the job description with you • Contact you to discuss travel arrangements to the home and advise who will meet with you for your interview **During interview** • Provide a realistic and genuine view of the home and Care UK • Share our values • Spend time getting to know you • Explain the benefits of working for Care UK and the exciting career paths available • Give you the chance to ask lots of questions • Manage expectations with next steps	**We will always:** • Prepare your induction plan before your first day **On your first day:** • Be ready to welcome you • Have your uniform ready • Allocate you a trained buddy to offer support, advice and guidance **Within your first week:** • Ensure you meet the homes management team **During your first 2 weeks:** • Protected for induction-only activity • Conclude with a 'catch-up' chat, to find out how you're settling in • Offer additional support as necessary	**We will always:** • Make sure it's easy to speak to a senior member of the team at any time • Show zero tolerance to bullying in the workplace • Let you know what's going on around the company • Make sure your working environment is safe • Treat you as we would expect to be treated ourselves • Listen to you and make sure your opinions and ideas count • Support you when you're facing a challenge, whatever it is • Provide you access to a qualified Mental Health First Aider • Introduce you to the homes colleague voice champion	**We will always:** • Find out where you want to take your career • Work with you on a clear plan to help you get there • Make you aware of the training opportunities available to you • Tailor training to your personal career goals • Facilitate an annual performance review with you • Provide you with all the necessary training to do your job • Build in regular reviews in your first few months (at 2/4/8/12 weeks)	**We will always:** • Get to know you individually and personalise recognition gestures • Give meaningful praise when you live our values every day • Recognise good performance through our colleague recognition programme 'Going The Extra Mile' (GEM Awards) • Present long service awards to recognise your commitment to our residents **Provide you with:** • Access to our dedicated wellbeing hub • Access to your earnings before payday • Retail discounts on everyday spending

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Social links for you to follow

https://www.linkedin.com/company/care-uk

https://www.facebook.com/careukcarehomes

https://twitter.com/careuk

https://www.instagram.com/careukcareers

Other helpful contacts/sites

https://www.careuk.com/careers

https://www.speakersforschools.org/

https://www.gov.uk/careers-helpline-for-teenagers

https://www.skillsbuilder.org/

https://www.gatsby.org.uk/education/focus-areas/good-career-guidance

Other useful resources

Speakers for Schools

A social mobility charity with lots of work experience opportunities and even a quiz you can take to see what types of careers might be of interest to you.

https://www.speakersforschools.org/young-persons/

National Careers Service

Information and advice about jobs, careers and training in England.

https://www.gov.uk/careers-helpline-for-teenagers

Youth Employment UK

Have a voice in shaping the world of work for young people, and access many helpful resources for careers advice, finding jobs, free online courses and much more.

https://www.youthemployment.org.uk/careers-advice-help/

Skills Builder

A helpful and free assessment tool and framework to support you to develop and self-assess key employability skills.

https://www.skillsbuilder.org/

Young Minds

This page is designed to help people, especially young people, find the specific support they need. They can select the options that most resonate with them e.g. needing help with discrimination, needing help with their feelings, or needing urgent help.

Find Help With How I'm Feeling | Advice For Young People | YoungMinds

Mind

A mental health charity offering specific top tips for young people.

Tips for 11-18 year olds on looking after your wellbeing - Mind

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