

# Job Coaching Programme

Introduction session for  
referral partners

January 2025



## The Job Coaching Programme

*Engages volunteers from leading businesses across the UK to support jobseekers with a series of one-to-one, tailored coaching sessions.*

- Up to six 60-90 minute coaching sessions
- Conveniently delivered online
- Flexibility to work towards individual goals:
  - Essential & digital skills
  - Workplace knowledge
  - Confidence and wellbeing
  - CVs, applications and interview technique
  - Connection to inclusive employers





# Eligibility

- Aged 18+
- Unemployed and ready for work
- Speak good conversational English (level 1)
- Have access to an email address and a phone
- Keen to make progress with their job search to move into work, volunteering or education
- Comfortable with having conversations with their coach either by phone or online
- Able to commit to 6 coaching sessions (60-90 minutes) across 10-12 weeks



## Client benefits of a BITC Job Coach

- ✓ Motivation, resilience and confidence
- ✓ Time to focus on their specific needs (6 hours +)
- ✓ Independence and autonomy to select their coach with our user-friendly online platform
- ✓ Flexibility to arrange sessions at times to suit their schedule
- ✓ Feeling better informed about current employer and recruiter expectations



**1100**

business  
volunteers  
trained to  
support

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**1400**

jobseekers  
matched with a  
coach

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**50%**

go into  
employment,  
education or  
training

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**75%**

would  
recommend it

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**93%**

have improved  
skills to find  
work

**82%**

increased their  
knowledge of  
the job market

**87%**

report  
improved  
wellbeing



# Job Coaching – Outcome

## Improved interview technique leading to a new job!

- *“Liked the sessions, good to have someone different to talk to with different skills. Really recommend the program for anyone looking to get back into work or into the UK system, just to improve skills and up skilling. Good initiative in the UK. Really enjoyed it.”*

*Client in NE England, new to the UK, referred by specialist charity and coached by employee from Solenis that operates in the water industry*

- What did the coach do?
  - Helped structure the client's CV
  - Carried out a mock interview
  - Helped develop communication skills
- How did the client benefit?
  - Improved CV
  - Speaking more confidently and articulately
  - More impactful professional presentation
  - Greater confidence

# Job Coaching – Outcome

## Recognising skills led to more confidence and a new job!

*“[My coach was] a very helpful, relatable person. Despite not knowing my sector, [they] listened and [their] skills were still relevant. I had an initial fear of whether the coach is going to understand my sector. The notes I took from our sessions were useful and helped me prep for my interviews.”*

*Client in NW England, previously worked in the charity sector, referred by DWP and coached by employee of law firm Eversheds Sutherland*

What did the coach do?

- Discussed new possibilities in options previously overlooked
- Discussed skills applicable to jobs
- Signposted to online learning
- Showed concern for wellbeing

How did the client benefit?

- Moved from feeling insecure/ rejected towards a positive mindset
- Strength and clarity of purpose
- Recognised skills and owned them again



# Testimonials

“ Massive boost to my confidence and getting out there for applying jobs.  
It's brought me up to date on knowing how to market myself and engaging with new technology to do this.  
Having a mentor who motivates and guides, rather than telling me what to do. Collaboration all the way through”

*Natalie, Job coaching participant, coached by employee from construction company Morgan Sindall*

“ Job coaching helped me to recentre myself ... it gave me confidence and direction to apply for jobs that I wouldn't previously have applied for.”

*Lara, Job Coaching participant coached by employee from the Scottish Qualifications Authority SQA*

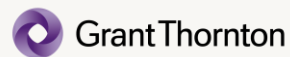


# SUPPORTING BUSINESSES

## Banking & insurance



## Professional & Business Services



## Engineering & Construction



## Public sector



## Transport & Logistics



## Retail



## Information Technology



## Services



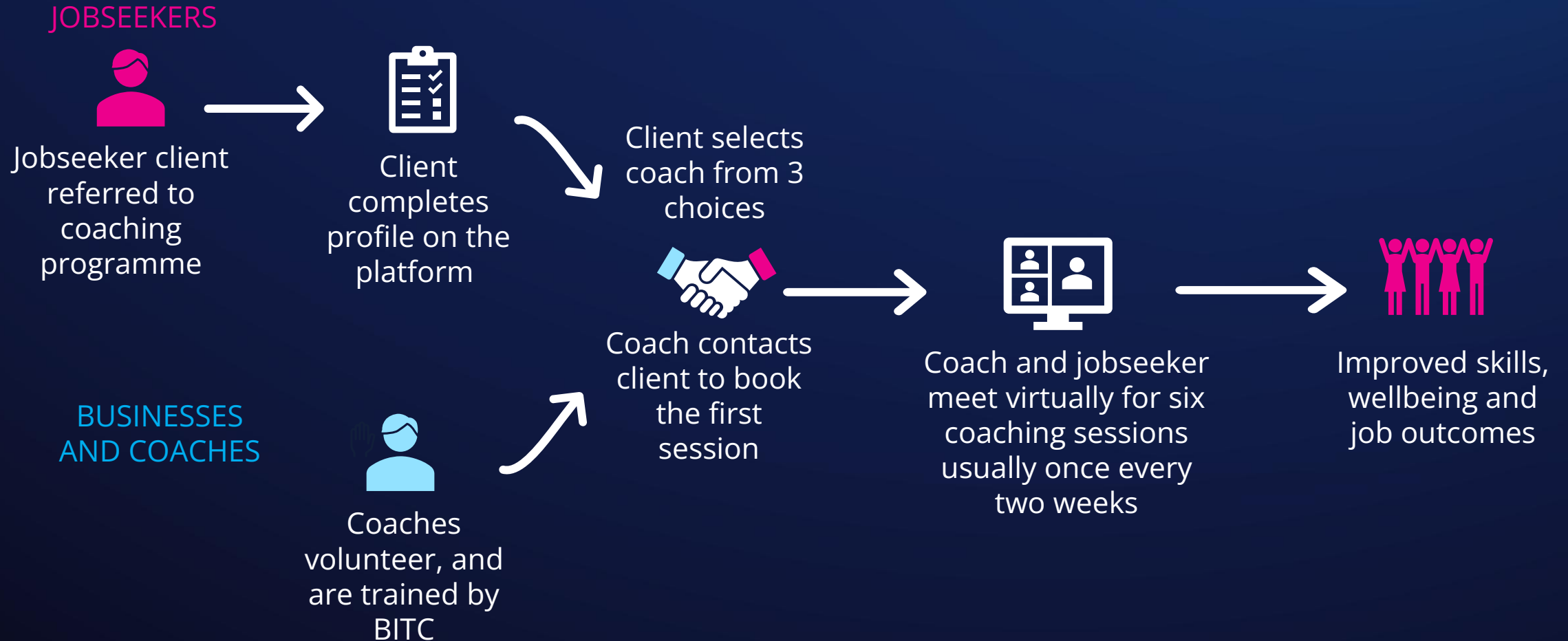
## Pharmaceuticals and Chemicals



## Utilities



# How it works



# Who the programme can support

I have no work history.  
I'm a refugee who is  
currently at college.



I need help with mock  
interviews and interview  
techniques. I've  
attended interviews in  
the past, frozen and  
stuttered.



I haven't worked for 10  
years.



Returning to work after  
having a child, I have  
worked in a betting  
office and supermarket,  
I'm now looking to have  
a career.



I have difficulties with  
digital skills, particularly  
emails and online  
applications.



I spent 20 years in  
publishing and  
journalism as a picture  
editor and researcher.



I have a brand strategy  
and marketing  
background (marketing  
director) and client  
service director.



I was made redundant in  
March having been  
employed for 10 years  
as an events  
coordinator.





## Online client registration

- Client completes the initial registration form.
- They will receive a confirmation email from us and our contact details.
- Client completes the profile form and immediately is shown a selection of three coaches to choose from.
- Once they have chosen their preferred job coach, the coach will contact them directly to organise their first session.

Link: <https://bitcjobcoaching.onpld.com/>

A screenshot of a web registration form titled "REGISTER". The form contains several input fields: Title, First name, Surname, Phone, Email, Password, and Confirm Password. Each field is represented by a white rectangular box with a thin border and a small downward-pointing arrow on the right side, indicating it is a dropdown or text input field.

**REGISTER**

Title

First name

Surname

Phone

Email

Password

Confirm Password



# Client selects their preferred coach

## MATCHING COACHES



Miss Sarah Test

IT Manager

Jaguar Land Rover  
England - North West

Regions I can coach people from:

England - North West

[View Details](#)



Mr Bob Test

Medical Writer

Pfizer  
England - North West

Regions I can coach people from:

England - North West

[View Details](#)



Mrs Amy Test

Accountant

Lloyds Banking Group  
England - North West

Regions I can coach people from:

England - North West

[View Details](#)

## EMMA STEEL



Manufacturing Project Manager

Jaguar Land Rover  
England - West Midlands

Regions I can coach people from

England - East Midlands, England - West Midlands

Do you have any particular skills or experience you would like to offer as a coach?

Worked within the manufacturing/ production/ warehouse/ logistics environment for over 30 years. I have been involved in all aspects of Production Planning, Supply Chain and Project Management. Currently in the world of Electrification. I work with a wide cross section of teams ranging from Finance and HR through to Installation and Manufacturing teams. I am qualified personal development Coach and a work place Mentor, with over 15 years experience .



# Recommended next steps



- Identify customers/ groups who could benefit
- What might they want to focus on with their coach?
- Do they meet the eligibility criteria?
- Are they ready for work and applying, or soon to start applying for jobs?
- Do they have access to a digital device, internet connection and digital skills to participate online?
- Can they allocate time to coaching sessions?

The BITC team are here to help you, your clients and their coaches. Please contact us: [coaching@bitc.org.uk](mailto:coaching@bitc.org.uk).



## JOB COACHING PROGRAMME

# LOOKING FOR YOUR NEXT JOB?

Connect with a BITC Job Coach and receive flexible business-led support

### PROGRAMME BENEFITS:

- Job Coaching is a proven method of one-to-one support
- Get advice from a coach with first-hand experience securing a job and working for a leading UK business
- Take advantage of free, flexible coaching

A BITC coach can help you with job applications, skills training and provide you with overall direction and support.

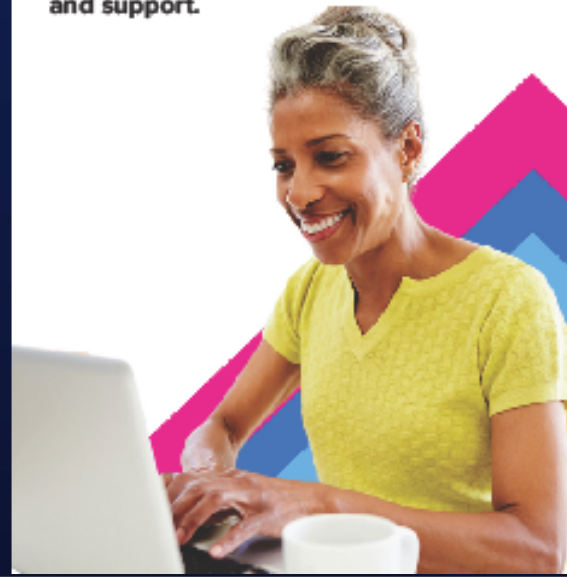
### JOIN NOW

Ask your adviser for details or follow the link to find out more:  
<https://www.bitcjobcoaching.onpld.com>



**“MY COACH TALKED TO ME LIKE A FRIEND AS WELL AS A COACH [...] AND HELPED ME IDENTIFY MY STRENGTHS. I'D STILL BE LOOKING FOR A JOB IF I HADN'T DONE IT.”**

*Irene, Job Coaching participant*



## Who we are

We are the UK's largest and most influential responsible business network dedicated to building a fairer and greener world together, supported by His Majesty The King for over 40 years.

We harness the skills and time of volunteers in our member network to improve employment outcomes for individuals across the UK.

**Our vision:** A fairer and greener world driven by fairer and greener businesses.

**Our mission:** We convene the network of purposeful leaders committed to changing business, transforming lives and helping the planet and communities thrive

