

Cat Simms

“Work Not A Compromise”

Customer Service Adviser - Capita Life & Pensions

Cat:

I'd been out of work for a year and half, two years. Spoke to the Jobcentre Adviser and explained that a lot of the jobs were going to be difficult because of the kids.

David Collie, District Manager, Jobcentre Plus:

One of the barriers that many of our customers find is that they need some flexibility in the approach that employers take. For instance, lone parents with caring responsibilities, children still at school, may need the flexibility in terms of their hours of work.

Jackie Lindsay, Head of Customer Contact:

We were looking for people that could work 10am to 2pm. That fitted fantastically with people with children of school age, so we starting looking at target segments and inviting people in.

And she found this opening at Capita. Part-time, 10am until 2pm, Monday to Friday.

Mark Dally, Managing Director, Capita Life & Pensions:

It's fair to say that a lot of people think that if they are a lone parent for instance, that to return to work is a compromise. Give people the opportunity to work the hours they want to work, so it's not a compromise to their family.

Cat:

The kids themselves, my oldest boy's 10 so he knows how to run the house and he even was worried about going into work, if everyone was going to go to maybe some childcare until 6 o'clock at night, which he didn't want to do or... it can be stressful, even for the kids you know, if you go into a job that's going to take you til late at night but it's been really good, they've loved it and he's said that. He's so happy you know, that I finish at 2 o'clock and I don't start til 10am so I can get them to school. It's made a big difference to everybody and obviously the income, the money, is changing, we're going away in the summer, so it's been great.