

Wembley Park Graduates 2022



Abbie behind the Welcome Desk

Abbie

Abbie joined the DFN Project Search Supported Internship at Wembley Park in 2020 from College of North West London. This was the first year that this programme had run. Unfortunately due to the Covid pandemic the programme was unable to run properly and Abbie was invited to return in September 2021 to allow her to get the full benefit of the internship.

For her first rotation Abbie joined the Welcome Desk team at Brent Civic Centre. She learned about greeting customers and directing their enquiries to the correct department. Abbie settled into the team brilliantly and showed a commitment to learning the role. The decision was made to allow her to complete her second and third rotations there to allow her to develop the skills and knowledge needed to succeed within customer service which she identified as her long term aspiration. Her responsibilities were layered on over time to include housing applications and printing documentation for colleagues such as blue badge or freedom pass applications.

From Easter 2022 Abbie has been working as bank staff for the Welcome Desk. Following graduation in July 2022, she extended her hours to full time Monday to Friday and is interviewing for a permanent role soon.

Abbie says “When I joined the supported internship Mum was really worried about me travelling because I was not an independent traveller, but I am now. I am happy because I will be more independent and I have a job I love.”



Chris in the Digital Post Room

Chris

Chris also joined the DFN Project Search Supported Internship at Wembley Park in 2020. Like Abbie, he was invited to return in September 2021 to allow her to get the full benefit of the internship.

For his first rotation in Chris was placed in the Digital Post Room where he learnt how to follow a sequential task and developed his interpersonal skills, he then went on to work in the library where he continued to develop his communication skills and work standards. He struggled with some of the rotations, finding some of the work repetitive and at times found managing his emotions and behaviour difficult. However, Chris always took on board advice and feedback and attempted to put it into practice, which ensured he progressed over time. He is also an excellent public speaker which served him well come interview time.

Chris is a keen musician and expressed an interest in working as a theatre usher from the start. Following graduation, he has successfully found work in Marylebone theatre as an usher. He recently came back to the civic centre to present his experience to potential candidates for 2023 stating ‘I would never have got this job without the help from my tutor and job coach. I’m so happy in the job I do now.’