

CASE STUDY 3

"I have finally found my confidence again"



For Gifty Brown, 40, from Fishponds, Bristol, the Women's Work Lab was the perfect opportunity for her to find out about different employment opportunities and for her to build up her confidence to land a new role.

"My last paid role was as an admin officer in the Driver & Standards Agency in 2016. Lots of my jobs up until then had been temporary and to fit in with my daughter. I was keen to find something more permanent as she was getting older but struggled to know where to start," she explains.

"I was applying for roles but wasn't getting anywhere and my confidence was really low. It all felt really overwhelming.

"Then of course the pandemic and homeschooling hit and it was even harder to find work. By 2021 I had totally lost my spark and needed help.

"I worried about how I came across in interviews and was no longer even sure what roles would suit me."

So in September 2021 Gifty joined 15 Mums at St George's Bristol for the Women's Work Lab programme.

"It felt so good to be in a supportive environment with a group of women that were all in the same place in life. During training I was encouraged to consider what made me tick and to be specific about what I wanted out of life and what motivated me."

"It confirmed to me what a people person I was and how I would suit a customer facing role longer term," she says.

For her 4 week (school hours) work placement Gifty was matched with the insurer DAS Group UK working in customer and legal solutions.

"The placement was such an eye opener even with simple things like getting used to travelling to work and ensuring I could do the school run. Those things are really challenging as a single parent. The whole team was incredibly supportive and friendly. Everyone took their time to chat and show me how to do things. It really was the friendliest of places and I loved the atmosphere. Quite quickly I could see this was an organisation I wanted to be part of longer term."

"The programme totally exceeded my expectations"

After the placement finished Gifty applied for a Claims Handler role, supporting clients with legal expenses insurance claims. She got the job!

"I am loving it and actually decided to work full time hours as it feels right for me, as I've a great support network.



Gifty and the Sept 2021 WWL grads

"I feel like a different person to the one who joined the Women's Work Lab. The whole team has been so supportive. More than ever I believe in who I am and what I can achieve. My daughter is proud of me and this is the start of a new chapter in my life."