



| REFRESHING CHANGE

The Northern Echo

Job Fair 2008

In association with

STUDENT LOANS



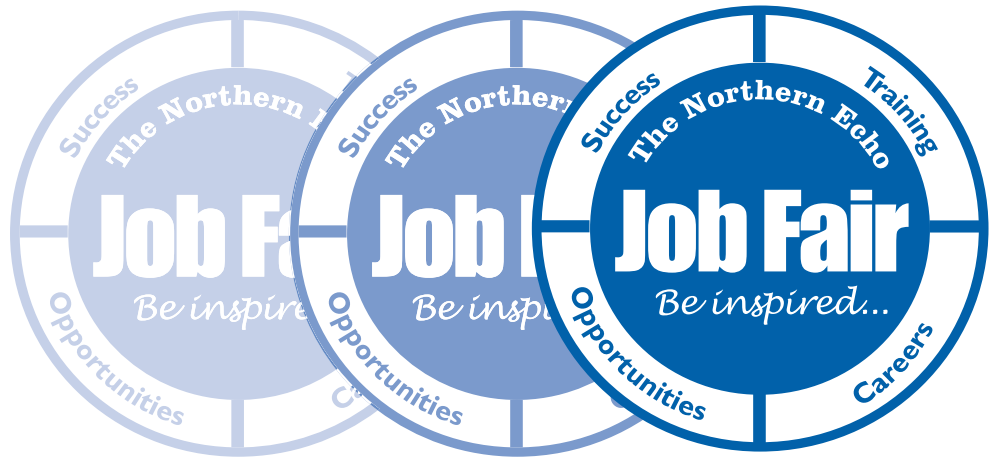
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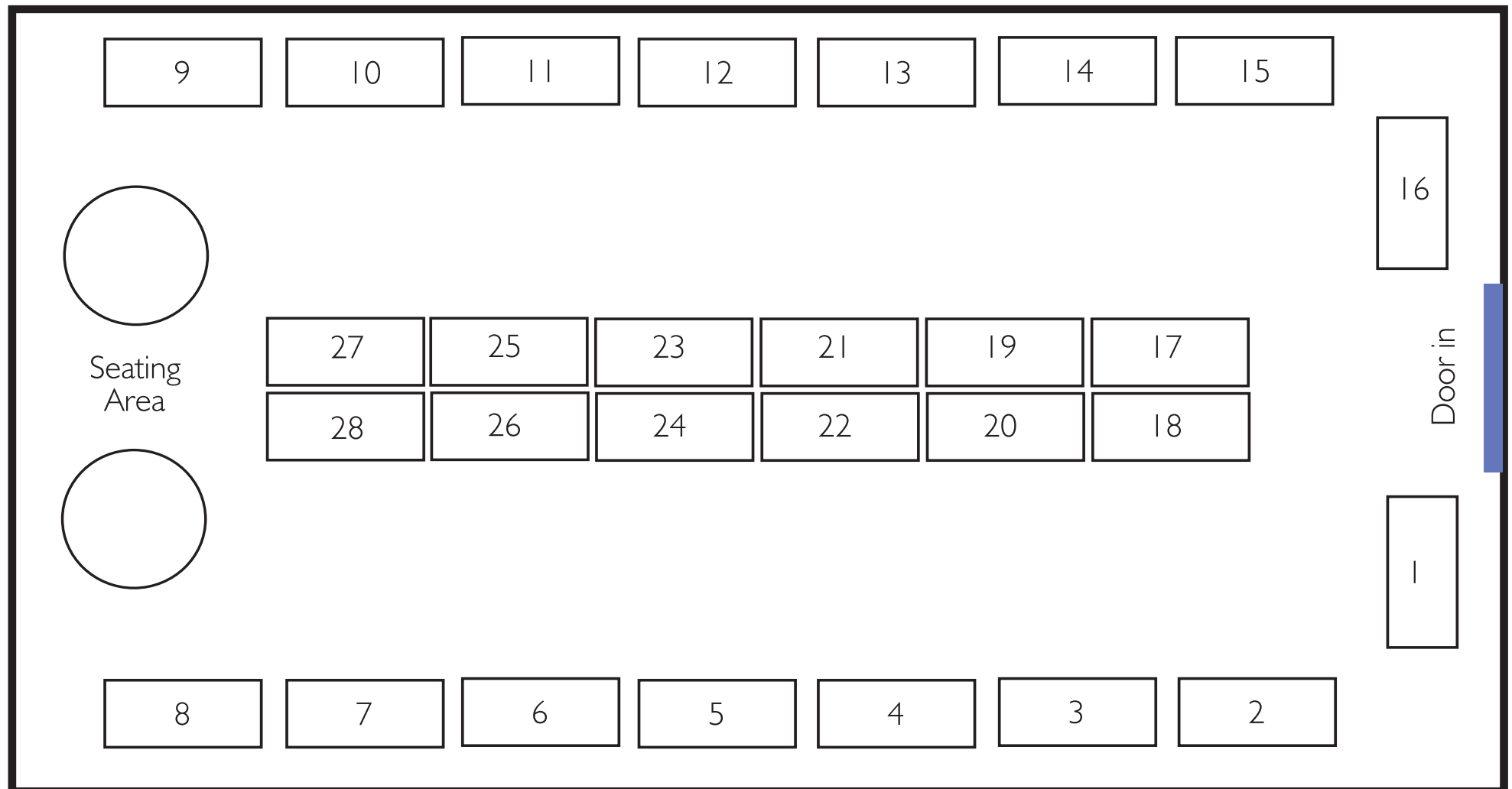
**The Dolphin Centre, Darlington
on June 12th 2008, 3pm - 7pm**



The Northern Echo Job Fair



The Dolphin Centre, Darlington. Thursday June 12th 2008. 3pm - 7pm



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Getting your hands dirty can earn you your fortune

ACCORDING to the City & Guilds Vocational Rich List – which ranks wealth by those who have built their fortunes on a vocational qualification or apprenticeship – business is booming.

In fact, it's proof that some of the UK's most affluent millionaires are growing richer despite turning their backs on academia in favour of craft skills to earn their fortunes.

Over the last five years, the 25 wealthiest rich listers have tripled their fortunes. Compared to the first ever City & Guilds study, the rich listers' individual fortunes have risen by approximately 250 per cent, compared with a 12 per cent rise in the average UK salary over the same period.

With more than two-thirds of the rich listers still in the same industry they took their qualifications in, there's no reason why everyone can't follow their lead and turn the hands-on route into a lifetime of success.

City & Guilds is working hard to change the perception of work-related education as the 'poor alternative' to the traditional academic route. As the list proves, it is possible for people who choose the vocational path to amass personal wealth and, what's more, to become industry leaders.

Choosing the right career

IF YOU'RE finding it difficult to choose the right career path to follow, you're not alone.

Most people who have recently finished school, college and even university, don't know what they want to do with their life – but this dilemma is not confined to them. It can even pose a problem for people who realise they may not have made the best choice first time around.

Whether you're looking for your first job or are hoping to move into something new, a good place to start is with a list of your skills.

Think about the things you love doing because, as strange as it may sound, most hobbies or skills can be transferred into a job.

Enjoying talking on the phone, for example, is perfect for a career in customer services or as a receptionist, while a love of planning nights out could mean you'd be a hit in a job organising people in event management or as a personal assistant.

You also need to decide what kind of environment you would like to work in. If you don't mind routine, an office job could suit you; if you love children, consider finding a job in childcare as a nursery nurse or even a or teaching assistant. If, however, you're not keen on being stuck in an office all day, take a look at jobs such

as electrician, driver or engineer.

Once you've made a short list of the kind of thing you think you'd like to do, talk to family or friends about what they think your strengths are. It may be that the most obvious career choice is right under your nose. Doing research on the careers on your list doesn't have to mean sitting in a library. The internet holds a massive amount of information – especially on the many job search sites – so you're sure to find details about everything you're considering.

If you have a specific job in mind why not try talking to someone about what's involved. If you want to be a police officer, for example, you could visit your local police station and get some advice on what the job entails.

Ask questions like what the minimum educational requirements are, which skills are essential to succeed and how you apply. Whatever you do, don't panic.

The longer you spend trying to work out what you want to be, the more confusing it can get, but instead of getting stressed about pinpointing your perfect job, try to talk to as many people as possible about your ideas and think about the things you enjoy doing.



GOOD CHOICE: Love talking on the phone? Why not consider a career where this skill can be put to good use!

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Location: Brompton-on-Swale

Regular opportunities for all levels of office work including:

- ✓ PA / Secretarial
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Visit us at the Job Fair 2008 in the Dolphin Centre on 12 June 2008

Chancery House, 4-6 Horsemarket, Darlington, DL1 5QQ
t. 01325 481026

e. dar@angelhr.org www.angelhr.org

Local Childcare and Recruitment Information for you and your family



Darlington Borough Council's Children's Information Service (CIS) offer information, advice and guidance on:

- ★ Becoming a registered childminder
- ★ Training to work in the childcare sector
- ★ Job opportunities within the childcare sector
- ★ Setting up childcare provision

PLUS

- ★ Registered and unregistered childcare provision
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- ★ Benefits and childcare costs

For further assistance contact us on

0800 917 2121

Visit the national **CHILDCARE** website at www.childcarelink.gov.uk



walkie talkie

Wander along to the Northern Echo Job Fair at the Dolphin Centre on Thursday 12th June and we can have a good old chat about the opportunities at our Darlington contact centre. See you there.

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The UK's best paying careers

IF YOU believe that work is for one thing, and one thing alone – to make money – you need to consider training for one of the mega-money careers below.

- Anaesthetists;
- Obstetricians and gynaecologists;
- Oral surgeons;
- Orthodontists;
- Investment bankers;
- Psychiatrists;
- Surgeons;
- Chief executives;
- Family and general practitioners;
- General paediatricians;
- Airline pilots, co-pilots and flight engineers;
- General dentists;
- Veterinary surgeons;
- Air traffic controllers;
- Engineering managers;
- Astronomers;
- Lawyers;
- Judges, magistrate judges and magistrates;
- Barristers;
- Systems analysts.

How happy are you at work?

ACCORDING to the results of a survey conducted by City & Guilds Workers – and released last week – workers are more likely to be happy in their job if they get on well with colleagues or have managers who take an interest in them rather than if they are paid a big salary. The survey – which questioned 1,000 adults – showed that fewer than half stayed in a job because of the size of their pay packet. Having a good work-life balance and enjoying decent relationships with colleagues were more important, the study showed. Beauty therapists and hairdressers were said to be the happiest workers in the UK, while builders and bankers were the least content with their working lives. Bob Coates, managing director of City & Guilds, said: “With a clear impact on the bottom line, improving workplace happiness is rising up the business agenda and employers

cannot afford to ignore it. “Companies can no longer rely on those established reward and recognition policies that fail to resonate with employees and do little to combat stress levels in the workplace. “By taking such a blinkered approach they risk the rise of an unmotivated and unproductive workforce – and even potentially losing their staff to competitors.” Occupational psychology expert Professor Cary Cooper of Lancaster University, said: “The report provides a call to action for the business community to rethink its reward and recognition strategies and consider employees’ needs on an individual basis. “I believe it marks the end of an era for HR policies decided on an organisation-wide basis. “From now on a flexible approach is needed if businesses are to create a happy, and by association productive, workforce.” A so-called happiness



index was compiled using the results of the survey. It was headed by beauty therapists; followed by hairdressers; members of the Armed Forces; those in catering/chefs; retail staff; teachers; marketing/public relations staff; accountants; secretaries/receptionists; plumbers; engineers; architects; journalists; mechanics/automotive workers; human resources officers; call centre staff; IT specialists; nurses; those in banking/finance and finally builders and those in construction.



I LOVE MY JOB: According to the Happiness Index survey, members of the armed forces are generally happy at work, while builders – who finished bottom of the table – are clearly not

temp-team
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Temp-Team are currently recruiting for Telesales Executives to work in the Darlington area.

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www.iwanttofooster.com

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Discover Darlington Borough Council



www.darlington.gov.uk/jobs

You probably know that Darlington has great shopping and other services and is home to one of the top provincial theatres and an award winning leisure complex. You'll also know that the Council makes sure your bins are emptied and that children have access to quality education services.

You may not know how all this and more is maintained by over 4,000 people working full and part time across the Borough doing a wider range of jobs than you can imagine - it's so much more than collecting your council tax (though we do that as well!).

If you really care about helping keep Darlington as one of the best places in the country to live, work and play, you've got one of the main qualifications we're looking for.

To find out more, please call (01325) 388091 or visit our website at www.darlington.gov.uk/jobs

We are committed to Equal Opportunities. Workplace nursery facilities are provided subject to availability



STLrecruitmentsolutions

Your future starts here

With an office in Annfield Plain (Stanley) STL Recruitment Solutions is a growing company offering employment opportunities to candidates and clients throughout Durham. STL Recruitment Solutions is a sister company to Skill Training which was formed in 1975. The company has over 25 years experience in the construction business.

With a well equipped office and fully qualified staff, the company provides a professional recruitment service to local businesses. The service is intended to be rewarding and fun, enabling candidates to find their perfect job.

STL Recruitment Solutions has an expanding group of candidates, based in and around Durham. The company is managed by Skill Training who has been involved in the Construction trade for many years. With a staff body of 5 fully qualified tradesmen and women, STL Recruitment Solutions has a professional team, qualified to degree level.

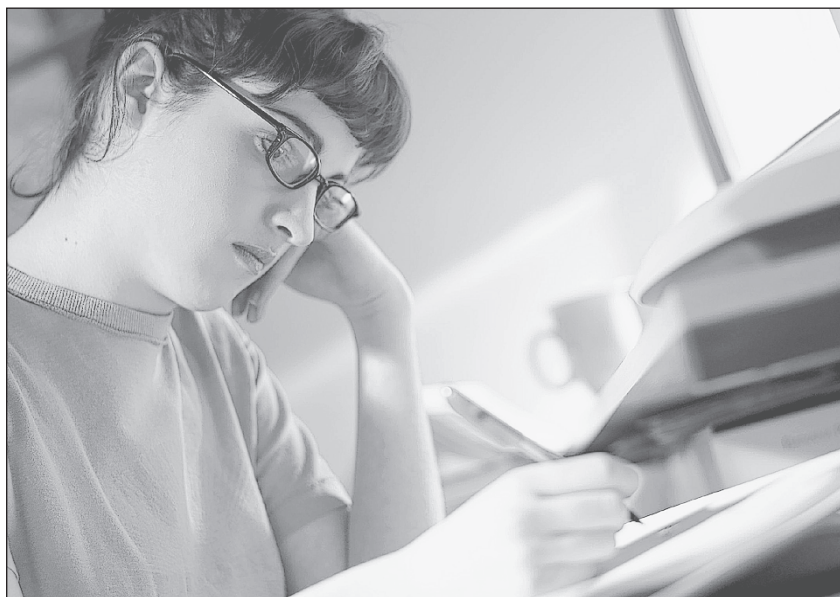
The company has recently branched out to provide a construction service - specifically recruiting people for work acquired for them by STL Construction Solutions on short term contracts.

For more information on the full service supplied by STL Recruitment, contact Amy or Steven on **01207 282560**

STLrecruitmentsolutions, Unit 4, Morrison Road Industrial Estate, Annfield Plain, Stanley, County Durham DH9 7RU

Tel: **01207 282560**
Email: recruitmentsolutions@skilltraining.uk.com

Top tips for writing a CV that's sure to impress



TAKE YOUR TIME: Putting together a well thought out, well presented CV that is easy to read and in good English is well worth the effort

WHILE the term curriculum vitae literally translates into 'the story of your life', that's not really what it should be. And that's just the problem with writing a CV – put too much on it and many employers won't even bother reading it, but put too little on and they will almost certainly think that something is missing. So what's the secrets to writing a CV that opens the door to the job you want and represents the best you have to offer?

detail about your achievements. Two sides of A4, clearly laid out, should be enough for the employer to make a decision.

Tailor your CV to the job

Spend a few minutes tweaking your CV for each application you make. It's also a good idea to check that the key skills requested in the job advert are mentioned within your career history.

Fill in the blanks

If you have gaps in your employment history because you've take time out to raise a family, were made redundant or were ill, don't just leave these unexplained as it might lead to the employer jumping to the wrong conclusion. It's better to be honest from the start. Legitimate reasons for being out of work are unlikely to hinder your chances.

Double check

Checking your CV for errors is crucial (see story, right). Always

run a spell-check on your document then ask someone to read it through to ensure that you aren't making any silly mistakes.

What should you include?

Make sure to list all of your key skills, matching them to the job you'd like. Write your details in snappy sentences, using bullet points where you can – people lose interest if you waffle on. Don't try to be funny or witty – or to make yourself out to be one of the crowd – by including inappropriate interests or descriptions. No employer is interested in knowing that your friends describe you as 'gobby' or that your interests include going to the pub and gossiping. If you're in doubt about the relevance of anything, it's best to leave it out!

Eliminate unnecessary detail by taking a look at each piece of information then ask yourself

if it helps your case. If it doesn't, leave it out. Concentrate on your recent history and summarise older information. Employers are usually interested in your latest achievements and positions. If you want your CV to stand out from the crowd, keep it brief, stick to facts and put the qualifications and experience that you're proud of nearest the top. That way the interview can see you've put a bit of effort and thought into it.

Appearance is vital

You may think a multi-coloured CV in an unusual typeface looks beautiful, but if it's hard to read, too garish or has a messy layout, it's very likely to go straight in the bin. Once you've printed out your CV make sure to keep it in good condition. There's nothing worse than handing over a scrappy, dirty CV.

A careless CV could cost you that job

ACCORDING to a poll of employers conducted by fish4jobs, one of the UK's leading recruitment websites, jobseekers are missing out on their dream jobs because of easily-avoided CV blunders. The research – based on an analysis of thousands of CVs in the fish4 archive – revealed that badly-presented and badly written CVs are more of a turn-off to almost three quarters of employers than a candidate showing up late, wearing inappropriate clothes or swearing in an interview.

The most irritating mistakes for employers were, in many cases, the most easily avoided. They included misspelling key details such as the employer's, and even their own, name or job title (reported by 67 per cent of recruiters); grammatical errors (89 per cent) and including irrelevant information (65 per cent). An additional 63 per cent reported seeing inappropriate personal email addresses – for example, bigboy@xxxx.com and hotstuff@xxx.com. Just one misplaced letter can make a huge difference to a candidate's career prospects. Although many employers might not need you to be able to spell perfectly for the position they're filling, almost all will want to know that you to pay attention to detail.

So before you claim to have "worked in a busy office" or "be a good leader" who went to a "very good skool" then on to "collage", and you put forward your claim for the position of "manger", make sure you've double checked your CV! Joe Slavin of fish4jobs said: "Although many mistakes seem quite obvious with hindsight, and are very easy to make, just one error can mean the difference between being invited to an interview and losing several opportunities."

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DISCOVER THE BEST JOBS IN TOWN.

To find out about the fantastic full time and spare time opportunities available with the Army, visit our stand at the Northern Echo Job Fair on Thursday 12th June at The Dolphin Centre, Darlington from 3pm to 7pm.



Find out more
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Darlington
DL1 1QT
01325 464530

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Ability at work
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For more information please contact

Gemma Macdonald
Tel: 01912615205
Direct Line 07810772691
Email: gemma.macdonald@pin-point.co.uk



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Barnardos is one of the country's leading children's charities with a reputation for providing stable and secure placements for children and young people.

We particularly need foster carers to look after children aged over 10 years old, brothers and sisters and children from Black and ethnic minority backgrounds.

Barnardos Foster Carers are offered generous fees and allowances, regular support and training.

If you are thinking about fostering and are aged over 25, have a spare bedroom and have no children aged under 12 living with you, then please contact us to find out more.

Telephone number 0191 300 1240

Barnardos Family Placement Unit (NE), 1 Lumley Court, Drum Industrial Estate, Chester Le Street, Co. Durham DH9 9UR

Email ne.familyplacement@barnardos.org.uk

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Want that job? Then make sure to avoid the seven deadly interview sins



A SURVEY by fish4jobs has revealed that the UK is a nation full of flustered interviewees, with job hunters arriving for interviews late, unprepared and scruffy. The survey highlighted the seven deadly sins candidates are most likely to commit in interviews. It also gives an insight into the most common bugbears that recruiters experience when tackling the momentous and often stressful challenge of hiring new employees. The fish4jobs seven deadly interview sins are:

- Not doing your homework.** Not preparing for the interview or doing any background research

- on the company is generally bad news as it shows you're more interested in just getting a job than working for a particular company.
- Negativity.** It won't earn you any points to criticise or be unprofessional about your current employer. The interviewer is likely to think you'll do the same again - or that you're a whinger.
- Boredom.** Chewing gum and showing a lack of enthusiasm is not a winner!
- Arrogance.** Although you want to appear confident and knowledgeable, nobody likes someone who is over-confident and pushy to the point of

- being just plain arrogant.
- Sexism.** Make a point of getting this right. You must shake the interviewer's hand even if they're female!
- Inappropriate dress.** Unless it's applicable to the job, keep your body decorations - including piercings and tattoos - under wraps. It's also important not to wear clothing that's too revealing or is better suited to a day at the beach than a job interview.
- Bad first impressions.** Poorly written and designed CVs are a huge turn-off, so put a bit of time aside to make sure your CV looks great and reads well.

- The research, conducted amongst 1,013 recruiters in the UK, reveals the extent to which candidates are not doing themselves justice in interviews. More than three quarters (80 per cent) of those surveyed said candidates with bad breath or unkempt hair blow their chances of selection before even entering the interviewing room and that those who arrive late or are unenthusiastic about the role cut their chances even further. Two thirds (60 per cent) cited things such as having a weak handshake and not enough knowledge about the company as factors that can send CVs crashing to the bottom of the pile. Joe Slavin, CEO of fish4jobs, said: "Candidates need to make sure they are doing themselves justice

- when they go to interviews. To do this they need to dress in their best clothes, research the company and show enthusiasm. My top tip for a successful interview would be to research the company and go online and read up on interview techniques." The research also revealed that almost half (48 per cent) of recruiters are still receiving CVs by post instead of by more efficient and savvy methods such as email. Using dated methods like this prolongs the recruitment process for both parties and means that there is a chance your CV could go astray, costing you your chance of getting the job.

Decide your own future by choosing a career where you're the boss

IT MAY seem too good to be true, but you have the potential to earn £36,000 plus a year, be your own boss and work the hours you choose! Whether you're stuck in a dead end job, retired with limited income, unemployed, a parent or shift worker there is a career that's perfect for you. Becoming a driving instructor can set you on your way to a career for life. Finding out how to take the next step on this career path is simple with Clearway Instructor Training Centre. Clearway's new purpose-built training facility is an ideal base where people throughout the North-East can receive the best possible training. Its location just off the A66 near Stockton makes it easy to find from anywhere in the region. The inside of the building has been planned to provide comfort, ease of use and all the modern training aids needed to make learning a pleasure. A pleasant surprise is that everybody at Clearway is a qualified instructor. There's no sales staff to pressure you, visits without obligation are always available

and when you ask a question it's clear that the answer is coming from somebody who has first-hand experience. Once you've completed your course at Clearway, the help and encouragement does not stop. A business course is available to give you all the information you need to set up - and make a success of - your new career. And as if that wasn't enough, a guaranteed position awaits you with the Clearway team of instructors. Cars, advertising, pupils, insurance and a complete backup service are all provided so you can concentrate on the fun bit - earning a healthy living, making a difference and meeting new people while only working the hours you choose. Can you think of a better career? Paying a visit to Clearway's stand at The Northern Echo Job Fair could be the best move you ever make. You can also call the FreePhone number 08000 525342 for more details on joining the Clearway team.



NEW CAREER: If the thought of being your own boss, choosing your working hours and earning a good living appeals to you, make sure to take a look at what Clearway Instructor Training centre can do for you

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Voyage is a national leader in the provision of care and support for people with learning disabilities and associated needs. As well as providing first class support to our service users with an emphasis on leading independent and fulfilling lives, we are also committed to supporting the ongoing learning, training and development of our staff. Our greatest asset is our staff and so everyone is given opportunities to develop the skills they need in order to carry out their roles competently and confidently. If you can bring a positive, committed attitude, you can enjoy true job satisfaction, knowing you've helped others.

Over the past 20 years Voyage has developed a wide variety of support and living options which are designed to meet the specialised needs of individuals. This has been achieved based upon a genuine desire to provide the services that people really want, recognising that each person is different and has a unique set of needs, wishes and aspirations.

All our services have their own Management Team including the Home Manager and Deputy Home Manager. The Senior Support Workers also head up the Support Workers to provide the best possible service and to put the people we support at the centre of everything we do.

HOME MANAGERS
In our Home Managers, we are looking for someone with a proven track record of managing services and delivering care and support to people with learning disabilities and associated needs. They will be qualified to NVQ Level 4 in Care (or equivalent) and be willing to work towards RMA or NVQ Level 4 in Management.

DEPUTY MANAGERS
Providing management support to the Home Manager, our Deputy Managers will have supervisory experience within the field of learning disability provisions and will be required to have an NVQ Level 3 (or equivalent).

SENIOR SUPPORT WORKERS
A Senior Support Worker will also have experience of working with adults who have learning disability. They will assist in the management of the service and take a lead role in supporting service users to maximise their potential both within their home and in the community. Our Senior Support Workers are highly motivated and enthusiastic individuals who play an active part in our services through a person centred approach. Ideally they are qualified to NVQ Level 3 (or equivalent) or willing to work towards this.

SUPPORT WORKERS
Experience is not essential to become a Support Worker as we provide full training and induction to achieve a requirement of NVQ Level 2. Our Support Workers will be looking for varied and interesting work, supporting people at home and socially.

All our positions attract an excellent benefits package including Life Assurance, lifestyle discounts through youatwork.co.uk inc. holidays and shopping, and Childcare Vouchers Scheme.

If you would like to work for us, come and visit us at Stand 11 to find out more. Alternatively, visit our website www.voyagecare.com

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Middleton St. George Hospital, Darlington

Middleton St. George Hospital continues to expand & develop its services.
We are recruiting staff to join our dedicated team working in the challenging field of Mental Health and would be delighted to hear from all who are interested in working in this exciting & rewarding environment. Staff will undergo an extensive induction programme. Experience would be preferred but is not essential.

Lead Clinical Psychologist	Salary negotiable
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Unit Managers	£35,000 to £40,000
Senior Staff Nurses (RN3, RNMH)	£25,000 to £30,000
Staff Nurses (RN3, RNMH)	£20,000 to £28,000
Senior Support Workers	£15,000 to £16,200
Support Workers	£12,000 to £14,300
Recreational Co-ordinator	£12,000 to £14,300
Housekeepers	£11,950

Salary is dependant on skills, qualifications and experience. For exceptional candidates salary may be enhanced.

Benefits Include: Life assurance, Profit share scheme, Pension scheme, Free car parking, Generous holiday entitlement, Easily accessible site, Employee assistance programme, Child Care Voucher scheme

Visit us on our open day **Wednesday, 11th June 2008, 11:00 am to 7:00 pm** for a chat, or we will also be at the Dolphin Centre in Darlington for the Northern Echo Job Fair on **Thursday 12th June 2008, 3 pm onwards**, about how Middleton St George Hospital can offer you a truly rewarding career.

Please visit our website www.affinityhealth.co.uk to make application online or to download an application form and to obtain additional information. Candidates who are unable to access our website please contact the HR department on: 01325 331 936

Note: Affinity Healthcare is approximately a 20 minute drive from Middlesbrough town centre and a 10 minute drive from Darlington town centre.

Middleton St. George Hospital
Affinity Healthcare
www.affinityhealth.co.uk Affinity Healthcare is an equal opportunities employer

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REFRESHING CHANGE

Parents believe job-related training could hold the key to a bright future

ACCORDING to research conducted by the Federation of Master Builders (FMB), 81 per cent of parents in the North-East believe job-related training is a more attractive option for school leavers than academic study. The study comes at a time when the FMB is launching its hunt for Britain's top apprentices and is inviting entries for The Apprentice of the Year Awards 2008, a search for the cream of the construction industry's talent. The competition is run in conjunction with the FMB's Master Builder of the Year Awards and is open to any UK apprentice in the construction industry, not just those who are working for FMB member firms. The FMB is seeking nominations from the North-East's employers, customers, tutors or members of the ConstructionSkills regional teams for apprentices in any building trade. Those entered stand the chance of winning the title Apprentice of the Year 2008, a £1,000 cash prize and luxury weekend breaks for themselves and the person who nominated them. Last year's winner, Mark Lynch, an apprentice carpenter, fought off competition from hundreds

of apprentices around the UK to win the title for the high standard of his workmanship, plus his commitment and fantastic attitude. "It wasn't until I started working with timber that I realised how it could be used to make things with real architectural beauty, like doors, windows, skirtings and mouldings. I was drawn to the trade because of the amount of pride and job satisfaction I got from people admiring my work," said Mark. Mark was accepted for an apprenticeship with Glasgow firm, City Building, and soon proved to be a highly-motivated employee who worked incredibly hard. "My employer has been very kind to me, providing excellent training facilities all the way through my apprenticeship and giving me the opportunity of further education. My employer's complete support and guidance has motivated me to perform to the very best of my ability," said Mark. "The majority of parents believe an apprenticeship offers young people a better route to employment and more employer-friendly business skills," said Barry Oliver, Northern Counties director for the FMB, the UK's largest building trade association. "Talented and committed



PROUD WINNER: Mark Lynch, winner of The Apprentice of The Year Award 2007

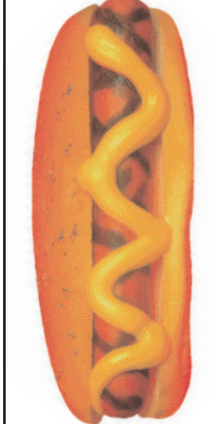
apprentices are vital to the future of the industry and should be given the recognition they so rightly deserve. "In the building industry, we face a shortage of skilled tradespeople. Apprenticeships offered by quality building firms ensure that Britain establishes high standards amongst craftsmen and women for the future. The FMB is determined to reward these often overlooked, talented young people whose hard work, outstanding ability and 'can do' attitude provides a valuable contribution to the businesses they work for,"

said Barry. For more details about this competition plus an entry form log on to www.fmb.org.uk or call 0870 1620942. The closing date for entries is July 31. Naomi Cleaver will present the winners with their awards at the Royal Lancaster Hotel in London, on Thursday, November 13. The research also found that given the high costs associated with going to university or into higher education: ■ 92 per cent of homeowners in the North-East – the highest in the country – would be happy for their

children to do job-related training; ■ 72 per cent of homeowners in the North-East think vocational courses give school leavers far more employer-friendly skills than university or higher education; ■ 92 per cent of homeowners in the North-East think vocational studies are a good way of tackling the UK skills shortage in many trades. The FMB works with the construction industry's training organisation, ConstructionSkills, to encourage a high calibre of school leavers into the building profession.



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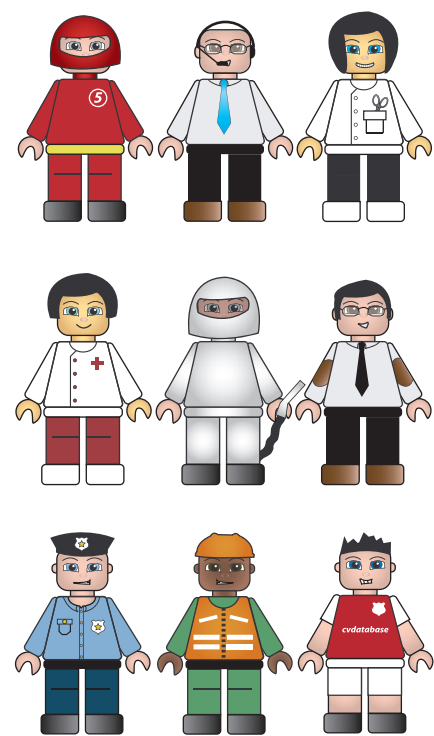
The Prison Service employs in excess of 44,000 people in a variety of different jobs in over 138 locations. Working in the prison service is a unique opportunity to be part of a dedicated team of people who work together to improve the life of offenders and help them lead law abiding lives after release.

The Prison Service will be at the Job Fair at the Dolphin Centre on 12th June, 2008. The Prison Service will be there to promote the range of career opportunities we currently have within the service. There will be a multi disciplinary team of staff at the fair to discuss the roles that are available and to answer questions that you may have regarding employment in this extraordinary workplace.

Please note that all Prison Service posts are open to part-time and job share applicants. Applicants are required to declare whether they are a member of a group or organisation which the Prison Service considers racist. The Prison Service is an Equal Opportunities employer. We welcome applications from candidates regardless of ethnic origin, religious belief, gender, age sexual orientation, disability or any other irrelevant factor.



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Is your boss a tyrant or a pussycat?

ACCORDING to new research from Lloyds TSB and Working Families, the boss from hell may well be a dying breed. Lloyds TSB and Working Families, organisers of the Britain's Best Boss awards, have analysed the management styles of different bosses and identified four boss types – the tyrant, the pussycat, the entertainer and the leader.

Transport bosses are more likely to be ruthless tyrants who put profit before people

Two fifths (39 per cent) of Brits say their boss is a pussycat at heart, while just over one fifth (21 per cent) believe they're working for a tyrant. Encouragingly, just under a third (32 per cent) of those surveyed put their boss in the leader category, viewing their boss as inspiring, motivational and concerned with the wellbeing of their staff. According to the UK's workforce, however, it would appear that bosses' management styles vary widely depending on the industry they work in. Transport bosses are more likely

to be ruthless tyrants who put profit before people, with 32 per cent of them being put into this category compared to a national average of 21 per cent.

Bosses from the IT and telecoms industries are ten times more likely to adopt a David Brent-like style and be the entertainer, while media bosses are more likely to be pushovers who fall into the management category of pussycats. The survey results are good news for those who work in retail, with more retail workers (38 per cent) classing their boss as an effective leader who values their staff,

than those in any other industry. Fiona Cannon, head of equality and diversity at Lloyds TSB, said: "It's great news that so many people view their boss as a true leader who cares about employees. One of the keys to being a good boss is to recognise and understand the importance of work-life balance." Sarah Jackson of Working Families, added: "We know that managers who have found work-life balance works for their teams



Which one of the four is your boss?

THE TYRANT

Dictatorial and ruthless, they favour short-term gains over long-term success and put profit before people.

THE PUSSYCAT

Tries hard to be an effective leader

but doesn't always get it right. Their failing is that they too often they let their heart rule their head.

THE ENTERTAINER

They are more interested in being an entertainer and everyone's best friend, than

in being an effective leader.

THE LEADER

Inspiring and motivational, they encourage teamwork, relationship building and the personal development of their staff.

REFRESHING CHANGE



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www.bluearrow.co.uk

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Exploring Enterprise
Business Start Up

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For more details please contact 0845 630 0620
Email: nbewley@a4e.co.uk
or visit our stand at the Jobs Fair.

Durham Constabulary Recruitment Opportunities

People are very important and anyone joining the force is assured of support, recognition and development opportunities. We value all of our staff as indicated by our accreditation to Investors in People.

Vacancies for Police Staff posts are listed on our website:- www.durham.police.uk and on www.sector1.net

You can view full job details and apply online by visiting our website directly.

Durham Constabulary boasts a generous annual leave entitlement, a flexible approach to work/life balance issues, and also a competitive pension plan.

Police Officer & Special Constable recruitment opportunities can be viewed at www.policecouldyou.co.uk

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To book an appointment or if you cannot make the day, please call 01642 256420 or email your CV to debbie.hatch@reed.co.uk

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REFRESHING CHANGE



Who's who at the Job Fair

Newsquest (North East)

Stand 1

Publishers of The Northern Echo, The Darlington & Stockton Times, The Durham Times and The Advertiser Series, Newsquest (North East) is part of one of the largest regional publishers in England and Wales – Newsquest Media Group, a wholly-owned subsidiary of USA-based Gannett Co Inc. The company also produces a number of magazines and special support publications. Its publications provide quality-led editorial and feature writing while offering targeted advertising platforms for regional business. Newsquest (North East) runs the northernecho.co.uk internet site and provides a variety of digital media opportunities from internet advertising to website design services.

Student Loans Company (SLC)

Stand 2

SLC is a not-for-profit organisation which delivers loans and grants to students and pays tuition fees to universities and colleges across the UK. SLC is wholly owned by the UK and Scottish governments and works in partnership with local authorities in England and Wales; the Student Awards Agency for Scotland; the Education & Library Boards in Northern Ireland; HM Revenue & Customs, and higher education institutions and organisations. We provide loans and grants to more than one million students and administer the collection of loan repayments from more than two million customers no longer in higher education.

Blue Arrow

Stand 3

Blue Arrow Darlington opened in February 2008 after having successfully serviced a major account in the Darlington area for the past two years. The Darlington branch specialises in call centre, secretarial, administration, warehouse, customer service, sales and engineering within the Darlington, Aycliffe and Teesside areas. If you're looking for a new job or staff within the Darlington, Aycliffe or Teesside areas then please come along and see us at The Northern Echo Job Fair.

Lidl UK

Stand 4

Simplicity is the cornerstone of our success and the benchmark for all our operations and work processes. As a firmly-established grocery retailer throughout the UK, we are continuing to strengthen our team in all areas of the business. Our recruitment policy is to ensure that we are able to find the right people for the position that best suits them. This is why we are able to recruit people of all ages, backgrounds, experiences and ambitions. We offer a variety of positions that enable you to start

at the correct level within our organisation and have opportunities for everyone to progress and develop.

STL Recruitment Solutions

Stand 5

Skill Training Ltd is an established work-based learning provider with 32 years experience in delivering NVQs and vocational training. To complement the growth and expansion of the training company, it has opened four commercial businesses. Two of these companies – STL Recruitment Solution (which specialises in construction/engineering) and STL Building Solution – support the delivery of our Employed Apprenticeship (e2e), Train to Gain, New Deal and Learn Direct programmes. STL's links with employers and the community are strong. New partnerships have been formed to ensure all service users have access to a variety of options and support, enabling them to achieve their desired outcome.

Shaw Trust

Stand 6

Shaw Trust is a national charity with more than 25 years of experience in helping people with health problems and disabilities to return to work. Shaw Trust (North-East) has been helping people with health problems since April 1999. Over the past 12 months it has helped more than 2,000 people in the region into work. Shaw Trust is one of the largest voluntary organisations around, providing employment services to people with health problems and disabilities through more than 260 projects and 1,150 dedicated staff members. There are branches in Durham and Tees Valley or at a local venue convenient to you.

Barnados Family Placement Unit North East

Stand 7

Barnados is one of the country's leading children's charities and as such has a reputation for providing stable and secure placements for children and young people. Barnados needs more foster families in the North-East to help them to care for children who are not able to live with their own family due to early life experiences. Fostering can make a difference to a child's life and can be very rewarding. We particularly need foster carers to look after children aged ten and older, brothers and sisters and children from Black and ethnic minority backgrounds. If you are thinking about fostering and are aged over 25, have a spare bedroom and have no children aged under 12 living with you, please contact us to find out more. Barnados Foster Carers are offered generous fees and allowances plus regular support and training.

Jobs@Pertemps

Stand 8

Jobs@Pertemps – one of the Times top 100 companies to work for – has an enviable reputation for supplying temporary, permanent and contract staff. All recruitment companies basically offer a similar service, so what makes Pertemps different? We believe it's the way Pertemps goes about its business. We are flexible and offer a bespoke service that meets the needs of both our clients and candidates at the same time as forming strong working partnerships with both. We are in a people business and believe that by understanding people first and having a flexible, progressive approach, we have a successful formula. Whether it's the clients we serve, the candidates we place or the people we employ, we get to know you and your circumstances and do the utmost to deliver on our promises.

The Army

Stand 9

A career in the Army could be for you! No matter what you're into, there's a role in today's Army for you. With career groups encompassing combat, engineering, logistics and supply, intelligence, IT and Comms, HR and finance, medical, music and ceremonial, the Army has it covered. A career in the Army needn't be full-time as there are lots of spare-time opportunities available with the TA. The TA is an integral part of the Army's organisation and is designed to reinforce the regular Army wherever necessary. To find out more visit our stand at The Northern Echo Job Fair or call us on 01325 464530.

Royal Navy

Stand 10

The Royal Navy plays a vital role in defending the county's interests in home waters and overseas, as well as on and beneath the sea, in the air and on land. Some 39,000 uniformed personnel operate 127 ships and submarines, 294 aircraft and a Royal Marines Commando Brigade. A career with the Royal Navy is both exceptional and unique: exceptional because of the variety it can offer and unique because of the nature of the job we do.

Voyage

Stand 11

Voyage is a national leader in the provision of care and support for people with learning disabilities and associated needs. As well as providing first-class support to our service users with an emphasis on leading independent and fulfilling lives, we are also committed to supporting the ongoing learning, training and development of our staff.

Our greatest asset is our staff, so everyone is given opportunities to develop the skills they need in order to carry out their roles competently and confidently. If you can bring a positive, committed attitude to Voyage, you can enjoy true job satisfaction knowing you've helped others.

A4e Enterprise

Stand 12

A4e Enterprise is in the business of improving people's lives for the better. We have helped to put thousands of people into business with the minimum of fuss. Through one-to-one support and training A4e has assisted more than 3,000 people and helped to set up over 1,000 new businesses. We are now expanding the training and development side of our business and have funding to provide free training to eligible companies or individuals. Thanks to this funding we now require self-employed NVQ assessors and verifiers to become part of A4e

Temp-Team

Stand 13

TEMP-TEAM has almost 30 years of experience in presenting permanent and temporary recruitment solutions for organisations in many sectors. Our Newton Aycliffe branch, established in 2003, is committed to providing a quality service to both local employers and jobseekers. We are currently recruiting media sales executives and sales administrators in addition to continually sourcing and selecting candidates for our industrial, commercial and technical sectors. Our team, which is highly trained and committed to delivering the highest standard of service, looks forward to working with you. For all your recruitment needs and advice, contact TEMP-TEAM Newton Aycliffe on 01325 311408.

Darlington Borough Council

Stand 14

Darlington Borough Council is a four-star local authority – the best possible rating. Our challenge is to maintain that standard – and you can help us! Our wide range of career opportunities includes catering, administration, cleaning and teaching, as well as jobs in transport, housing, leisure, care, social work and many more fields. We're genuinely committed to diversity and are keen to recruit people of all ages and from all sections of the community. Whether you're looking to change your career, return to work or take your first step on the career ladder, you can find out more about our current vacancies by visiting our stand at The Northern Echo Job Fair, calling 01325 388089 or logging on to our website at www.darlington.gov.uk/job

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The Prison Service

Stand 15
The Prison Service employs in excess of 44,000 people in a variety of jobs at over 138 locations. Working in the Prison Service is a unique opportunity to be part of a diverse team of people who work together to improve the lives of offenders and help them to lead law-abiding lives after release. The Prison Service recognises that the quality of staff and effectiveness of relationships with prisoners are significant factors in its success. Additionally, as an equal opportunities employer it has a positive duty of care to promote diversity, combat unlawful discrimination and endorse equality of opportunity.

Clearway Instructor Training Centre

Stand 16
Would you enjoy earning £36,000+ per year, working the hours you choose, being your own boss, meeting new people, making a difference to others, enjoying job satisfaction and having freedom and independence in a career for life? Clearway Instructor Training Centre is looking to place people in your area into guaranteed positions as driving instructors. At The Northern Echo Job Fair you can talk to a driving instructor and get the information you want from somebody that does the job right now. To find out more about how you can drive on to a new career take a look at page 7.

Barclaycard

Stand 17
Barclaycard, the global name for credit cards, loans and business and consumer finance, was established in 1966 and has grown from the first all-purpose credit card in Europe to become the UK's most recognised brand with 9.8 million retail customers. In addition we're now a rapidly-expanding global cards and lending business with 6.4m cards in issue outside the UK and operations in more than 50 countries and four continents. As part of one of the world's most innovative and fastest-growing credit card businesses, we offer excellent rewards and prospects, including training that will really help you to grow. What's more, our remuneration structure means you can be confident your earnings will genuinely reflect all your hard work. Barclaycard has a number of fantastic opportunities for those people who are ready to take the next step on the career ladder.

Affinity Healthcare

Stand 18
Affinity Healthcare operates two hospitals - Cheadle Royal Hospital near Manchester Airport and Middleton St George Hospital in Darlington - and provides a full range of complex mental health services to the NHS. Following significant investment we are developing new services on both hospital sites to provide a whole system pathway of care for patients with mental health problems. Services currently include male-only and female-only psychiatric intensive care; low secure rehabilitation; rehabilitation in a 'step-down intensive' therapeutic environment for men; female specific rehabilitation and complex care; complex low-stimulus rehabilitation for men; community-based rehabilitation; eating disorders services; young people's services; primary care therapy services and a dual diagnosis service. For more information about working for Affinity Healthcare visit our stand or log on to www.affinityhealth.co.uk

Foster Care Associates

Stand 19
Foster Care Associates (FCA) is one of the UK's leading independent foster care agencies, with a network of 80 offices across the country. The organisation prides itself on providing quality care in a family setting for the 2,400 looked-after children and

young people who live with FCA's 2,100 foster families. FCA is continually seeking to attract new carers who believe they have the understanding and determination to succeed. If you think you could bring about a positive change to the lives of children and young people who find themselves living in the care system, FCA would like to hear from you. FCA is listed on the Sunday Times Top 100 companies to work for.

Combined Insurance

Stand 20
Since 1919 Combined Insurance has specialised in bringing affordable, quality insurance products to individuals and families. The company currently provides accident insurance, health insurance and life cover to 3.5 million policyholders. Combined Insurance is the largest consumer insurance underwriting company of Aon Corporation, one of the world's premier insurance brokerage, consulting services and consumer insurance

fastest-growing care providers in the UK, with 35 homes across the north and another 23 due to open over the next 12 months. At Orchard we believe that to create the best living environment for our residents it is vitally important to create a fantastic working environment for our staff. To achieve this we provide the latest equipment to help you in your job and free in-house NVQ training to ensure you have real career development prospects. Almost a third of our home managers started with us as carers - proof that we are a dynamic organisation that offers genuine opportunities to progress in a variety of highly-rewarding roles. For more details on current vacancies call 0113 3900542 or visit www.orchardcarehomes.com/careers.html

Darlington Children's Information Service

Stand 23
Darlington Children's Information Service (CIS) is supporting the national initiative of promoting careers in all areas of

leading specialist recruiters for all accountancy roles. Your local branch won an award in 2007 for being the fastest-growing Reed branch ever and has established a large market share for accountancy recruitment in the Darlington, Teesside and surrounding areas. Many companies use us exclusively based on the standard of service provided. Our Middlesbrough branch is staffed by dedicated and professionally-trained specialist consultants with in-depth market knowledge to ensure that you get the best service available. We believe that our success is due to building enduring relationships of integrity with both our candidates and clients.

Angel HR plc

Stand 26
Since Angel HR plc acquired Liz Dargue Staffing in 2002, the company has grown from strength to strength. Angel's Darlington branch, managed by Georgie Steel, specialises in the commercial sector. Georgie who has been with the company since 1999, said: "As one of the North-East's leading recruitment agencies we offer our candidates a wealth of exciting new opportunities. Our success is based on the close relationships we build with clients and candidates, our friendly and professional approach and the attention we pay to achieving the perfect match between employer and candidate." Let us improve your chances of finding the perfect job by visiting us at The Northern Echo Job Fair or calling us on 01325 481026.

Pin Point Recruitment

Stand 27
Pin Point Recruitment was established in 1998 to supply technical and professional staff. The company has grown and developed into other sectors, supplying temporary and permanent placements to the manufacturing, commercial, construction, catering, technical and driving sectors. Louise Thompson, director of Pin Point Recruitment, is pleased to announce the opening of the company's new Darlington branch which will support its North-East clients and job seekers in their recruitment process. Gemma Macdonald, the Darlington branch manager, brings a wealth of experience to the business. She

heads a team of consultants who have the market expertise to advise and deliver the right people for you. Our consultants are sensitive to the needs of your business, and with more than 27 years of collective experience between them and are confident of being able to exceed your expectations. We aim to make the recruitment process as easy as possible for jobseekers and candidates, offering free interview advice and support. Once you are in work we offer high levels of after-care to ensure your work placement meets your requirements. For more information please call Gemma on 07810772691.

Business Link

Stand 28
If you're thinking about working for yourself, you're not alone. Every year we talk to hundreds of people across the North-East who want to start up their own business. Many of these people have gone on to follow their dreams, working with us to explore their options, overcome the challenges in their way and give their businesses the best chance. It's our responsibility to ensure those thinking about starting up get the right information and advice where and when they need it. We look forward to hearing from everybody who wants to realise their ambitions. Let's show the world that the North-East means business. Business Link's substantial team of expert brokers operate across the region in local access points and on a mobile basis. For further information about Business Link log on to its website at www.businesslink.gov.uk/northeast or call 0845 6009006.

childcare and early education. There's never been a better time to work with children. Good-quality education and care makes a real difference to their lives. Childcare is a challenging career. You'd be playing a key role in developing skills, increasing confidence and being a positive role model to inspire children and young people up to the age of 16. Careers can involve supporting and developing children and young people with a range of disabilities and special education needs. For more details contact the CIS on 0800 9172121, e-mail cis@darlington.gov.uk or drop into its offices in the Town Hall.

Durham Constabulary

Stand 24
As far as the Durham Constabulary is concerned, people are very important, so anyone joining the force is assured of support, recognition and development opportunities. The force's long-established 'aiming for excellence' philosophy ensures that all staff realise what is expected of them and are able to contribute to on-going improvements in service to communities. Durham Constabulary boasts a generous annual leave entitlement, a flexible approach to work/life balance issues and a competitive pension plan. Durham Constabulary relies on the support and dedication of its members of police staff. We value all of our staff, as indicated by our accreditation to Investors in People, and aim to operate a one-employee culture.

Reed Accountancy

Stand 25
Reed Accountancy is one of the UK's



underwriting organisations. Combined Insurance is a member of the Association of British Insurers and is authorised and regulated by the Financial Services Authority. For nearly a century, Combined has been delivering quality accident and health insurance to families. We are committed to excellence and our organisation is based on the principles of achievement through a positive mental attitude as espoused by our founder, the philanthropist and author, W. Clement Stone. The company is powered by people who believe in themselves and their ability to overcome challenges and, as a result, we remain a world leader in the supplemental insurance market today.

Orange

Stand 21
Back in 1994 Orange had the simple aim of making technology straightforward, useful and easy for everyone to enjoy. While the size of our business and our technology keeps evolving, that aim remains the same today. The key brand of France Telecom, we're now a truly global business looking to offer our customers an integrated service to improve their everyday lives. So, whether you want to use your head and build a serious career with a major international company, or follow your heart to a rewarding job with an innovative brand, there's only one company to offer you both. Orange!

Orchard Care Homes

Stand 22
Orchard Care Homes is currently one of the

REFRESHING CHANGE



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DON'T MISS IT





SUPER SETTING: Thanks to its marvellous, eco-friendly setting and friendly, informal atmosphere, the SLC is a great place to work

Help to build Britain's future at the Student Loans Company



THE new Student Loans Company centre in Darlington is a great place to work! Staff enjoy working in the 'clean and green' eco-friendly Memphis Building at Lingfield Point knowing that they are helping to build Britain's future by giving millions of people across the UK an opportunity to unlock their potential through education.

At its Darlington offices the Student Loans Company (SLC) delivers the new, fully-integrated student finance service – Student Finance England – which provides financial support and advice for students living in England. This support allows students to continue their education, improving their own lives and helping their families and communities to grow.

The company's way of working is friendly, energetic, open and informal. Every employee benefits from a personal development plan and access to a wide variety of development programmes. Work-life balance is important at SLC, a fact reflected in its family-friendly staff policies. The company believes in equal opportunities at all times. This influences the way it treats

colleagues, customers and other business contacts. The same policy is applied to its business to make sure the services SLC provides treat everyone in a fair and equal way. The Memphis Building, SLC's Darlington base, is a great – and extremely stylish – place to work. A full-height glazed facade allows natural light to flood into the huge loft-style office space. Shading devices

prevent glare and overhangs and louvres add a touch of style. Environmentally-friendly features of the building include:

- An intelligent, low energy light management system that balances natural daylight by automatically dimming lights when natural light floods in and brightening them as it fades;
- Gas-powered air-conditioning that delivers a more economical

and efficient system;

- Solar panels on the roof that provide water heating.

The Lingfield Point business park is also a great place to be, with picnic areas where you can relax; a nursery for babies and toddlers; walks, fitness trails and cycle paths around the leafy 107-acre site and bicycles to rent so you can cycle to local amenities during your lunch break.

STUDENT LOANS



COMPANY LIMITED

Customer Services Advisers

Starting salary £14,095 + excellent benefits

**37.5 hours per week between Monday – Friday
8 a.m. to 7.30 p.m.**

This is an exciting time to join the Student Loans Company as we deliver a new integrated service to our customers and we need talented people to help us make this happen.

You will provide first class customer service through incoming calls, emails, white mail and live web chats to customers. Most importantly there is no selling involved!

You will have:

- A confident telephone manner
- A proven track record of working in a high volume contact centre or customer services experience within another environment
- Excellent keyboard skills and good PC literacy

When you join the Student Loans Company we can promise a real commitment to your personal development and work life balance. In addition to this you will receive:

- 28 days annual leave per annum + statutory bank holidays
- Flexible working
- Final salary pension scheme
- Performance related bonus

Find out more about our roles and the excellent benefits available. Either visit www.jobs-slc.com or call 0845 6187790.



INVESTOR IN PEOPLE