

## Customer Case Study

### Finding new employment after redundancy

Emma came to the National Careers Service for support finding new employment after she was made redundant.

She had a telephone appointment with Julie, a National Careers Service Careers Adviser. Emma felt she needed support with both job searching and also preparing for interview so Julie tailored the session towards this.

Julie signposted Emma to a range of local and national job searching websites and helped her to create an action plan, detailing the steps she was going to take towards finding new work.

To support her with preparing for interview, Emma and Julie discussed Emma's previous experiences of job interviews and what had and hadn't gone well. Julie provided detailed interview guidance and they reviewed example interview questions on the National Careers Service website.

Following her session with Julie, Emma applied and interviewed for a role at a local branch of a national supermarket chain. She was successfully offered the position and has now started work as a shop assistant.

Emma would **"highly recommend the service"** and has recommended the National Careers Service to ex-colleagues who were also facing redundancy.

### Contact us:

0800 100 900

[www.nationalcareers.service.gov.uk](http://www.nationalcareers.service.gov.uk)



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