

# Jobs

## volunteering opportunities

Volunteer for these roles



**THE Anaphylaxis Campaign** is the only UK-wide charity solely supporting people at risk from severe allergic reactions — anaphylaxis — and actively campaigns for better allergy care and treatments. Our support groups are rapidly growing but we have very few running in Wales and therefore are seeking willing volunteers to host a group in their local area. You do not need any previous experience, only the willingness to host your group — we will find a suitable venue for you — with the help and advice of representatives of the Anaphylaxis Campaign. Call Deborah Dillon on 01252 893864 or email [debbie@anaphylaxis.org.uk](mailto:debbie@anaphylaxis.org.uk)

**FNF Both Parents Matter Cymru** is seeking advice volunteers to provide detailed advice and support to service users at recognised support meetings of the charity on child contact issues in private law proceedings. Call Lynne Blore on 07544 538018 or email [midwestwales@fnf-bpn.org.uk](mailto:midwestwales@fnf-bpn.org.uk) or [lynne.fnf.bpm@gmail.com](mailto:lynne.fnf.bpm@gmail.com)

**Kickstart** is seeking volunteers to support and deliver sporting and physical activities to communities within Swansea. As well as delivering, volunteers will work alongside staff to plan, organise, consult and evaluate the project. An element of the work is also administration based. Call Steve Lancy on 01792-635483 or email [steve.lancy@swansea.gov.uk](mailto:steve.lancy@swansea.gov.uk)

Through our mentoring scheme, Prime Cymru supports people into employment and self-employment. The organisation is seeking volunteer mentors — an interesting opportunity to mentor people over the age of 50 who wish to become economically active. No previous mentoring experience is needed and full training and support is given. Call Paolo Piana on 07983 097540 or email [paolo@prime-cymru.co.uk](mailto:paolo@prime-cymru.co.uk)

**Public Health Wales — Would you like to help raise awareness of the NHS breast screening, cervical screening, bowel screening and abdominal aortic aneurysm screening programmes?** The screening engagement team of Public Health Wales is looking for people who have a keen interest in screening to volunteer. The role will involve setting up and staffing information stands within your local community, attending local health events and passing on key messages about screening. Volunteers do not need any medical knowledge or prior experience. Training will be provided. Call screening engagement practitioner Emma Lippiatt on 0292 078 730 or email [emma.lippiatt@wales.nhs.uk](mailto:emma.lippiatt@wales.nhs.uk)

# Hard work leads to bright



Service Delivery manager Neil Little.



Customer relations manager Sarah Budden.



Credit controller Scott Evans.



Team leader Tristan Jenkins.

Tristan Jenkins, Sarah Budden, Neil Little and Scott Evans of ERS talk of how they joined the Swansea-based firm and have progressed in their roles.

STAFF at motor insurer ERS are part of a growing team and will move to the company's new premises in Swansea in a few months time.

Tristan Jenkins is team leader in underwriting operations, Sarah Budden is customer services manager, Neil Little is claims service delivery manager and Scott Evans is credit controller.

Tristan, of Neath, currently lives a 10 minute drive away from the office. He has been with the company since 2003 and now manages a team of 15 handlers. The team works to ensure ERS provides a top service to the company's brokers. It aims to process any mid-term adjustments in an efficient and effective manner and resolve any issues brokers may have.

Tristan previously completed a mechanical engineering apprenticeship and later took redundancy from that same company. He initially applied to ERS while looking to get back into the engineering industry, but found the role too good to leave and after three years was happy to stay.

He says: "I had finished my mechanical engineering apprenticeship and within a year of this the company I was working for was in turmoil. Therefore I decided to take redundancy and after taking six months out I decided to get a job to fill my time while looking to get back into engineering."

"I saw an advert for ERS and thought this would be an ideal place to work while I considered my options. However, very quickly I realised I was happy working in an office environment and enjoyed the clean, smart surroundings and working 9am to 5pm, Monday to Friday."

"At this stage I still did not expect to stay, but after three years here it dawned on me that I clearly was staying and as such decided to carve out a career here."

Sarah, also from Neath, started working for ERS in 1998, in the claims division.

Since then, she has been team leader and senior technical adviser. She is currently the customer relations manager.

Sarah, originally from Merthyr, moved to Cardiff to read economics at university before joining ERS.

She says: "My team oversees escalated customer complaints and does a fantastic job at restoring customer and broker confidence in our products and service."

Sarah is a chartered insurer, having completed the associate level of Chartered Insurance Institute in 2001. She is also the 2015-16 president of the

# 'Impressive' graduates are key to firm's city growth

THE executive vice-president of a global clinical research firm says he is "impressed" by the high calibre of graduates from Welsh universities after announcing it will create nearly 90 jobs in Swansea.

PRA Health Sciences is to increase its SA1 workforce, based on Kings Road, with graduate level jobs. It will increase staff levels by 87 to 280.

The expansion is being supported by £990,060 from the Welsh Government and the growth is set to be complete by December 2017.

Paul Bunch, PRA executive vice-president, said: "We continue to be impressed by the large number of high quality graduates from Welsh universities and the calibre of well-qualified local people who have applied for the newly created positions.

Graduates are impressing bosses at Swansea-based PRA Health Sciences, which is undergoing a graduate-level jobs drive

"These new hires have added tremendous value to our organisation and to the success of our operation in Swansea."

The move follows a recent expansion by the organisation, which saw more than 100 new jobs created in Swansea. Of these, 59 graduated from Welsh universities. This growth was also backed by the Welsh Government —with £1.29 million. It allowed the organisation to expand its clinical

informatics and help desk operations.

PRA helps bring drugs to the market. It provides outsourced clinical development services to the biotechnology and pharmaceutical industries.

Economy Minister Edwina Hart said: "I am delighted that PRA is further expanding its operational centre in Swansea creating high skilled, graduate level employment. Life

# future for insurance staff



ERS staff, from left, Sarah Budden, Neil Little, Tristan Jenkins and Scott Evans. SWRM20150416D-012\_C

Insurance Institute of Swansea and West Wales. Sarah organises Chartered Insurance Institute exam sessions in Swansea in April and October.

She adds: "It's great to see people undertaking their qualifications to drive forward professionalism within the industry."

"Over the past few years there has been a requirement for a compulsory level of qualifications, it will be interesting to see if the requirement will be forwarded onto general insurance."

Sarah enjoys keeping fit by going to the gym and running. She is also hoping to get back into cycling this year after a fall last year.

Neil, of Cymmer in the Afan Valley, lives around 20 miles from Swansea. He joined ERS in 1991 after completing a BTEC in business and finance.

"I came straight from college after completing a BTEC in business and finance," Neil says. "I started as a claims handler working my way through the ranks with all sorts of different job titles to where I am today."

Neil manages the first notification of loss team responsible for all new motor claims that are reported into ERS. This consists of two team leaders and 21 claim technicians.

Also, the retail accidental damage claims teams, which cover motorcycle, classic, motor homes, bespoke vehicles and private cars and vans. This consists of three team leaders and 28 claim technicians. The accidental damage total



The new ERS building in Swansea Vale. SWRM20150416D-001\_C

# Travellers could gain from TEFL job

IF you are looking for a job outside your comfort zone, why not try TEFL.

TEFL stands for Teaching English as a Foreign Language, and refers to teaching English to students who do not consider it their first language.

It is usually performed in the students' own country, and can be

taught in public, including state schools, or privately.

Salaries for TEFL tutors will vary from country to country.

Typical rates can range from between around £600 per month for positions in Europe or central and South America — often the least

lucrative locations — to almost £1,000 per month in areas of high demand, which include Hong Kong and South Korea.

Many employers provide subsidised rent or even free accommodation and meals for their teacher. Visit [www.reed.co.uk](http://www.reed.co.uk)

# PAYE scheme explained

ONCE we earn over a certain amount, we all have to pay income tax and National Insurance.

Here, the Money Advice Service explains how it works:

The Pay As You Earn system, shortened to PAYE, is the process allowing workers to pay income tax and National Insurance.

An employer automatically calculates how much the worker needs to pay, and takes it out the pay packet before they get it.

Everyone has a personal allowance of £10,600 which they can earn without owing tax. Over that amount they will pay 20 per cent of their money to the HMRC, and any money earned over £42,385 will be subject to 40 per cent income tax.

A worker starting a new job will be required to hand in their P45 form (given to them by their previous employer) or fill in a P46 form. This will help HMRC calculate your correct tax code. Visit [www.reed.co.uk](http://www.reed.co.uk).

# Speakers can use nerves

EVEN the greatest of extroverts can find public speaking the most unnerving experience.

Alison Townley, an independent learning and development consultant spoke to [jobsite.co.uk](http://jobsite.co.uk) on how to overcome the fear.

"Public speaking is typically not the introvert's natural habitat or preferred means of communication," she said.

"It poses a number of challenges, including the inevitable nerves, fear of being caught out and a tendency to go into more detail than the audience may need or want."

"My advice would be to plan your talk with the key take-aways in mind."

"Namely, what do you want people to do with the information you are giving them?"

"Think about your audience, what you know about them."

She adds speakers should not over-rehearse as it can lead to a wooden delivery.

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