



Muhammed Mahmood

What is your role at Trescom?

My role at TRESKOM is Project Coordinator for the Skills for Success Project in Leeds. I help those unemployed & economically inactive to gain the necessary training & skills to access the labour market with confidence so they can overcome any barriers to seeking employment.

What happened when you first got here?

When I first arrived at TRESKOM I was introduced to the existing TRESKOM Team & the new recruits. Subsequently, we were given the necessary overview of our roles (basic training) & which location we would be based as well as an induction, Health & Safety policies, & company policies. Most importantly, right from the outset I have understood that TRESKOM is a social enterprise with a genuine ethos of being socially responsible for the communities that they serve & this is evident in the organisational culture. It is a small organisation with growing success under their statement of being socially responsible, inspiring not only community groups but the staff working within TRESKOM. They have certainly have, & are having, a positive effect on me.

Is the job how you expected it to be?

Yes, the job has been as I have expected to be as any project that needs to be managed. It has challenged & inspired me to be socially responsible in my job role.

How is the atmosphere at Trescom?

The atmosphere at TRESKOM is one of support & guidance – I can go as far as to say it is a family atmosphere; all the staff are extremely helpful & close knit.

Have you been given any support or training?

Yes; support & training is on-going.



Muhammad Mahmood



What difference do you feel in yourself by being employed here and how did you feel before when you were unemployed?

I have never been unemployed until April 2009, & it was a culture shock. Being back at work at TRESKOM has instilled a new found confidence & belief, coupled with being able to help those from varied community backgrounds that are in a similar position that I was in around 10 months ago - all round it means job satisfaction. A real boost to a person's self-esteem.

Give examples of anything that you are proud of, have learnt or have achieved etc at TRESKOM?

I have learnt how to market TRESKOM to various public sector & community organisations within the most deprived areas of Leeds using my own initiative as well being in regular communication with the clients via the phone or face-to-face.

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Sairah Ali



What is your role at Trescom?

My role at Trescom is Admin Assistant on project marketing and promotion.

What happened when you first got here?

When I come in to Trescom I had an Induction. What really helped also was that I was told about Health and Safety. I was told that Trescom was about helping the community.

Is the job how you expected it to be?

No it is different to what I expected to be because I thought I was just going to do admin assistant role but I got to do marketing also, so I enjoy doing both roles at Trescom. The marketing involved creating leaflets, designing presentations, helping with creating the new website. I also have been taking pictures and editing in Photoshop for the learners and the staff.

How is the atmosphere at Trescom?

The members of staff are really good to work with also the atmosphere at Trescom is really good so I'm pleased for working with Trescom.

Have you been given any support or training?

I have been given support on how to use the telephone, photocopier, faxing and other office duties. I have not yet been on training but I am going to go for training by end of this month

What difference do you feel in yourself by being employed here and how did you feel before when you were unemployed?

Before Trescom I wanted to do admin. I feel good because when I'm at Trescom I get to do all sort of tasks and I get to learn a lot of different things that will help me in the future.

Give examples of anything that you are proud of have learnt or have achieved etc at TRESKOM?

I'm really proud of the leaflets that I designed had been printed out and been given out to people at Job Centre Plus and to other Community Centres around Bradford I also designed a power point Presentation that was for a really important client who was visiting Trescom he was really pleased with the Presentation when he saw it and said that he never expected there was going to be such a good power point presentation.

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Baljit Samplay



What is your role at Trescom?

I am an Administrative Assistant for the Skills for Success Project and I'm based at the Leeds office.

What happened when you first got here? (Induction, Health and safety, Training etc) ?

On my first day I met the other new staff and then we were given training on what TRESKOM was about and health and safety training. I also went through the company policies and procedures with my new colleagues.

Is the job how you expected it to be? Could you please explain why /why not?

Yes, the job is how I expected it to be. I am doing a lot of administrative tasks like filing, inputting data on Excel, answering the telephone and so on.

How is the atmosphere at Trescom?

I really enjoy the atmosphere at TRESKOM it is really friendly and my work colleagues are always willing to help.

Have you been given any support or training?

Yes, I have been given support and training from my work colleagues and the senior staff at TRESKOM.

What difference do you feel in yourself by being employed here and how did you feel before when you were unemployed?

When I was unemployed I felt not very motivated and was really depressed. But now I am happy and enjoy being at work and employed again. It means that I am also learning new skills thanks to TRESKOM.

Give examples of anything that you are proud of, have learnt or have achieved etc at TRESKOM?

I have learnt how to deal with people over the telephone and when they come face-to-face too.

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Graeme Swinbank



What is your role at Trescom?

My role is as an administrative support assistant working on Trescom's Social Enterprise Project with the University of Bradford's School of Management. My general duties include preparing documents, planning and scheduling appointments, taking phone calls, printing/photocopying and other office associated tasks.

What happened when you first got here?

The first thing was the induction, I was shown around the building, told the general procedures regarding work hours, holidays, sick leave etc and shown the companies policies regarding health and safety, diversity and equality. I was then given some information about the company and the work that it does, and completed the necessary forms to make my employment complete.

Is the job how you expected it to be?

After my interview I had a good idea of what working at Trescom would be like, the staff seemed very helpful and friendly and since starting work there have been no big surprises. The one thing that has been better than I expected is the work I am involved in, I find it quite interesting and find myself learning quite a lot.

How is the atmosphere at Trescom?

The atmosphere is very good, as stated above the staff and all very friendly and approachable.

Have you been given any support or training?

The only training I have received so far is my induction where I was briefed on how things work at Trescom.

What difference do you feel in yourself by being employed here and how did you feel before when you were unemployed?

When I had been unemployed for a while I often found myself bored, and had lost some of the motivation to get things done. Being in employment gives me a purpose and I already feel that if I had to look for work again I would have more confidence and be able find employment easier.

Give examples of anything that you are proud of, have learnt or have achieved etc at Trescom.

Since starting work at Trescom I have mostly been involved in work regarding social enterprise. I knew very little about social enterprise when I began working here, but I now have an understanding of the work they do and how they work to achieve their goals. Having only worked at Trescom for a short amount of time this is very limited at the moment, however I feel I will be given the opportunity to learn more in the future.



Hina Begum



What is your role at Trescom?

I am an Administrative Assistant. My duties include:
Filing, photocopying, faxing, scanning, printing, and letter dispatch
Dealing with client's enquiries over the phone and face to face
Stock control of office stationery
Creating, Designing and Updating Clients records on the database and staff time sheets on spread sheet
Assisting with the delivery of project and paper work.
In addition to that I do any work when and as required. Like when required I go to the offices of other organisations with whom Trescom work in partnership to hand over important documents. Such visits to other organisations on behalf of Trescom are developing my social and public dealing skills very well and as well as my professionalism.

What happened when you first got here?

Before coming here I was a bit nervous but when I actually being here every body supported me. We had our Induction and health and safety awareness session done. I was told about the company, what Trescom does, what its values are, what attitude it wants, etc.

Is the job how you expected it to be?

Yes, this job is more than what I expected it to be. Its flexible, atmosphere is relaxed and as well as supportive. Along that, training opportunities are open to staff. There are three things an employee looks for i.e. Flexibility, motivation and environment. Since I joined Trescom I have found all of them here. I receive vouchers and support (help and training) from our colleagues and the other officials working at higher positions in the hierarchy that in turn motivates me and I work more effectively. Secondly, flexibility is there in a job if I have got an appointment or an urgent piece of work I can take time off from work. Along that training opportunities are open to staff. I do variety of jobs from office to class rooms and at various locations. It keeps me going and well motivated and enthusiastic about what sort of work coming up next? In addition to that I do a range of duties that enhancing my overall work experience, confidence and competence.

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Hina Begum

How is the atmosphere at Trescom?

Atmosphere is very relaxed. Colleagues and officials working at higher positions in the hierarchy of organisation are supportive in every manner.

Have you been given any support or training?

Yes, I have been given support by the senior staff members and also by the directors practically and emotionally.

What difference do you feel in yourself by being employed here and how did you feel before When you were unemployed?

I feel myself lucky to have that chance to be a part of Trescom's success and I am glad that I am getting myself trained here. So far I could see a great difference in myself I am more ambitious than ever, I am more adaptable and more confident. I am going to have an accredited training by the end of March. I have realized that I have got an enthusiasm, flexibility and skills but Trescom have got that platform where we can put our skills in to practice. For me, Trescom is a mould where they will shape my skills according to my needs and will turn me into different person to whom the world will call professional. Before when I was unemployed life was worthless and I felt as I was in the state of hibernation (there was no growth) now I feel I am growing .It's a foot in the door.

Give examples of anything that you are proud of have learnt or have achieved etc at Trescom.

I am proud of helping community in this job. I went to Women Zone to assist my colleague with the delivery of FSE project covering Employability skills and Food and Hygiene. I helped a lady who was from Pakistan. The most surprising thing that I discovered was that lady was completely unaware about her own qualities and skills. When I asked her she under estimated herself but the good thing I asked her what were her subjects in GCSE and I dragged that information out of her and make her sure about her strengths and that gave her confidence that I could see on her face. The difference I made in her life was glowing in the form of confidence on her face.

How long were you unemployed before joining Trescom?

I have been doing voluntary work since 2007.This is my first paid job in the last three and a half years. I thinks future jobs Fund is an amazing campaign.



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Alex Sunter

What is your role at Trescom?

My role within Trescom is administrative assistant, I type up CV's, help the trainers with paperwork, organise paper work, research available jobs, deal with customers both internal and external, both in person and on the phone, contact customers with regards to appointments, make beverages, purchase items, pay-in cheques for the company and other miscellaneous jobs when required.

What happened when you first got here?

An induction was given, going over the details of what the company is about, shown around the building, shown fire exits and advised with regards to health and safety and data security.

Is the job how you expected it to be?

It is roughly how I believed it would be. As my job title describes I am to do general admin work and as such that is what I have been doing for the company.

How is the atmosphere at Trescom?

A friendly and supportive environment, a small team who are optimistic and approachable. A relatively relaxed environment.

Have you been given any support or training?

Whenever aid is required I can usually find someone to help.

What difference do you feel in yourself by being employed here and how did you feel before when you were unemployed?

It feels nice to actually be employed in a nice and friendly environment. While unemployed it was a constant worry seeing money go down, searching for jobs every day, cleaning the house rinse and repeat became depressing after several months.

Give examples of anything that you are proud of, have learnt or have achieved etc at Trescom.

One of the things I am proud of was using my Microsoft office skills to there full potential. I was requested to create a spreadsheet that did multiple calculations and presented the data in a user friendly way. Creating a spreadsheet that would be used for budgeting was very pleasing. The same also applied with a PowerPoint presentation I was asked to design. I also have been recognized as having an excellent telephone manner and once the new telephone system is installed, I will be the key contact person here.





William MacGregor

What is your role at Trescom?

I am an Administrator at Trescom Research and Consultancy Ltd. I work mainly on the Security Accredited training provision and I'm based at the Bradford office.

What happened when you first got here?

I attended the induction where I was told of the health and safety regulations. I was given communications and computer based I.T. training. I was given a warm welcome by the staff and introduced one to one on a name and background relationship.

Is the job how you expected it to be?

The job is more varied than I first thought with activities and job roles changing day to day, I also expected the job to be quite stressful with the amount of work given but it keeps me happy in the end as I have great support from co-workers completing the tasks at hand.

How is the atmosphere at Trescom?

I really like the atmosphere at Trescom, everyone is polite and professional and easy to get on with. I feel comfortable and can get on with my work at hand. I also know if I need any support or help I feel comfortable to ask for it.

Have you been given any support or training?

Yes I have been given great one-to-one support with different employees learning all aspects of the working environment. I have also learnt Microsoft word and excel with a greater knowledge of it than before. I am learning really quick and becoming quite independent at my job.

What difference do you feel in yourself by being employed here and how did you feel before when you were unemployed?

I felt disheartened and de-motivated trying to find work with not many opportunities to prove myself to an employer. I now have been given the chance and feel really enthusiastic to show that I can be reliable, hardworking and willing to improve.

Give examples of anything that you are proud of, have learnt or have achieved etc at Trescom.

I am proud I have learnt to cope with large workloads and meet deadlines, I've also learnt to present myself in a courteous and professional manner.





Owen Holmes



What is your role at Trescom?

Admin Assistant. I work for the Social Enterprise project and I'm based at Trescom's office at the School of Management.

What happened when you first got here?

I was given a tour of the building and then shown the company policies along with health and safety training.

Is the job how you expected it to be?

My roles were described fully during the interview and therefore were as expected.

How is the atmosphere at Trescom?

Professional but friendly.

Have you been given any support or training?

I have been trained fully to complete any tasks given to me.

What difference do you feel in yourself by being employed here and how did you feel before when you were unemployed?

I feel like a valued member of the company, unlike before where I did not feel like a valued member of a company.

Give examples of anything that you are proud of, have learnt or have achieved etc at Trescom.

I have not been working here long and therefore have not had a chance to make a huge difference however I expect that as I continue to work I will make many contributions to my workplace and that I will be proud of my work here.