

In Work Support

A fresh approach to job retention and career advancement



Renovo provides bespoke telephone and web-based employment support that's both high quality and low cost. Each month we help more than 3,500 people secure new employment, overcome challenges at work or advance their career.

Renovo's In Work Support Programme is designed to provide support to people in work. The programme has three distinct elements. It helps people to:

- Retain their jobs
- Improve their knowledge and skills
- Advance their careers

This is achieved by a combination of one-to-one support, tailored to the individual, and access to a great wealth of information, guidance and tools.

24-hour support lines.

Renovo's telephone helpline is open 24 hours a day, 365 days a year, so customers can get help exactly when they need it. As well as giving specific career coaching, our experienced professionals also provide emotional support, counselling, legal advice and financial guidance. They encourage callers to consider all their options and help them formulate an action plan.

Online tools and resources.

Programme participants get 24-hour access to extensive resources on Workfriend, Renovo's online employment portal. The key features are:

- **My support** - advice and guidance on overcoming barriers to career advancement. Customers have a private (password protected) area where they can view their progress and communicate with their work coach or the Workfriend community
- **My career** - hundreds of videos, fact-sheets and podcasts show what employers are looking for, plus a Career Pathway tool and an aggregated job search facility that automatically collates relevant job adverts from across the internet
- **My skills** - customers can assess and improve their skills and discover what's required for different industries and roles.



“In the last 12 months, Renovo helped more than 20,000 people find work, stay in work or advance their career”



Personal work coach.

Every customer has their own, personal work coach who is available via telephone and email during extended working hours. The work coach will help the customer to rebuild their confidence and motivation, overcome barriers to career progression, resolve conflicts at work, identify opportunities for advancement and find training providers. This support is tailored to the individual and involves developing a personal career advancement plan.

Support for managers.

Renovo's employment specialists can help managers to lower absenteeism, decrease tardiness, improve safety records and retain employees. Via our manager support helpline, managers have instant access to experts who will help to mediate situations and will coach them on how to approach employees in a non-confrontational style. They also have access to the manager support section of our online portal, Workfriend.



Ensuring customer engagement.

Encouraging customers to continue using the programme is crucial to ensuring the best results. Work coaches agree with participants how often, when and how they will communicate with them. This is backed up with a range of other ways to keep customers engaged, from email and SMS marketing to social media facilities, automated customer journeys and dynamic assessments. We also have an extensive reward and incentive programme offering customers a wide range of benefits in return for their efforts on the programme.

Benefits to your organisation and customers.

We fully appreciate the importance of your relationship with those we support on your behalf. Renovo's service is very flexible and can be quickly tailored to suit you and the needs of your customers. Your Renovo account manager will ensure our service is delivered consistently and in line with your requirements and quality standards.

- Help more people achieve lasting outcomes
- Operate your services with increased efficiency
- Deliver your services with reduced operating costs
- People you help will have access to specialist counsellors
- Your services can be available 24/7 every day of the year.

For more details about Renovo's In Work Support Services, please contact us on:

call **0800 612 2011**

mail info@renovo.uk.com

or visit www.renovo.uk.com

renovo
EMPLOYMENT GROUP