

JOBS



Cardiff Council

Supporting Cardiff Residents into Work

Cardiff Council's Into Work Advice Service provides residents of the city with a complete employment and skills package, supporting people who are out of work or those wanting to upskill into higher paid and more sustainable work.

Established in 2018, the Into Work Advice Service (IWAS) supports people to secure and progress in employment through mentoring, access to training, and removal of barriers. The service focuses on those who are furthest away from the job market and have the most barriers to entering employment. Utilising different funding streams, this non-statutory service ensures that dedicated provision is available for a range of client groups:

- 16–24-year-olds not in employment, education or training
- Individuals aged 50+
- Individuals who are in work and facing poverty
- Individuals who are homeless or at risk of facing homelessness
- Refugees
- Care-experienced young people
- Individuals with learning difficulties, learning disabilities or autism
- Individuals who are long-term unemployed

The support provided focuses on getting people the skills needed for local employment and supporting them through the job searching process. The service can access funding for specialist training including SIA Licence (Security Industry Authority), CSCS card (Construction Skills Certification Scheme), and COSHH (Control of Substances Hazardous to Health). To help remove barriers, funding may be provided to help with childcare or travel costs (for interviews and training), interview clothing and Personal Protective Equipment.

The route individuals take to employment can vary. Combined with the mentoring support available, the service includes a variety of different teams to support local citizens on their journey

to employment including Adult Learning Cardiff, Digital Support Team, Volunteer Cardiff and Cardiff Works, the Council's in-house recruitment agency.

Social Value

IWAS are working with [Ardal](#), the Council's procurement service, on the development of the Council's new Socially Responsible Procurement Policy. Targeted social value requirements are being included within Invitations To Tender, obliging contractors to work in partnership with the Into Work Advice Service on a contractual basis to deliver maximum impact for local communities. A plan has been formulated specifically for the large-scale development being undertaken in Cardiff Bay, including the construction of a 15,000-seater multi-purpose indoor arena, to capitalise on the opportunities afforded by the developments through both construction and operational phases and focusing particularly on benefits for the immediate surrounding communities. IWAS and Ardal are continuing to work together to assess and influence contractors' social value commitments for each element of the development.



Staff at a Resettlement Event

By analysing the local market and working with businesses as well as other Council departments, the Into Work Advice Service has developed a range of dedicated programmes, targeting growth sectors:

- **Onsite Construction Academy** – Onsite Construction Academy South East Wales (OCA) is a training, experience and employment programme for careers in the construction industry.

Funded by CITB (Construction Industry Training Board) and delivered by IWAS, the OCA supports contractors and jobseekers (new entrants, returners and career changers) of all ages across the Cardiff Capital Region, preparing jobseekers for work in the sector through on-site experiences and funded training. Candidates represent some of the most disadvantaged and under-represented demographics including the unemployed, economically inactive, long-term unemployed, young people not in education/employment/training, care-experienced young people, over 50s, ex-offenders, people from ethnically diverse backgrounds, and females. IWAS is partnering with several major contractors operating in the city including Wates Residential and Encon Construction via the OCA to provide pathways to employment in the sector, while also supporting the achievement of Community Wellbeing Benefits targets around employment and skills. In 2024/25, 246 people completed the OCA training and 53 gained employment in the construction sector.

- **Teaching Assistant Academy** – This Academy offers pathways into teaching assistant roles in local schools. The opportunities available to participants in the Teaching Assistant Academy were strengthened in 2024 with the addition of the [School Holiday Enrichment Programme](#). Participants were assisted to apply for temporary employment opportunities over the summer, supporting young people with Additional Learning Needs; some of the participants subsequently secured full-time roles in September. In total 70 people were supported into employment as teaching assistants in 2024/25.
- **Cardiff Cares Academy** – This Academy offers pathways into sustainable roles in health and social care including individually tailored mentoring and support applying for suitable opportunities with local care providers. Fully funded training is also provided including dementia awareness, food safety in catering, and safeguarding. To overcome financial barriers, the Academy can pay for DBS applications and funding is also available to help people complete driving lessons. 152 people were supported into employment in 2024/25.

Building on the success of the Academy model, specific ‘Get into...’ employment training has been developed for sectors where there is a lack of skilled workers and recruitment is proving challenging. Throughout 2024/25, 107 ‘Get Into...’ programmes were delivered for employment sectors including administration, retail, hospitality, railway maintenance and barbering with 42 specifically focussing on the care and construction sectors.

“...the staff at Cardiff Care are simply the best team to work with, they gave me all the support and guidance needed and helped me through to securing a job in the care sector. I’m grateful and thankful to each of them for the opportunity and their dedication towards every trainee, ensuring everyone is settled and well-equipped with all the experience and skills needed to succeed.” –

Cardiff Cares Academy participant

**6,944 people
supported
into work
since 2019**

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