



Part of the Department  
for Work and Pensions

Jobcentre Plus

To Flyglobespan Employees

**December 2009**

Dear Sir /Madam,

We are writing today to Flyglobespan employees, to ensure that you receive the very best advice and support from Jobcentre Plus during these difficult times.

We understand the impact and far reaching consequences that redundancy can have upon the lives of individuals and whether your immediate concern is claiming benefits or finding alternative employment. I hope that you will be supported both professionally and courteously by Jobcentre Plus staff.

I want to ensure that you are fully aware of the extensive range of services that Jobcentre Plus offers through its Rapid Response Service to support people who have been made redundant and help you back into employment quickly.

This support includes:

- Providing information about alternative jobs within the labour market
- Matching you to known vacancies in the area
- Helping you draw up CV's
- Helping you enhance their job-search skills, and
- Providing general information about benefits and taking claims.

### **Making a claim to benefits**

If you would like to make a claim for benefit, the first step is to call **0800 0 55 66 88** or **Text phone: 0800 0 23 48 88** if you are deaf, hard of hearing, or have speech difficulties. Phone lines are open from 8am to 6pm, Monday to Friday.

An operator will guide you through making a new claim and will tell you what will happen next. Alternatively for some benefits you may be able to claim online. Further details of how to do this are available at [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk).

### **Applying for a Job**

Our Job Kit "Find your way back to work – Job Kit Practical help and advice when applying for jobs" provides helpful advice on finding work. It includes CV and interview tips together with information to help you overcome any concerns, find

and get the job you're looking for. These are available from local Jobcentre Plus offices or can be downloaded from [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk).

Each **Jobcentre Plus office** has touch screen job points, where you can search for suitable vacancies. Staff will be on hand to help you navigate the system.

Our **telephone job matching service** can help you find a permanent, temporary, full-time or part-time job. We can tell you about vacancies in your local area and beyond. If you're interested in a job, we can tell you how to apply, send you an application form and, whenever possible, ring the employer to arrange an interview.

- Call 0845 6060 234. Lines are open between 8am and 6pm Monday to Friday, and 9am and 1pm Saturdays.
- Or, if you are deaf, hard of hearing or have speech difficulties, call our text phone on 0845 6055 255.
- If you speak Welsh, call us on 0845 6067 890. Or, if you are deaf, hard of hearing, or have speech difficulties, call our text phone 0845 6044 022.

There are two ways in which you can search for the vacancies held by **Jobcentre Plus online**. The first is using the Jobcentre Plus jobsearch facility through our website [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk) by selecting "looking for a job", then "search for a job". Your second option is via [www.direct.gov.uk](http://www.direct.gov.uk). Both sites access the same vacancies but offer different search criteria, so you can choose the one that best suits your needs.

### **Other Advice and Support**

Jobcentre Plus offers a number of programmes and services to help Jobseekers and unemployed people and others who may need extra help in finding work. Further information about opportunities available can be found at [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk) or at your local Jobcentre Plus office.

### **Xmas and New Year 2009/10 Opening hours:**

Jobcentre Plus' offices are closed Xmas Eve, Xmas Day, Bank Holiday Monday and New Years Day.

All offices are open between 9.00am and 5.00pm as a minimum, while some have extended opening hours for appointments. Contact your local Jobcentre for details of extended hours.

Yours faithfully

On behalf of Jobcentre Plus