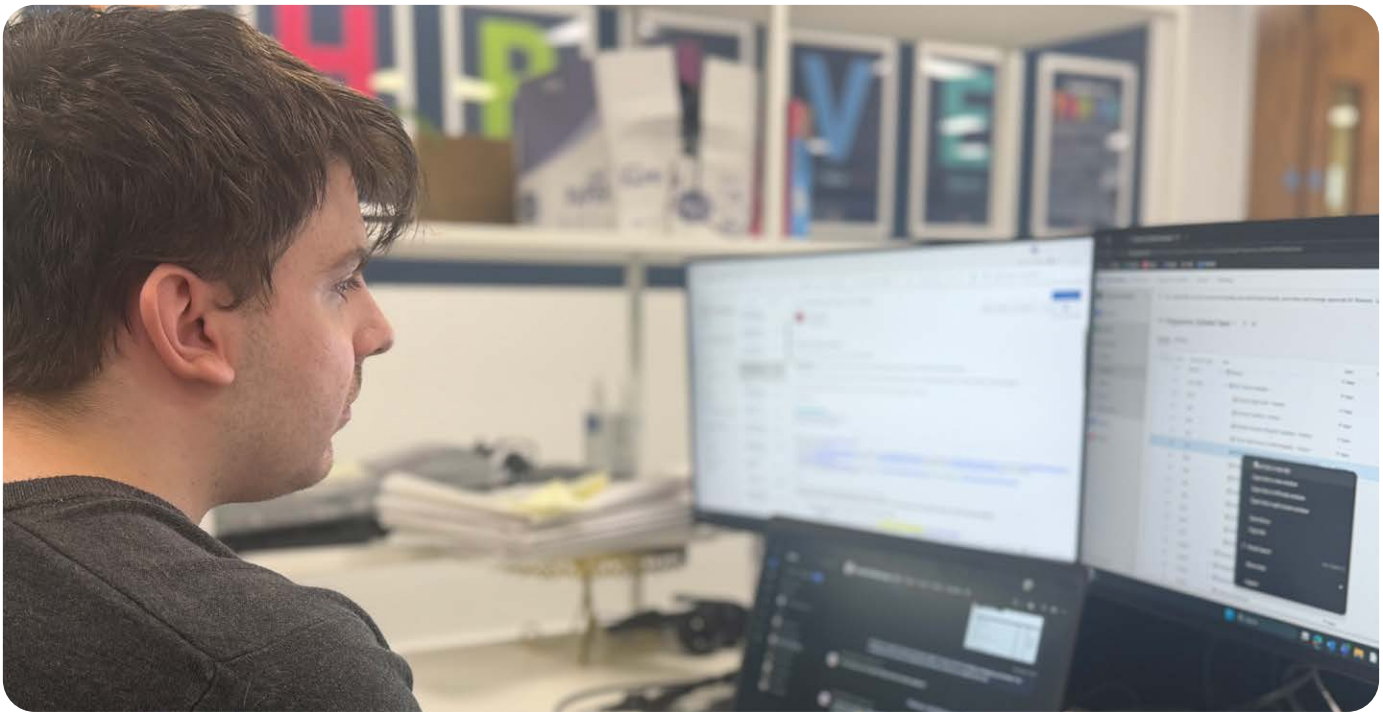

Building confidence and contributing to change

Cartrefi Conwy has partnered with Registered Social Landlords across North Wales to offer 16-week paid placements, helping participants gain housing experience, build confidence and explore careers in customer service, community support, tenancy and income services.

Chris joined the Business Transformation team, providing valuable support with process mapping, legal research, documentation and meeting actions during a busy stage of the programme.

He quickly learned Microsoft Visio, working with Product Leads to map new processes. Supporting the Transformation Programme Manager and shadowing Customer Services has broadened his understanding of housing and potential careers.

His growing confidence helps him share ideas, ask questions and challenge assumptions. His fresh perspective encourages the team to rethink processes, while his support frees colleagues to focus on service improvements.

Chris's experience

During my placement, I've learned Visio and DevOps and contributed to Programme Dyfodol. I created a legal register covering relevant housing legislation and differences between Welsh and English requirements.

Working with colleagues, I've mapped current and future processes, making complex information clearer. I also developed a timeline to track contract expiry dates and renewal decisions.

More recently, I've attended programme meetings and created registers to record risks, assumptions and dependencies. These tasks have given me practical experience of business transformation and opportunities to contribute to the team's work.

"Chris has been a really positive addition to the team. He's grown in confidence, picked up new skills quickly and brought a fresh perspective to our work."

Gareth Leech, Assistant Director of Business Transformation