



**NatWest
Group**

Belfast LTSB Case Study Booklet

Meet Lynsey!



I'm Lynsey. I am the Career Development Manager for LTSB in Belfast. I am so proud of the work that we accomplish at LTSB! We support the young people who need us most into sustainable employment.

Ulsterbank is a very supportive environment, and they wish to support, maintain, and develop young people! The staff at Ulsterbank provide fantastic, individualised coaching for our young people to help them succeed!

At LTSB I do my very best to support our young people, I am adaptable and tailor our programme to meet their needs and to

help break down any barriers in place preventing them from taking their first steps into a sustainable career!



Meet Taylor!

Hiya I'm Taylor, I'm 21 and I'm from Coleraine. My hobbies are Football either watching Man united or playing for my local team.

I also volunteer in my spare time within the Army Cadet Force as an adult instructor, which includes teaching people aged 12-18 skills for life like first aid navigation and stuff they wouldn't normally do like adventure training or shooting!

Why LTSB?

What made me apply for the LTSB program was I was working at the time as a steel engineer / iron worker, and I saw this program and I wanted to challenge myself as I had always worked in hospitality either as waiter/barman or a chef and I wanted a change to find a role where I still supported people but not in the restaurant industry as

at the time it wasn't a secure job. I always had an interest with banking even though I wasn't good with numbers, but I had family who worked in the industry, and they highly suggested it!

What was your journey like across the LTSB programme?

My journey with LTSB was like a rollercoaster. From day one of when I replied I was welcomed by Ciaran, and he took me on board to start the programme. Unfortunately, it was all over zoom as at the time covid was still prevalent and we were only coming back into normality at that stage but even on zoom I felt like I was in the same room everyday with everyone else and that even though we had a rough past year there were plenty of laughs!

How did you find transitioning from the LTSB Bootcamp to your role with Ulster bank?

Transitioning from the boot camp to Ulster Bank was very smooth and very relaxed in my opinion. This is my opinion because during the bootcamp at the end we had a 2-day induction up in Belfast with Ulster bank with our new Team leader Joe. From arrival he made us feel welcome and showed us around and where we would be working. Over these two days it wasn't lectures about Ulster Bank it was do activities within our team for LTSB. When it did come to the first day of work after we all got the job it felt a lot less daunting due to those insight days and from all the help Joe gave us!

How are you finding the apprenticeship?

The GHB apprenticeship we are doing at the minute for Level 2 providing financial services is going well! Our coordinator Uel is amazing and when we have any questions about something we don't understand or if you want him to look at a piece of work just to get an opinion on it, he is always straightforward and he always tries to help point you in the right direction by maybe phrasing a question to tie into a hobby or passion you do so it's easier to understand!

Would you recommend this programme to other young people?

Yes, I would highly recommend this programme to other young people! I would recommend it because you can get brilliant life skills out of the apprenticeship and out of the bootcamp and a qualification that is quite rare to see that can take you anywhere within the financial sector and even beyond it! Also, another big recommendation for doing this is that you'll make friends for life as I've only known the people who I came in through with for 6-8 months and I feel like I have known them for years!



Do you have a personal mantra?

My personal Mantra or motto is " palma non sine pulvere " which stands for no reward without effort which is a thing that I think every day and remember the more I put into the something the more I will get back out of it!

Anything else to add?

No nothing at all apart from anyone who does apply for this programme or apprenticeship or is even thinking about it the best thing to do is to not stress. You have a brilliant team at LTSB who will look after you and I couldn't recommend them highly enough and even if you do come work with Ulster Bank, don't be scared to come chat with the current apprentices as we are all happy to help!!



Meet Bryan!

Tell us about yourself and why you decided to join the LTSB bootcamp?

Hi, I'm Bryan, I love football and having a laugh with my mates. Before I discovered LTSB, honestly, I was struggling and didn't really know where to turn.

I recently completed the LTSB Bootcamp programme and since then have been enrolled on an apprenticeship with Ulster Bank and believe that this is where I am meant to be, and that I wouldn't have got here without the help of Lynsey and everyone at LTSB through their support and this amazing opportunity!

Can you tell us a bit about your experience during the 2-week LTSB programme?

The two-week bootcamp took place over zoom. At first, I found this a little unnerving and challenging as I have issues with anxiety. However, after I got to know everybody and started working together through various group activities I started to feel as

if I knew these people for ages!

I found that the bootcamp was very supportive and inclusive, irrespective of your race, religion, gender, beliefs, or prior experience. I felt pretty confident going into the bootcamp, but not everyone will be and that is totally fine!

Having spoken to some of my now friends about it, they expressed their worries and concerns, but also their praise for how they felt their needs were catered to at every turn, and I can also hugely vouch for this as one day I could not attend but Lynsey who was running the bootcamp was very understanding of my situation and exceptionally accommodating!

Can you tell us what a day in the life in the Ulsterbank Academy (the first few weeks of joining Ulsterbank) is like?

So far it is my third week in the Ulster Bank academy. I really appreciate how there is extensive training as it ensures you know all the content and everything you need to

know before you start taking calls which makes you feel a lot more at ease and less worried.

At this point I have met my line manager Steph and two trainers Mark and David. My perception of a bank prior to the academy was very boring, formal, robotic and an unfulfilling place to work with dull people... but honestly, after only two full weeks and two days I can assure you, this is not the case whatsoever!

Steph, Mark, and David have all been amazing, so supportive, and importantly, funny. We are encouraged to ask questions, express and be the best possible version of ourselves.

Part of the NatWest purpose states, "championing potential" and it is evident to me that this really is more than just a saying!



Meet Caolán!

Tell us about yourself?

I'm Caolán! I'm Irish, born and raised in Derry, and I really enjoy horror films. I enjoy painting, building, and playing Warhammer 40,000, as well as Dungeons & Dragons. I'm a metalhead, and listen to some pretty heavy music, as well as playing guitar!

What made you decide to apply for the LTSB programme?

I had originally applied for the LTSB program after having sent out around 150 or so applications to other areas, positions and companies. Everything from HGV driving to collecting pint glasses in bars. It was surprising how many companies wouldn't even give me a response, either positive or negative, so I thought that I'd apply for the LTSB program, and if I didn't hear back, I would stop applying for a few weeks to make sure my head was okay. By the end of the day I had applied, I had finished the informal interview and been accepted for a place! I was shocked at how quickly the LTSB team had responded.

Tell us about your journey with LTSB?

Initially, I felt anxious. It had been a few years since I had properly worked, and that was daunting enough, let alone the thought of having to do it after a pandemic.

Once the bootcamp had begun, I realised that I was being anxious over nothing. Ciaran and Chris, my trainers, did a great job breaking the ice for the team and making us feel comfortable around one another. The journey is still ongoing, but we have met Lynsey and she had made us feel very supported and valued.

How did you find the transition from the LTSB bootcamp to starting with Ulster Bank?

Following the Zoom Bootcamp that my team had, I feel that this had a more positive effect on starting than anything else. From day 1 we instantly had a small group of people that we knew and felt comfortable with, which helped to break the tension. Several the staff we met in our first few weeks had also gone through the program themselves and that eased any worries that I had.

Once we had come through training, we were placed into our team within the contact centre. This was made up of other people who had previously gone through the LTSB programme and were working towards their apprenticeships. It felt very

welcome and supportive the first few days in that team, and I think as we're all going through the apprenticeship, we've all really clicked and become quite close.

How have you found the apprenticeship with GH Skills?

I have found that alongside the job itself, the apprenticeship work isn't really that difficult. As the two are so closely linked, it makes it a lot easier to stay motivated for both the role and the work, although I will say that it is important to keep an eye on time management and try to use it as effectively as you can. The modules that we have done so far have been broken down easily and I never feel like it's too much.

Would you recommend this programme to other young people?

Without a second's doubt, I would recommend it. It has definitely been a unique experience, having gone through the Zoom training, then the training for the role, and then moving into the contact centre with the knowledge that I have so much support and am being valued for what I do while also working towards something for my future.

Do you have a personal motto or mantra?

Spiral Out. Embrace the opportunities that come your way, don't shy away from failure or mistakes, never apologise for being yourself, or feeling how you feel, and most importantly, remember to enjoy the little things.

Any Other Comments?

Ciaran, Chris, Lynsey, and my LTSB team have been a fantastic help through the journey and have made it easier for me to feel more comfortable with the process. I really cannot thank them enough for the constant support, and the faith they've had in me, as well as the confidence they brought out in me! Here's to you folks!



Meet Holly!

Holly has just finished her initial training in the Ulsterbank Academy (October 2022). Here is what she thinks!

My first few weeks of academy have definitely been hard, but you always have the support there for you. When I first came here I thought I'd never be able to do this and the more you do it the more you start to get the hang of things.

Everyone is so patient and respectful and help you whenever it is needed! I still have a long way to go but I'm positive I'll get there with all the support.

What else have previous participants said?

'To sum-up overall work experience - I have enjoyed working in NatWest Group during bootcamp. Nothing but helpful individuals who will assist your needs. If I have to say great place to improve your communication skills if you are introvert like me.'

'It was one of the best experiences I've had and I wouldn't change it.'

'The most important thing I learned was to be confident while talking with others'