

WorkStart Guide

Advice on starting
a new job

www.oxford.gov.uk



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Congratulations! You have found a job and are preparing to start your new role.

We realise that starting a new job can be a challenging time with lots of changes to manage.

The WorkStart Guide offers practical information and advice that will help you make your transition into work easier. We hope that you will find it useful.

The WorkStart guide is also available online at www.oxford.gov.uk/workstart



First Day at Work Checklist

If you just started a new job, you may be feeling a little nervous before your first day.

It is important to remember that settling in to your new workplace takes time and that there are some actions you can take to make this a little easier.

If you are unsure where to start, these tips will help you successfully prepare for your first day at work.



Ensure that you are well rested

Go to bed early the night before your first day at work to make sure you get plenty of sleep and to accustom your body to the new routine.



Dress appropriately

Decide what you are going to wear and prepare your outfit in advance. Ensure that you look presentable and professional. Remember that through your appearance you represent yourself as well as your new employer. If you are struggling with the cost of buying new clothes and are in receipt of JSA, IS, UC or ESA, support is available through the Flexible Support Fund at the Job Centre Plus. Ask your Jobcentre advisor for details **before** you sign off.





Plan your journey to work

If you are using public transport, find out which bus goes to your new workplace, where the nearest bus stop is to where you work, and the length of time it takes to commute to and from work. Get up earlier in the morning and give yourself plenty of time to get ready and to commute to ensure that you arrive at work on time. All this information can be found on the Oxford Bus Company and Stagecoach websites.



Take a packed lunch

In case there is no canteen/ food shop near to your new workplace and to save money.



Remember any items you need

Many employers will ask you to bring some ID on your first day, so check if you need to and if you do, make sure you don't forget it in the morning. There may be other things you need to take for certain jobs, such as your driving licence or certain equipment.



Be patient with yourself and prepare to learn

Focus your efforts on learning about your new job and how to do it the best way you can. Try to show positive attitude and enthusiasm all the time as they influence your performance. Be friendly and approachable.



Manage your nerves

Feeling nervous on your first day (or even days) in work is normal, but do not let the nerves overwhelm you. Remember that you have been selected because you are the best person to do the job that was offered to you. Your employer has faith in you and wants you to succeed.

How to find suitable childcare

You can access all information about the current childcare provision in Oxford by visiting the Oxfordshire County Council website at www.oxfordshire.gov.uk

How to get help to pay for your childcare

There are various ways in which you can get help to pay for childcare: from tax credits, universal credit and tax free childcare, to free early education childcare.

Working Tax Credit and Universal Credit

Working Tax Credit can cover up to 70% of your childcare costs. In order to qualify, you must work 16 hours or more a week if you are a single parent, 24 hours for couples, and use a registered child-minder.

The maximum amount you could qualify for in the 2019-20 tax year is £122.50 a week for one child and £210.00 a week for two or more children.

From 11 April 2019, working families on Universal Credit may claim up to 85% of their monthly childcare cost. The most you can get is £646.35 a month for one child, and £1108.04 a month for two or more children.

Websites: <https://www.gov.uk/help-with-childcare-costs/tax-credits>

<https://www.gov.uk/help-with-childcare-costs/universal-credit>



Free early years education and childcare for two to four year olds

All three and four-year-olds in the UK can get 570 hours of free early education or childcare per year. It's usually taken as 15 hours a week for 38 weeks of the year.

Some two-year-olds are also eligible. If you earn less than £16,000 a year or are in receipt of certain benefits, you may be eligible for free early education childcare of up to 15 hours a week, starting in the term after your child turns two years old.

Not every childcare provider can offer these free places so you may need to contact different providers to find one that is offering them.

To find out more, including how to apply for this help, and a list of childcare providers in Oxfordshire – please visit the Oxfordshire County website at www.oxfordshire.gov.uk

Tax-Free Childcare

You can get up to £500 every 3 months (£2,000 a year) for each of your children to help with the costs of childcare.

If you get Tax-Free Childcare, the government will pay £2 for every £8 you pay your childcare provider. This is paid via an online childcare account that you set up for your child.

You can get Tax-Free Childcare at the same time as 30 hours free childcare if you're eligible for both. You cannot get Tax-Free Childcare at the same time as claiming Working Tax Credit, Child Tax Credit, Universal Credit or childcare vouchers.

Website: <https://www.gov.uk/tax-free-childcare> where you can use a childcare calculator to see which type of support is best for you.



Starting a new job will normally mean big changes to how you budget and manage your money.

When you start work, make sure you check with your employer how often they pay you, so you can plan your budget around it. Most employers will pay monthly, weekly or fortnightly.

Remember that the wage you get with your new job is before deductions. You should factor these new costs in when calculating your budget; with tax, national insurance and pension contributions being typical deductions. If you search 'tax calculator' into an Internet search engine you can find websites which predict the deduction you can expect on your wage.

You should consider setting up any direct debits or standing orders you have for the days following your pay day to ensure that these are all covered.

If your Housing Benefit or Universal Credit housing costs are currently paid directly to your landlord, be aware that once you start work you may have to pay some or all of your rent yourself. Consider if you need to contact your landlord in advance to arrange a way of paying your rent, such as a standing order or rent card.

If you find yourself struggling with money, advice centres in Oxford provide free, independent and impartial advice about debt, housing, employment, benefits, disability rights and local information.

Agnes Smith Advice Centre

96 Blackbird Leys Road, Oxford, OX4 6HS

Tel: 01865 770206

Opening hours Monday to Friday 9.30 – 5pm

Barton Advice Centre

Underhill Circus, Barton, Oxford, OX3 9LS

Tel: 01865 744165

Opening hours: Drop in Mon 10am to 1pm for residents in the OX3 city Boundary area only, Appointments Tue to Fri 9am – 4pm

Telephone Advice for all Oxford Residents Mon to Fri 9am – 5pm

Citizens Advice Oxford

95 ST Aldate's, Oxford, OX1 1DA

Tel: 03444 111444

Drop in hours: Mon to Fri 10am – 2pm

Telephone Advice: Mon to Fri 10am – 4pm

Rose Hill and Donnington Advice Centre

Carole's Way, Rose Hill, Oxford, OX4 4HF

Tel: 01865 438634

Drop in hours: Mon and Wed 9.30am – 12.30pm and Tue and Thur 2pm – 4pm



Final word

If you have any queries which have not been covered in this guide, please do not hesitate to get in touch with us, our contact details are listed below.

Please also remember, that if you are having problems with your new job, we are still here to help. You can contact us by calling 01865 252 755 or via e-mail at welfarereform@oxford.gov.uk

Good luck with your new job!





Welfare Reform Team



Please turn
the page for the
Specialist Support
Directory.



How to contact us

-  01865 252755
-  welfarereform@oxford.gov.uk
-  www.oxford.gov.uk/welfarereform
-  109 – 113 St Aldate's Chambers,
Oxford, OX1 1DS

Specialist Support Directory

Alcohol and drug addiction

Turning Point

Provides a wide range of specialist services to people with alcohol and drug problems.

www.turning-point.co.uk/oxfordshire-roads-to-recovery

Carers

Carers Oxfordshire

A free service which offers information, advice and support to unpaid adult carers and adults in Oxfordshire.

Tel: 0845 050 7666

E-mail: carersoxfordshire@oxfordshire.gov.uk

www.carersoxfordshire.org.uk

Diabetes

Diabetes UK – Oxfordshire

Provides help and support to people living with diabetes in the Oxford area.

www.oxfordshire.diabetesukgroup.org/

Domestic abuse

Reducing the Risk of Domestic Abuse

Develops and delivers services for those affected by domestic abuse in Oxfordshire.

www.reducingtherisk.org.uk

Dyslexia

Oxfordshire Dyslexia Association

Offers advice, guidance and support to people with dyslexia and their families.

www.oxdys.org.uk

The elderly

Age UK Oxfordshire

Promotes the well-being of older people.

Tel: 0345 450 1276

www.ageuk.org.uk/oxfordshire/

Learning difficulties

Oxford & District Mencap

Provides help and support for people with learning difficulties in the Oxford area.

www.oxfordmencap.org.uk

Mental health

Oxfordshire Mind

Provides a wide range of information and support to people with mental health difficulties.

Tel: 01865 263730

www.oxfordshiremind.org.uk

Restore

Restore is an Oxfordshire-based mental health charity that supports people to take control of their recovery, develop skills and lead meaningful lives. They offer recovery groups, training and employment coaching to make this possible.

Tel: 01865 455821

E-mail: information@restore.org.uk

www.restore.org.uk