



PETER HOUGHTON

DWP Benefits advisor /Admin/ IT Support

Helping to maximise positivity, independence and participation

- A kind, caring, calm and consistent person who has the special skills, interest and passion needed to provide support to individuals in a group setting or 1:1.
- Able to communicate clearly concisely and with empathy; yet also able to command authority at the same time.
- He is committed to helping individuals make the most of opportunities available to them displaying advisory leadership qualities and employing exemplary professional high standards.
- Able to train, motivate and supervise others and co-ordinate all round team building skills

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PETER HOUGHTON

DWP Benefits advisor /Admin

PERSONAL INFORMATION

Nationality: **British**

Date of Birth: **17/11/1971**

Location: **West Midlands, UK**



Skills and proficiency

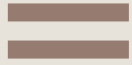
- Operating Systems and Networking
- Microsoft Word
- Adobe Suite Packages
- Mentoring and supporting individuals in-order to equip and develop their skills; such as in fundamental I.T skills, budgeting, tenancy support.
- Implemented a 'computers don't bite' program for the I.T suite. Comprehensive academic and work background offering support services to adults with complex needs such as in homelessness issues.
- Referred clients to external organizations that offered specific support.

Experience

SUPPORT WORKER AND ENGLISH TUTOR

Support Worker (Referral & Move-on) – Trident Reach Tutor, Mentor and Support worker

PERSONAL TUTOR:
ENGLISH LANGUAGE /
SOFTWARE/ GUITAR
Outsourced by firsttutors.com;
and www.thetutorwebsite.co.uk



Attributes and Skills

- Excellent listening, leadership and advisory qualities
- Excellent interpersonal skills
- Attains and adopts professional conduct
- Excellent level of customer service, offering a service second to none
- Desiring to acquire and develop additional occupational key skills
- Able to work to given deadlines and meet financial targets
- Experience of working with young people in community work, education and training, housing and support, youth work, social work and other equivalent settings.
- Delivering specialist support to disadvantaged NEET, devising various courses such as: 'computers don't bite ' 'Business English' and 'music tuition'
- Possess a robust knowledge and experience of employability and employer focused job support.





Positions Seeking:

- DWP Benefits advisor/ Admin
- I.T admin, Networking and support



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List of Qualifications

DWP Benefits advisor /Admin/ IT Support and I.T Networking Support

- Has advised customers living in supported homeless hostel, with applying for and obtaining necessary benefits and local amenities.
- Over 15+ years' experience working with computer systems, operating systems and also associated applications used at home and in the work place.
- Has built and maintained a few Pcs and laptops to design specifications, incorporating user friendly modules such as processor, ram, cables power supplies and connected devices.
- Have advised the general public on problems with their pcs – and performing diagnoses successfully.
- Has successfully connected and maintained a home network and introduced data servers to the network structure. Following on from this gained various qualifications for the workplace with Networking CompTIA 1000 A+

- Understanding Challenging Behaviour
- Child Safeguarding
- Health And Social Care
- Principals Of Care Social Care
- Mental Health Studies - Suicide, Violent Behaviour And Substance Abuse
- Supporting Individuals With Intellectual Disabilities and Mental Illness
- Working with Students with Special Educational Needs
- Record Keeping
- Principles Of Care Certificate
- Induction Awareness
- Role Of The Care Worker
- Hand Hygiene Training

Child Safeguarding:

- Level 2 Award In Child Safeguarding



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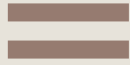


Experience

Benefits Advisor/ Support Work/ Housing Support Officer:

- Over 13 years' experience: in vocation and home: inspiring, motivating mentoring and supporting individuals, from different ethnic background, mixed abilities, and ages and also supporting colleagues at work. In addition, supporting individuals with new residential tenures with a stronger focus to maintaining long-term tenancies. Helping the customers to apply for benefits, often resulting in visitation to the local JobCentre Plus or careers advise service.
- Has worked with clients with complex needs, such as homelessness, drug, alcohol and violence abuse. Referring clients to A.A, L.E.A, S.I.F.A, when needed and also helping customers to make claims with relevant Government organisations; such as: D.W.P, Immigration, careers advice, employment agencies and other local authorities including bespoke services.

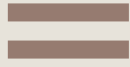




Education

- 2015 – 2021 - Additional Support Worker Qualifications
- 2014 Challenging behavior Certification
- 2014 Working with Students with Special Needs Certification
- 2014 principles of care Certification
- 2014 Train-the-trainer Certification
- 2014 Understanding your organisation Certificate
- 2013 Role of the Care Worker Certificate
- 2012 Trident Reach – Support Work – Supporting Vulnerable Customers
- 2011 PPDG Level 1 Employability and Personal Development Qualification
- 2010 E.D.I. Level 2 Certificate in Team Leading
Management Training and effective Team leadership Course
- 2009 PPDG Customer care course
- OCR Level 2 Certificate in Adult Literacy
- NVQ equivalent to level 2 and 3 in Information and Technology Certificate of Excellence
- Gained City and Guilds NVQ 706/1 levels 1 and 2 in catering
- GCSE English grade E grade 3 in oral communication
- German Language Certificate
- Certificate of commendation





Employment

Present:

Studying further:

I.T, M.C.S.A, and CompTIA +

Writing and publishing Guitar Tuition for the Beginner levels 1, 2 and 3.
Inc Tutors edition

Implemented and coordinated Guitar Tuition for the Beginner website:
www.privateguitartuition.com

Studying Additional Support-Work Qualifications:

Challenging Behaviour

Mental Health

Diploma in HR,

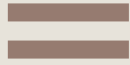
Working with Students with SEN

Customer Care



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Employment

Administrator/ I.T Support

ENVIRONMENTAL CONCERN LTD, NEWTOWN BIRMINGHAM

FULLTIME FREELANCE ENGLISH LANGUAGE / SOFTWARE/ GUITAR PERSONAL TUTOR:

Outsourced by firsttutors.com; and www.thetutorwebsite.co.uk

SIMON AND SIMON LANGUAGE SCHOOL, COVENTRY

4 week Contract Placement at: Terex International, Coventry.

via www.firsttutors.com/uk/it/.

SUPPORT WORKER AND ENGLISH TUTOR

Support Worker (Referral & Move-on) - Trident Reach Tutor, Mentor and Support worker

MANAGEMENT TRAINING AND EFFECTIVE TEAM LEADERSHIP COURSE

JHP Employability Project, Birmingham

MENTORING CHINESE STUDENTS TEFL

Home tuition, Classroom and One to one basis.

GRAPHIC DESIGNER SkyBlue/ Carillion

Sky Blue International Recruitment, Birmingham, UK, and Arena Printing.

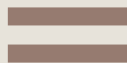
FALSTAFF MUSEUM, STRATFORD UPON AVON

ANIMATOR: 3d visuals of the museum



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Employment

WORKING WITH VARIOUS ART PROJECTS ACROSS THE CITY CENTRE

3dvisuals and animation for Arca's Bar and Grill, China Town; Grahame St residential complex; Logos for Mr. Egg, Logos Lettings agency Selangor, Kuala Lumpur, Business cards for Esakhelvi Newsagents.

STUDENT – TRAINING T.E.F.L TUTOR

A 4-week intensive training course assignment, combining studies of the TEFL diploma. Location: Jiangsu, China

READING VOLUNTEER

Bedford Junior and Infant School; Birmingham.

ASSISTANT MANAGER Drucker's Vienna Patisserie

Both sites: Touchwood shopping centre Solihull / Pavilions, Birmingham

SUPERVISOR: SOHO HOUSE MUSEUM/ COUNCIL HOUSE

Civic and Commercial Services Contract at Soho House Museum, The Council House.

AREA RELIEF MANAGER

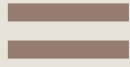
Oak Tree Care Shops Bearwood, Wednesbury and Bloxwich sites.

SALES CONSULTANT BELL AND JONES PHOTOVIDEO STORES

Bell and Jones Photo Video Shops - West Bromwich and Dudley sites



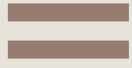
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Additional Skills

- Knowledge of networking and hardware fault finding
- Experienced in installing software applications
- All versions of Windows operating systems
- All versions of Windows Microsoft Office
- Knowledge of Adobe flash CS3, CS4
- Photoshop Elements
- Adobe Acrobat
- Adobe Creative Suite Cs2 – Cs5
- 3D Studio max 6- 2011 design suites
- Rendering systems: Vray; Scanline and Mental Ray
- CorelDraw /PaintShop Pro
- InDesign and Quark Express
- Web design Products: WordPress, Macromedia Dreamweaver Studio 8FTP (Filezilla), Flash
- Familiar with most peripheral devices and associated software
- Basic First Aid





Training Courses

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Relative Training Courses with: Alison.com, Parker Ascott, and Shaw Academy:

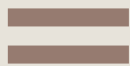
2011 – 2022:

- Understanding Challenging Behaviour
- Child Safeguarding
- Health And Social Care
- Principals Of Care Social Care
- Mental Health Studies - Suicide, Violent Behaviour And Substance Abuse
- Supporting Individuals With Intellectual Disabilities and Mental Illness
- Working with Students with Special Educational Needs
- Record Keeping
- Principles Of Care Certificate
- Induction Awareness
- Role Of The Care Worker
- Hand Hygiene Training



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Awards and Achievements



AWARDS: Chartermark Certification – Birmingham City Council 1999 - Nominated: Volunteer Support worker– Trident Reach 2012

Achievements:

Writing and publishing 'Guitar Tuition for the Beginner' series levels 1,2 and 3, Chord books and also a Tutors edition (now being sold on Amazon as pdf and physical books for students)

Trident reach -Washington Court Hub SUPPORT WORKER

My original submission for this appointment was just for volunteer support worker but it quickly transpired into helping clients with English language, Art and I.T classes as soon as the charity learned more of my skill sets. Many of the clients residing at the shelter I related to, as I had been homeless for a number of years after coming back from China. For me, the interpretation of support in this environment covers many areas of people's lives, from helping clients to live independently so they could move on into suitable accommodation. Many clients needed help with basic matters such as developing I.T skills, so they could apply for future housing and also benefits. Some clients needed specific support from external drug/ drink awareness teams, and referrals needed to be made. Confidential weekly meetings with the clients were addressed to help with customers needs, and accurate written reports and agreements were made and also signed with the client and kept for 6 months in the locked store room and brought out when a review appointment was made or the client needed to see what was in the report.

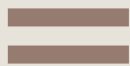
With a month of working at the charity a local business sponsored a new I.T suite and games room which then would be beneficial to the clients education, social integration and well being. Once the I.T suite was up and running, I designed a successful basic I.T programme within the complex and then ran proposals of how it would be run, with my line manager and how it could be staffed. The course was implemented within a few weeks and then later led, by one of my colleagues whilst I concentrated on my client case load.

Other projects in the hub included devising a bike restoration and hire scheme which the residents could be part of and learn new skills which also went before the board of directors and financial officers. Most of the funding from the lottery board. Other soft skills for the residents included art sessions to influence a more positive and creative direction and also wood-working by specialist tutors to ensure the residents were more inclusive. Each Monday there would be a review with the residents on matters that they feel are important to help them have a secure and safe environment. My appointment led me to external visitations; with my clients, through the court system, immigration departments and also coordinating viewings for new accommodation.

As part of the role I played within the charity, I was nominated support worker of the year in 2011 at the annual conference. Even though I didn't win. I enjoyed the recognition of my valued work through my varied skillsets.



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Awards and Achievements

Achievements:

Soho House Museum

Achievements included successful contribution of playing a part of Birmingham City council Environmental Health department gain CharterMark status. The main role in the museum tea room was to ensure customers were welcomed in a relaxing environment with refreshing drinks and food before and after their main visit to the museum building. More than often, offering historical information about the characters who built, lived and worked within the museum previously and who started the industrial revolution.

As the tearoom was a 1 person operation in the visitor centre, the role commanded that all duties were covered from opening, closing, ordering and receiving stock, preparing drinks and food, general cleaning and maintenance and other expected duties throughout the week. As part of the councils re-structuring of finances to the whole museum sector, the museum and a few others around the West Midlands became seasonal and also self service for the visitors, hence my transfer to the Council house.

Obtaining CharterMark status meant the Birmingham city council could obtain more recognition from business sectors who could potential re-invest in the council in other areas.

Also as part of my contribution to the gift shop for the tourists to purchase, I designed a few decoupage cards of select museums in the Birmingham, with a shortened version of the history of the place to be sold as mementos . Many people bought the sets to remind themselves of visits and connection to the heritage.



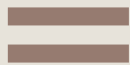
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Interests

- **Academic:** Studying different computer software packages
- **Artistic:** Enjoys sketching, graphic design and 3dvisualisation.
- **Cultural:** Modern architecture Egyptian archaeology, traveling and photography
- **Tutoring:** English Language, 3dsmax, Graphic Design Packages, Guitar
- **Languages:** Learning conversational Mandarin Chinese and written Korean
- **Musical:** Plays and teaches guitar, learning the flute
- **Sport:** Badminton, tennis, ice skating and canoeing



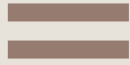


References

References Available On Request



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Employers Q and A



Document your suitability for the role in terms of Experience

During my employment and also studies I have always sought to help others as much as I can though my varied skillset. Many of my skillset range from caring, supporting, educating others and understanding vulnerabilities and how they can affect life variables and education. Work placements such as Trident Reach encouraged my growth in understanding other's needs, who faced vulnerability, sometimes of not of their own making. Most of our clients were referred to by: 'Midland Heart Single Point of Access' based in Birmingham city centre and then took accommodation, at the hub.

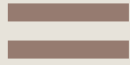
Handover meetings were held every day in the morning, as the environment changed quickly, with new residents entering the property all times of the day and at the meeting, the new resident appointed a support worker.

Some of the vulnerabilities that my clients faced, came from background of alcohol and drug abuse, domestic abuse, general homeless and some people who lived with intellectual disabilities

Afterwards, recognizing the clients' strengths, needs and requirements, meant approaching the individuals with encouragement so they could gain new skills and knowledge. The first priority for the clients being accepted into the accommodation through a risk assessment meeting, was to claim benefits. Most had a successful outcome to where they gained suitable accommodation with specialist support – such as in a sheltered housing complex. Some clients were referred to appointments with S.I.F.A, A.A or psychologist when and if needed.

Positive reflection and encouragement were made, according the resources of the hub, through various means and activities which they could involve themselves. Such activities included art class, woodworking, snooker and pool room, media room, support with I.T, a chess club and English class when needed. Regular encouragement for the client to connect and collaborate with his or her support worker was made every few days, or at random to construct a projection for the future. Each meeting with the client was confidentially documented following policy standards. **CONTINUED...**





Employers Q and A (continued below)



Personally, I had 6 clients as my skillset and time was applied in other ways across the homeless project. Once a suitable property was found for the client, it was imperative research to find out if the property would be suitable. This research covered the area where the individual could live safely.

Other supporting roles involved in teaching vulnerable children and adults, social skills such as English Language, art, I.T and learning and playing the guitar and recognizing the strengths and needs of the clients. My experiences throughout life, working with various communities, have led me on a course to understand and also train in various issues and topics with support and intervention when needed.

Recently I have successfully completed courses: ‘Supporting Individuals with Intellectual Disabilities and Mental Illness’, ‘Mental Health Studies - Suicide, Violent Behaviour and Substance Abuse’, ‘Managing challenging behaviour’, ‘Working with students with SEN’, ‘Managing Health and Safety in Schools’, ‘Health and Social Care’ and also ‘Child safeguarding level 2’. I am always researching and investigating many facets from looking at expanding my qualifications and experience; often looking at variables what I need to work on.

Understanding the welfare and safeguarding of adults and children and vulnerable persons is the very nature of a mentor, support work and teacher, to ensure safe environment for their client/s. My skills have led to cross employment boundaries to where I have been fortunate to observe, and deal with vulnerable people.

My knowledge and experience in I.T systems was influenced from over 25 years. I rapidly learned and how to use Microsoft Office Suites, Adobe Software to where I became very competent and with the information, built a few websites:

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www.privateguitartuition.com

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