

Warmstart

Case Study Rita Marinho





Rita Marinho

Began Warmstart Position: **August 2022**

Role: **Sub-contractor Support Coordinator**

Organisation: **Warmworks**

Born and bred in Porto, Portugal, Rita joined our sub-contractor support team in July on a temporary secondment.

After studying Marine Biology at Porto University, Rita moved to Scotland in 2017 and embarked upon a Fish Vaccination course at Stirling University and joined a company that took her to various countries including Greece, Croatia and Italy.

Unfortunately Rita was made redundant from this position, and when looking for a new opportunity, company culture was an important consideration. She was attracted by the Warmworks values and ethos and after applying for the role via our website, Rita landed the job. "I really genuinely wanted to help people more. The appeal was also the combination of contract management and internal team work."

Currently, Rita coordinates five sub-contractors as well as the key performance indicators for the whole of South East region of Scotland. Her role also entails: ensuring jobs fall within agreed timescales, liaising with other coordinators, responding to queries from the supply chain and contact centre and allocating jobs. Every month, Rita also undertakes performance reviews with suppliers, reviewing any complaints, and dealing with compliance documents or any remedial work required. She also very importantly highlights good feedback from customers and the great work that goes on, day-in and day-out. At the same time, Rita has had to build her technical knowledge and get to grips with the terminology of our industry. She says: "Since coming to Warmworks, I've found the various teams very approachable and have been impressed by how welcoming and friendly everyone is. I feel really comfortable asking questions."

In her free time, Rita likes to focus on two simple things: animals and water! With a background in scuba diving, swimming and training in Mediterranean waters, it's in the water that Rita feels most at home. Rita also enjoys our Scottish countryside and walking in the Pentlands.

As for the future, Rita says: "I like to be out of my comfort zone. I'm hoping for more challenges and maybe a permanent role at Warmworks, learning new things and being a valuable member of the team."

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Warmstart is a unique initiative that is the first of its kind in our industry. This initiative is a UK-wide employment scheme that aims to encourage young people into our industry, help senior candidates to 'restart' their careers, and provides opportunities to those facing employment barriers.

Find out more on our website: www.warmworks.co.uk/communities