



Steve, a Director at Stagecoach in Perth, gave us a great insight into how they appreciate and acknowledge carers throughout the employment process and advice on what they look for in an employee -

[Stagecoach](#) is a leading multi model public transport provider in the UK. Around 3 million customers a day trust our greener, smarter, and better value transport services. We offer a range of full and part-time jobs – from driving, operations and engineering to commercial and customer service roles.

**Q. WHAT PERSONAL QUALITIES DO YOU LOOK FOR WHEN YOU ARE EMPLOYING SOMEONE?**

*“That's very much role-dependent, but in general we want to work with people who share our values and behaviours - people who take pride in what they do, those with a desire to keep improving, those who can build great relationships, and those who can get things done.”*

**Q. WHAT SKILLS WOULD YOU EXPECT A PERSON TO HAVE IF THEY APPLIED TO WORK WITH YOU?**

*“Again, it's very much role-dependent. Skills are simply what we can do, and it's behaviours that determine how we apply those skills. It goes without saying that for certain roles we'd need certain skills - our accountants need financial skills and knowledge; our engineers need the skills and knowledge to keep our vehicles safe and reliable, but it's the behaviours that are the key.”*

**Q. WOULD YOU CONSIDER LIFE SKILLS THEY HAD ACQUIRED THROUGH A CARING ROLE?**

*“Yes - it's not always important where skills acquired, but what the skills are.”*

#protectingyoungcarersfutures



**Q. IF SOMEONE HAD NO PAID EMPLOYMENT BUT HAD EXPERIENCE AS AN UNPAID CARER, WOULD YOU CONSIDER THIS EXPERIENCE AS PART OF THEIR JOB HISTORY?**

“Yes - as a good example, there is no specific paid employment experience required to become a trainee bus driver with Stagecoach, and the behaviours and competencies required can have been developed in any environment. Being a carer would certainly lend itself well to being a bus driver - acting responsibly, good decision making, people-focussed, safety-minded.”

**Q. HOW ‘CARER FRIENDLY’ IS YOUR WORKPLACE? CAN YOU GIVE ANY EXAMPLES?**

“We have many people in our business working flexibly around their caring responsibilities. We'll always look at work patterns and rotas where we can to allow our people who are carers to balance their work and personal responsibilities.”

**Q. ARE YOU FLEXIBLE WITH TIME OFF, IF A YOUNG CARER NEEDED TO TAKE TIME OFF, ESPECIALLY AT SHORT NOTICE, WILL THIS BE OKAY?** “We will always look to accommodate requests for time off where we can for our people who are carers outside of work. This may simply be swapping shift patterns or it may mean allowing emergency leave, depending on the circumstances of the young carer. We would always review on a case by case basis.”

#protectingyoungcarersfutures