

Telework Association Newsletter: 21 January 2008

NEWS

BIGGEST HOME-BASED BUSINESS IT CHALLENGES

A recent survey of Business Link's Innovation and E-commerce advisers revealed that these were the 6 most common challenges for small businesses working from home:

- Having the right sort of IT equipment to meet the business needs.
- Understanding Information and Communications Technology (ICT) - how it works, and what potential there is to make better use of it.
- Having suitable protection - against viruses, spamming, spyware and fraud.
- Maintaining a fast and efficient ICT system - one that is not slowed down by hidden software installed without the user knowing about it.
- Having adequate data backups - in case of damage caused by viruses, theft or permanent damage to equipment (fire, water spillage etc).
- Using ICT for managing customer relationships (CRM).

TOOLS FOR PEAK PERFORMANCE

A new web site and blog look set to ignite peak performance in positive people. The site is the brainchild of strengths pioneer Mike Pegg. Mike is the author of 10 management books that show how people can follow their passion and purpose towards achieving peak performance.

How can people realise their full potential? A new web site, [The Strengths Way](#) offers one answer. Backed up by some pretty irrefutable evidence from organisations including Sony, British Gas, Eurostar, The Search Works and Air Miles it provides a generous collection of practical tools, information and free material to download to help you identify and build on people's strengths, set specific goals and achieve success.

Mike Pegg, the site's creator, explains why he built such a site: "Forty years ago I was given the opportunity to work with people. At the time I was very idealistic. Now I have an even greater belief in people. During these years I've been fortunate to work with people from many walks of life, including troubled teenagers, educators, business people, knowledge workers, artists, sports people and many super teams. They've taught me three things.

- **"One. People can choose their attitude to life---their spirit.** They can choose to be positive or negative, creators or complainers, encouragers or stoppers. They can choose to be generous or greedy. Attitude plus ability equals achievement. People can choose to do what they can, rather than complain about that they can't. They can build on what they can control, rather than focus on what they can't control. They can choose to care for the planet or be cruel to the planet. People make choices---and each choice has consequences.
- **"Two. People can build on their strengths.** Everybody is an artist, everybody is creative. Everybody can find activities in which they deliver A's, rather than B's and C's. They build on their A's and learn tools for managing the consequences of their B's and C's. They can follow their vocation, find the right vehicle and do valuable work. They can flow, focus, finish and, as a by-product, find fulfilment. People can follow their passion, translate it into a clear purpose and help to build a more positive planet. They can pass-on their knowledge, encourage other people and achieve a sense of peace.
- **"Three. People can be offered tools they can use** to build on their strengths, set specific goals and achieve their picture of success. They can be encouraged to 'take the best and leave the rest'---using the ideas in their own way.

"I created the strengths way site to provide such tools and offer access to further information and links that can help people achieve their picture of success," he concluded.

With success stories from some of the world's most pioneering people and organisations, a comprehensive library of 3 tips style practical exercises that link to other useful sources of knowledge and free downloads to help you build on strengths, develop mentoring skills and build and lead successful teams, it's well worth a visit.

WI-FI NETWORKS CONTINUE TO EXPAND

free-hotspot.com, the world's largest provider of free Wi-Fi HotSpots, has announced that their network quadrupled in size during 2007, from 600 to 2400 HotSpots located in 18 countries across Europe.

The free Wi-Fi boom took place in all areas, according to Joe Brunoli, the company's Vice President of Business Development. "free-hotspot.com has expanded into both geographic and vertical markets," he explained. "We are now one of the largest Wi-Fi providers – paid or free – in Eastern Europe, even while we continue to expand our footprint in the Western European markets." He added: "We are also moving into more and more "non-traditional" markets for Wi-Fi, such as hair salons, auto dealerships, campgrounds and retail outlets."

free-hotspot.com's UK HotSpot figures rose some 154% in 2007, with 120 new HotSpots installed, reflecting the booming demand for free Wi-Fi in hotels, restaurants and other such locations throughout the country.

A major driver of the company's growth was the adoption of free-hotspot.com's Wi-Fi solution by chains of hotels, restaurants and other hospitality venues. "Larger organisations want to work with a market leader who can also add value," Brunoli said. "We can not only deliver pan-European installation, support and maintenance, but also offer highly effective promotional and brand-building opportunities using our EDGE Wi-Fi messaging system," he stated. "This unique value proposition will allow us to work with even more national, pan-European and global brands in the coming year."

WORK OPPORTUNITIES

HOME TELEWORKERS REQUIRED

DC & Co are a national firm of Business Consultants. We currently employ telephone researchers at our offices near Guildford in Surrey and home based researchers as far afield as Spain. We want to expand our use of **home based** telephone researchers and we have opportunities available now.

The work involves calling large companies and obtaining information about their future plans. There is no selling and no pressure involved.

Our home teleworkers need to be bright and chatty with a genuine interest in talking to other people on the telephone.

Average net earnings are from £10 to £15 per hour and you can work whichever hours suit within normal business hours. There is no minimum or maximum hours.

To do this work you will need your own computer, a broadband connection to the Internet and a cost effective way of making telephone calls (eg Skype). We supply all the necessary software and have a dedicated secure web site through which you will work.

We will provide full on line training.

If you are interested we require you to initially visit www.dcathome.co.uk for more information and to complete an on-line application form.

MARKET RESEARCHERS

The Survey Shop is recruiting experienced market research telephone interviewers for both daytime or evening work.

The rate of pay is £6.24/hr for consumer surveys (evening and weekends), £8.32/hr for business surveys (carried out during normal office hours) plus holiday allowance.

All the work is market research only - asking people their opinions, there is no canvassing or selling. Full support is given, and the hours are very flexible.

The Survey Shop conducts both UK and global research for a wide-range of blue chip and government clients.

You should be someone whom others are happy to talk to, have a clear voice, and good communications skills. You will be home based and will need a landline phone.

Apply online at www.thesurveyshop.com/online or call 0800 849 7170

PRODUCT MANAGER

Product Specialists work as a member of our clients' and customer project teams to enable the successful implementation of the product solution/application in line with the client's business needs. Principal Responsibilities

- Undertake product solution demonstrations for the client clearly presenting the benefits of the solution
- Provide client with appropriate documentation/templates e.g. configuration build workbook/s, role based access mapping documents, process change plan, gap analysis document etc
- Working with the client, undertake a gap analysis exercise to identify and ensure the product solution / application can absorb all current and future operational procedures
- Working with the client, undertake configuration design workshops and ensure clear management and control of the configuration build and associated documentation
- Support the client in the production of a Process Change Plan to enable the product solution to be utilised to maximum effectiveness by all users
- Conduct regular reviews of the configuration build and associated documentation and resolve any issues
- Work with our clients' and customer project teams to facilitate a smooth implementation of the product solution and any associated 3rd party integrated software solutions (example PACS system)
- Support product solution training as required. (train the trainer & end user)
- Preparation and maintenance of training documentation to support product training
- Support the testing of new and maintenance product solution releases
- Identify, investigate and where appropriate escalate software issues and assist with resolve
- Some projects may include involvement in the development, maintenance and production of documentation relating to the use of ad-hoc data collection tools for client sites
- Assist with data migration where required recognising configuration issues and ensuring resolve
- Assist with product solution testing to ensure fit for purpose and go live

Qualifications and Knowledge

- Experience working in or for the NHS
- Thorough understanding of the operational procedures within the different departments that make up the NHS
- Understanding of the importance of the data collection and reporting required by central government to record NHS activity

Experience

- At least 3 years experience in the NHS, IT role or Medical/Clinical and systems (processes), awareness role
- A successful and proven track record in working to tight deadlines in a busy challenging environment
- Experience of dealing with clients and prioritising the outstanding tasks

Skills and Abilities

- Excellent interpersonal, communication and presentation skills both orally and in writing
- Ability to organise and co-ordinate areas of work for yourself and others
- Self-starter with great determination and motivation to succeed
- Ability to influence, organise and plan
- Ability to work within project constraints to ensure that milestones and delivery dates are met

Home based. Permanent. Salary £40,000. <http://tinyurl.com/38us77>

FILENET DEVELOPER

My client is a market leading consultancy that deals with a number of Large Blue Chip clients and has an unrivalled record for investment into their staff. Due to several contract wins they are looking for a FileNet P8 Developer to join an already successful team. The FileNet P8 Developer will be responsible for the development, support, enhancement, analysis and maintenance of FileNet P8 applications according to the specification. The FileNet developer will create application solutions and support the business requirements process. The successful candidate will be an experienced FileNet P8 developer with in depth experience with the FileNet P8 platform. They will have strong practical experience with Management applications and experience with Java, JSP and XML is a must. The candidates will be willing to travel and a certification in FileNet would be beneficial.

Home based. Permanent. <http://tinyurl.com/3x6npg>

JDE ENTERPRISEONE DEVELOPERS

Developers required to assist in a v8.12 project. My client is due to go live in April and is looking for 3 further to assist in completing the development activities. You should have good knowledge of SOP - Sales Order Processing and have a min of 3 years experience. This is an excellent opportunity, as you will be **based from HOME** and working REMOTELY. This is an immediate start.

Contract 3 months. <http://tinyurl.com/3a4w5t>

WEB DEVELOPER

URGENT REQUIREMENT FOR FREELANCE/CONTRACT PHP WEB DEVELOPERS - My client currently requires web developers with good experience of PHP to help develop the back end of web sites, and face book applications. This is an exciting opportunity for the right candidate to gain some good experience in an exciting and expanding company. Candidates should be able and willing to **work from home**. Any experience with action-script is ideal, and a strong background with PHP / HTML / CSS / MySQL is essential.

Contract 2-3 months. <http://tinyurl.com/3bppg3>

CREDIT ANALYST / CONSULTANT

Market Leader requires Credit analyst to join their client facing team. The role will focus on designing and leading analytical projects and providing supporting analysis to clients. To the clients you will be a specialist in modelling and advise them on strategy. You will also be responsible for building scorecards from scratch.

Ideally degree educated, you will be a specialist in investigative analysis and thrive in pressure environments. It is also important that you will have worked in a retail credit risk environment, ideally with a background specifically in cards and/or loans. It is also required that you be able to design and deliver analysis and know how best to present it to a non analytical audience. The role will be **home based** and also on client site. You will be expected to spend a number of days on client site but will also be based at home for a large amount of the time.

Permanent. Salary £45,000. <http://tinyurl.com/35eyq2>

MI DATA REPORTING ANALYST/CO-COORDINATOR

I require a naturally organised individual to provide Management Information in the form of various reports in MS Excel and also to help plan and Co-ordinate team activities in general. Candidates must have a flair for organisation and have experience of data manipulation with MS Excel (The ability to develop small macros would be a major bonus but not essential). Basic data analysis/dissemination/trend analysis skills will serve a great platform to fulfil this challenging but varied role. Candidates will be **home based**.

Contract. <http://tinyurl.com/3ymyz6>

NORTEL TECHNICAL SOLUTIONS ARCHITECT

You will have extensive Nortel voice & data product knowledge required including the full range of Meridian, Succession, Symposium, Call Pilot and BCM. This is a first class opportunity for a first class Nortel Solutions Architect to get heavily involved in complex solution designs, customer presentations, technical requirement gathering from customers and support of sales executives through design presentations. This is working for a leading organisation at the fore front of the Nortel market continually developing its technology portfolio to enhance/match client's requirements.

You will have solid skills and experience ideally from a Pre-Sales or Sales Engineering background. You may also have the opportunity to progress internally and become part of the management team should you demonstrate the essential qualities required to do so.

Home based. Permanent. Salary £60000 - £75000. <http://tinyurl.com/2mt55k>

HOMEWORKING TRAVEL ADVISORS, NATIONWIDE

We are looking for enthusiastic travel consultants with real flair, sound product knowledge and exceptional customer service skills.

You should have 2 years' ABTA retail experience in the last 5 and want the best benefits and true flexibility. You will be paid for:

- Computers and telecoms (installation & rental)
- Phone & Internet bills
- Conferences & Roadshows (flights & accommodation)
- Use of www.holidayholiday.co.uk – one of the UK's fastest growing web portals
- Postage stamps, ink cartridges & stationery

You will be provided with:

- Full business development support
- Free, fully comprehensive training
- Access to homeworker intranet – The Hub
- Commission rates up to 75%

- Full bonding from ABTA & ATOL
- Comprehensive incentive scheme
- Admin & Customer service support
- Year round marketing support

Home based. <http://tinyurl.com/3bjrtg>

BUSINESS TRAVEL CONSULTANT OUT-OF-HOURS

We are currently looking for experienced business travel consultants with excellent customer service skills, to join our rapidly growing out-of-hours company. allseven24 Ltd is the UK's leading onshore provider of emergency travel services to the corporate travel trade and you will be joining an excellent team servicing the needs of clients. These range from celebrities to executives of blue chip organisations.

Home based or office based (M25/Essex). Excellent hourly rate, flexible working hours. As a homeworker you can be based anywhere in the UK.

<http://tinyurl.com/2ojmoo>