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Maria Williams is the Director of Human Resources Management at Upturn Enterprise, a not-for-profit social enterprise helping people and businesses in the local community in Oldham, Greater Manchester. On any given day, Maria and Upturn might support a self-employed entrepreneur with setting up their business or help a young person living at home – with no education, employment or training (NEET) – take vital steps towards finding a job.

Recruitment and high turnover are some of the key issues facing the

One of her clients, Dawn, first approached Maria after seeing a leaflet on the TLC scheme. She highlights: “When Dawn first phoned up, I couldn’t get her off the phone. She was wonderful!”



