

I Love My Job

Impact Report 2021

ILMJ*

A note from Louisa



In 2010, when I was choosing a name for my new recruitment company, I asked myself the following questions: *What am I setting out to achieve? Why am I leaving a job and team I love so much to set up a company on my own? What difference do I want to make?*

The answer was simple: there were too many people wasting their working lives in roles that made them unhappy, working for companies that made them unhappy - and this made me unhappy. I wanted to help.

So, *I Love My Job* was born.

From day one, I not only wanted to help people find work, but I wanted those jobs to be ones that would positively impact their lives and enable them to say, “I Love My Job”. I wanted to help this become the norm, not just a privilege for a chosen few.

I discovered B Corp in 2018. I remember reading about the accreditation and knowing instantly that it was right for ILMJ. Oblivious to the pandemic ahead of us, I completed the first BIA in Oct 2019 and we have been on the B Corp journey ever since.

I write this not knowing if we have yet been officially accredited (we are in the assessment stage!) but we feel very much part of the community already and we’re excited for continuing this journey that means so much to all of us.

Here’s an overview of where we are now and what we are focussed on achieving over the next 12 months.

I hope it helps to further demonstrate ILMJ’s mission, impact and what drives us all to do what we do.

Thank you

Our current scores

As you can see, there are areas that we are doing well in and areas that we need to focus our attention on - this report details both.



GOVERNANCE
score 17.8



WORKERS
score 33.3



COMMUNITY
score 22.1



ENVIRONMENT
score 8.6



CUSTOMERS
score 4.0

We are currently in evaluation stage so these are very much unverified scores and included merely to show the current weight of focus

***Our
mission:***

*To positively impact people's
lives by helping them say
'I Love My Job'.*

Our people + company culture

Creating a positive working environment has always been a focus at ILMJ, and one that has happened organically over the years. Using the B Corp framework as our benchmark, we implemented new initiatives and evaluated existing ones, to make sure that we are making the most positive impact to our internal team.

	TODAY	2020
DAYS HOLIDAY	30 days + bank holidays	=
COMPANYWIDE BONUSES	Formal bonus structure available for 100% of the team, based on social impact KPIs	Informal, ad hoc bonuses
TRAINING FOR NEW HIRES	Formal onboarding / training program	Ad hoc, on the job
L&D BUDGET	£500pp for external training	£0
CROSS + UPSKILLS TRAINING	Formal policy + program	x
FULLY PAID PRIMARY PARENTAL LEAVE	12 weeks + statutory	6 weeks + statutory
WORKPLACE FLEXIBILITY	2 days in the office, 3 days location choice	3 days in the office, 2 days location choice
PERFORMANCE REVIEWS	Every 90 days	Yearly, informal
1-2-1S	Every 14 days	Ad hoc, informal
FORMAL ONBOARDING PROCESS	Introduced	x
COMPANY HANDBOOK (B CORP COMPLIANT)	Introduced	x
ORG CHART	Introduced	x
HOME OFFICE SET-UP BUDGET	£500pp	£0
WELLBEING BUDGET	£100pp	£0
PRIVATE HEALTHCARE	Yes	x
PAID TIME OFF FOR COMMUNITY SERVICE	20 hours	x

X = did not exist

Our social issues

ILMJ tackles two primary social issues:

1. Employment rates
2. The impact that job dissatisfaction has on mental wellbeing

In the UK there are currently 1.5m people unemployed and more than half of those in employment would like to secure a new role due to being unhappy or unsatisfied.

Job dissatisfaction negatively impacts mental health, general wellbeing, sleep, confidence, self-worth, and many other personal factors.

“ *Loving your job has been proven to positively impact your life and this is one of the factors that drives us.*

”

Our impact targets

Since launch, ILMJ has always had a yearly revenue target that the team have worked towards as a group.

But this sole metric is merely not enough.

“ *How can ILMJ's overall performance be properly judged by one revenue figure?*

”

So, in addition to our group revenue target, we have introduced the below metrics to evaluate our real performance. Only once we hit all of these metrics do we know we're genuinely doing a good job.

- Number of people placed in new roles
- % of positive impact verifications received (page 8)
- ILMJ Culture Score
- Client feedback results
- Reach of our social impact content
- Revenue donated to social causes
- Trees planted
- Hours volunteered

We've currently found 42% more people jobs this financial year, compared to 2020. Our revenue is also +73% YOY.

Our positive impact verification tool (PIV)

Our PIV enables us to track whether we are truly making positive impact on people's lives. This PIV is such an important process for us. Via this tool we can verify that we are achieving our primary impact goal which is to find people new jobs that they love. 30 days after they start their new role, a member of the Brand + Impact team sends them a link to our PIV page on our website to fill out.



Positive Impact Verification

At ILMJ, our mission is to help you find a role that will positively impact your life. To ensure we're doing this, we need to verify that the work we've done has benefitted you.

Positive impact is so personal that it can look like a range of different things - from career development, improved company culture, increased income or better work-life balance, to having more purpose, more flexibility or maybe the role has allowed you to relocate... positive impact is anything that has improved your life and is making you feel happier! 😊

Name

Email

Phone number

Has your new role positively impacted your life?
Yes

Has your new role positively impacted your life?

Yes

It's helped me gain the crucial skills I need as a graduate with no previous office experience and also helped me take that first step in starting my career. I've learnt so much in the short space of 4 months and am looking forward to developing further.

If it weren't for Louisa giving me a call and having a chat with me, I wouldn't have been shown this job role and taken the leap to give it a go. She really took the time to get to know me and my interests and was able to help me see my potential and where I could excel. Yasmine was also amazing, she did amazingly at prepping me before my interview, clueing me into what I should be researching and helped me calm my nerves. As a new graduate looking for a job in the pandemic, it's been really hard to navigate on your own but the ILMJ team definitely helped me feel more at ease and understood my concerns!

Yes

My new role has positively impacted my life by allowing me to gain UK market experience as well as broaden my experience with a different product category. Jac Stone and the team at I Love My Job have been fantastic, searching for a new job in a different country can be a daunting task, but the team at ILMJ made it a comfortable and smooth process, and was always great to be greeted with a smile. The team honestly had my best interest at heart and found a role where I felt I was the perfect fit. The team here have also welcomed me with open arms and have made me feel at home since day one. A fantastic team that I am working with!

Yes

Since starting my new role I feel enriched by a better work life balance but also positively challenged in a rewarding and impacting role that stimulates my desire for success as an individual and as part of the wider team.

100% of the PIVs that we have received back so far have been positive!

Our team diversity

ILMJ is a **100% female owned** and led company with a **100% female team**. This is something that we are extremely proud of. We are committed to **building a diverse and equitable team** as we grow. Since 2019, our workforce has over doubled and currently **50% of our team identifies as being from a racial or ethnic minority**.

“

We all should know that diversity makes for a rich tapestry, and we must understand that all the threads of the tapestry are equal in value no matter what their colour.

”

Maya Angelou

Our engagement levels

In a recent engagement survey, **100%** of the ILMJ team said:

“ILMJ offers opportunities for professional growth”

“I am inspired to meet my goals at work”

“I get excited about going to work”

“I am very happy with the pay that I receive”

“Employees at ILMJ treat each other with respect”

“I am extremely satisfied with the workplace flexibility offered at ILMJ”

“My work positively impacts people’s lives”

“I am very happy with the company culture at ILMJ”

“I Love My Job”

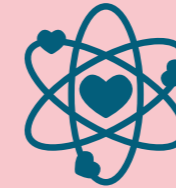
Over the last 12 months, our team has doubled, and our retention rate has been 100%

Our values

ILMJ was launched and built on Louisa's personal values which have acted as the perfect foundation and remain today. To prepare us for the next chapter of the company, we worked with company culture consultancy, HappyHQ, to help the whole team develop our new set of company values and then guide us on how to best integrate them.

Everyone at ILMJ took part in the interactive offsite workshop with huge success.

Our official set of ILMJ company values are:



Loving Your Job

Loving what you do, where you do it & how it allows you to thrive.



Being a Chain

Valuing collective responsibility over rivalry by building on teamwork, honesty, and taking ownership.



Breeding Positivity

Taking control of situations with optimism, positivity, and a pinch of good humour.



Outstanding with Pride

Delivering outstanding results with integrity & pride, guided by gut intuition to do right thing.



Steering Social Action

Driving social impact, inspiring happiness, and being the change that we want to see.



Re-defining Standards

Unconventional and curious by nature, always learning, and never settling for the norm.

These values now form the basis of most processes at ILMJ including our:

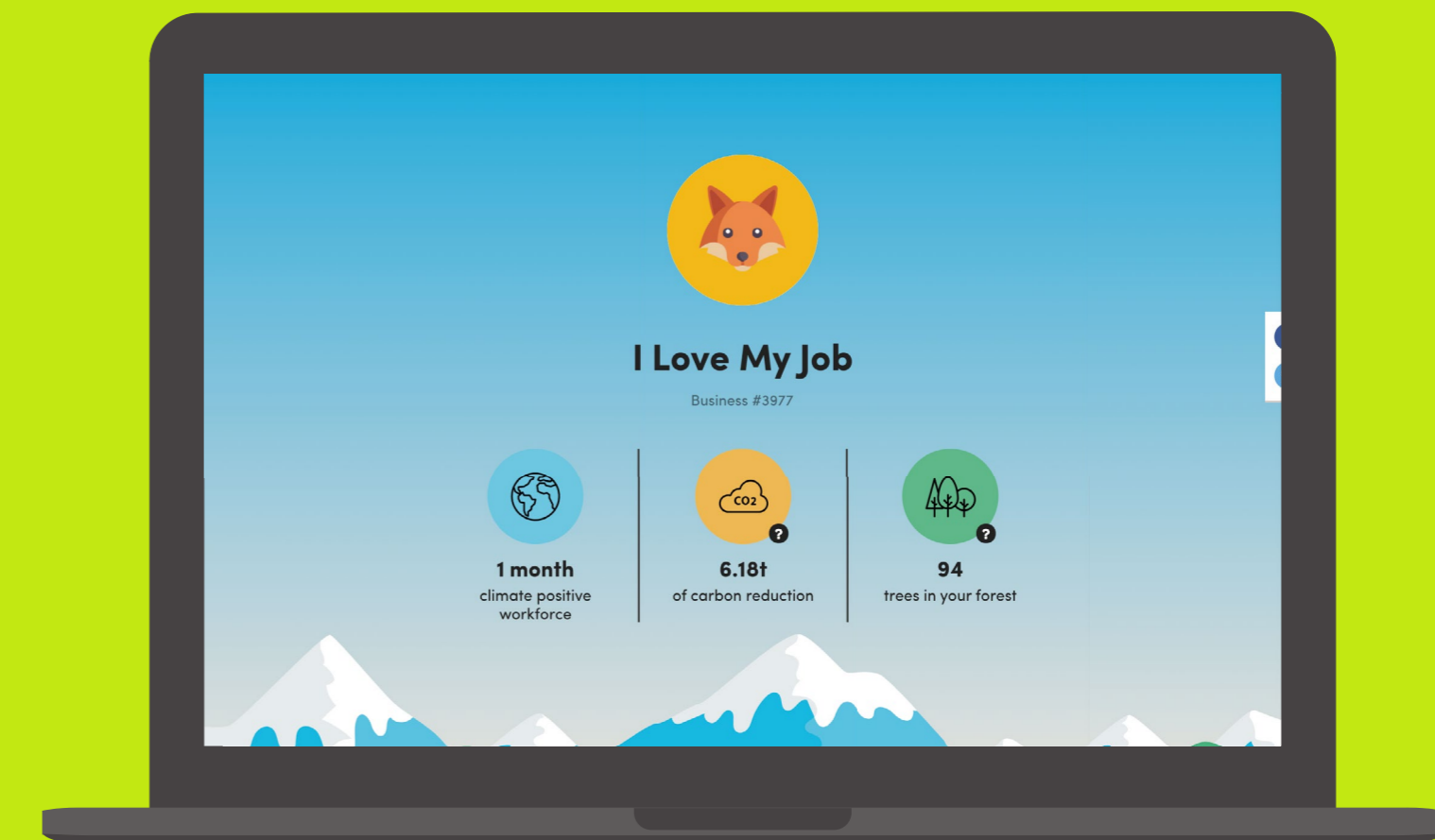
- Hiring strategy
- Performance reviews
- 1-2-1's

Our planet

Preserving our planet is the area that we need to turn our attention to in 2022 and beyond.

It is not enough for us to simply educate ourselves and acknowledge the situation – whilst it's important that we do this, the most important thing for us is use this knowledge, to act quickly and make change.

We've recently joined the **Ecologi community**. We plant trees to ensure that each **team member is carbon negative**, and we also plant trees for each placement we make.



“

To be without trees would, in the most literal way, to be without our roots.

”

Richard Mabey

Our community

ILMJ is based in the heart of London. It's been our home for 11 years. It's such a beautiful city that we love calling home, but it's not as perfect as that idyllic drone footage would have you believe!

There is so much positive impact that ILMJ can make, and this area will receive our increased focus for 2022 and beyond.

28%

of people live in poverty in London (2.5 million) compared to 22% in the UK.

six in ten

57% of children in Tower Hamlets are in poverty, compared to two in ten (21%) in Sutton.

Unemployment

in London is most prevalent amongst those aged between 16 and 24, with 18.5% of this group being unemployed in 2020/2021.

Over 10.72 thousand

people reported to be homeless in London in 2019/20, over 2 thousand more than the previous year.

132,349 refugees

77,245 pending asylum cases and 4662 stateless people were reported at the end of 2020 in the UK

Our social impact focus

As the company grows, so
will our impact focus.

In addition to improving general employment and job satisfaction we now are committed to:

- **Educating companies** to ensure they provide genuine equal opportunities to candidates
- **Building the confidence** of people who are not fortunate to have the support network around them that creates this
- **Positively impacting youth employment** rates
- **Tackling workplace discrimination**
- **Helping disadvantaged and underprivileged people** find employment
- **Inspiring companies** on the benefits of a positive and inclusive workplace
- **Offering paid experience** to people struggling to find employment

We are committed to continuing our mission,
expanding our positive impact,
and using ILMJ as a genuine force for good.

Thank you for reading our first impact report,
we look forward to keeping you updated on our progress.

ILMJ*