

Southwark Hospitality Skills Hub

Newsletter - September 2026

Welcome to our latest Newsletter!

Sadly, the Southwark Hospitality Skills Hub, a time limited pilot funded by Southwark Council, has come to an end. Southwark Council recognises the positive outcomes and impact achieved through the pilot. However, the Council is unable to continue funding the service beyond the current 2 year contract period.

However, this is only part of the story, and we'd like to take this opportunity to let you know about some new initiatives currently under development at Rinova. Our familiar team of dedicated Advisors remains committed to supporting you and we will continue to provide access to free hospitality training opportunities - including a series of specialist, accredited courses which we will be delivering as part of our own Ofsted-approved provision. This will begin with the launch of 2 specialist courses - identified by potential employers as being particularly relevant for the hospitality and experience economy sectors:

- Level 2 – Understanding Excellence in Customer Service for Hospitality
- Level 2 – Event Planning

We are excited to continue to supporting residents through our training provision, and providing employers with work-ready, motivated candidates.



The HUB team,
Chloe, Fatema & Mish

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Training Pathways

Training is key to helping candidates gain the skills and confidence needed to start a career in hospitality. While many roles are advertised as entry-level, employers often look for candidates with some industry knowledge or experience. That's why we encourage those without experience to explore hospitality training opportunities to help bridge that gap.

Rinova are offering a free 5-week course, funded by the Mayor of London. *Understanding Excellence in Customer Service for Hospitality* will be starting on Monday 9th November 2026. Funded by the Mayor of London.



Start Date: 9th November 2026



Castle Square, SE17 1EU



5 weeks, 3 days per week

INTERESTED?

Register today!
Scan QR code to
complete the form.
Email
c.parker@rinova.co.uk
for more information



Southwark Hospitality Skills Hub

Partnerships & The Hub Network

Strong partnerships help us create more opportunities for Southwark residents. This season, we've continued to grow our network by working alongside employers and organisations to support recruitment, training and career development across the hospitality sector.

Our partnerships this summer included Pret Foundation, Fair Shot, Old Spike Roastery, The Raven, Yellow Ladder & Capeesh restaurant, each playing an important role in expanding opportunities for local residents and strengthening connections across the hospitality industry.



Our Hospitality Breakfast Networking Event brought together employers, training providers, and community organisations to strengthen partnerships and discuss the future of hospitality recruitment in Southwark. The event focused on recruitment, staff retention, and developing candidates' confidence and workplace skills, while celebrating successful partnerships and exploring new ways to create employment opportunities for local residents.



Engaging Schools and Inspiring the Next Generation

The future of hospitality starts with today's young people. We had the opportunity to visit Ark Globe Academy, where we introduced Year 10 students to the wide range of careers available in hospitality, from entry-level roles through to management. By sharing real opportunities and career pathways through the Southwark Hospitality Skills Hub, we encouraged students to think differently about the sector and the possibilities it can offer.



The session was met with excellent feedback, making it a rewarding opportunity to inspire future talent and strengthen our commitment to supporting the next generation of hospitality professionals.



Southwark Hospitality Skills Hub

Godfirst's Success Story

Huge congratulations to Godfirst for completing the Pret Rising Star Programme. Godfirst has been working at Pret for the past 12 weeks learning, developing and getting used to the 6am start times!

Godfirst is a true inspiration, despite having spina bifida, he has never let his disability hold him back. He has an amazing energy that makes him perfect for every customer service environment. It was wonderful to celebrate Godfirst's success, and we are extremely excited to see where this journey will take him.



Gianluca's Success Story

We're delighted to celebrate Gianluca, who secured a Bar Team Member role with our employer partner, The Raven, following a successful trial shift.

Gianluca completed the 5-week Hospitality Training Programme in partnership with Lewisham College. Despite initially feeling nervous about his English, he embraced the training, developed his bar and front-of-house skills, and grew in confidence. We received the following feedback from The Raven:

"Gianluca is a total superstar. We adore him. He will sail through his 3-month probation and deserves his pay increase." - The Raven

Success Stories

One of our candidates, who wishes to remain anonymous, joined The Hub with a clear goal: to build a career in hospitality and guest services. Since joining the programme, he has made fantastic progress and taken some exciting steps towards his goal.

He is currently volunteering with The Passage, a London homelessness charity, where he has developed his confidence, communication skills and ability to connect with people in a warm and professional way. He has also applied for a place at Hotel School, bringing him one step closer to his ambition of working in concierge and front of house hospitality. Reflecting on his experience with the Hub, he said:

"The Southwark Hospitality Hub has been absolutely brilliant. The staff have been very approachable and have assisted me tremendously by helping me to tailor my CV, informing me of new opportunities and preparing for interviews."

After being away from the workplace for more than a decade, he also highlighted how the Hub helped him understand today's job market and identify the right opportunities:

"Having a team that can explain the way it works and guide me in the right direction has helped me a great deal."

His advice to others looking to take their next step is equally inspiring:

"Engaging with opportunities even when you are initially a bit sceptical is the way to go. Undertaking training and courses will help you on your journey to finding suitable employment."

We're incredibly proud of his progress and look forward to seeing his hospitality career grow!

Southwark Hospitality Skills Hub

Community Spotlight - Fairshot

Fair Shot is far more than a café—it's an award-winning social enterprise and charity based in the heart of Covent Garden, dedicated to transforming the lives of young adults with learning disabilities and autism through the power of hospitality. By providing hands-on hospitality training, workplace readiness programmes, and ongoing employment support, Fair Shot equips young people with the skills and confidence needed to secure meaningful, sustainable careers while working closely with inclusive employers.



The Southwark Hospitality Skills Hub is delighted to have referred our first candidate to this inspiring programme, and we look forward to seeing them develop their confidence, skills, and career prospects. Through this exciting partnership, we are continuing to create inclusive and accessible pathways into the hospitality industry, ensuring more people have the opportunity to thrive and build rewarding, long term careers.

Connecting with our community

Our social media channels continue to play an important role in connecting with residents, employers, and partners by sharing vacancies, events, career resources, and success stories. This season, we launched our new Behind the Role series, featuring Curtis Siwa from Paladar restaurant, and expanded our Learning Guides with practical advice on CV writing, interviews, and career development, helping more people build confidence and progress into employment.

Business Spotlight - The Raven

The Raven has become a valued employer partner, demonstrating the positive impact local businesses can have in creating opportunities for Southwark residents. Through our partnership, the team has welcomed Hub candidates into the workplace, providing them with the chance to gain hands-on experience, develop their skills and begin rewarding careers in hospitality.

One of these success stories is Gianluca, who secured a role as a Bar Team Member after completing Lewisham College's 5-week hospitality training programme. Since joining The Raven, he has quickly become a valued member of the team, showcasing how strong employer partnerships can transform training into meaningful employment. Another of our candidates has just completed her third week at the Raven, she is settling in well and already enjoying her new role as Bar Team Member.

A huge thank you to The Raven for their continued support!



Stay connected:

Keep up to date with the latest news and support available from The Hub



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