

Wigs Up North



**Work**

**Experience**

**Information**

# Welcome!

*We have produced this information to help you feel part of a team during your time at Wigs Up North. It will guide you through what we expect of you and what you can expect of us in return. You will find that we have quiet days or very busy days but no two days are ever the same!*

## So, who are we?

Wigs Up North was founded in 2004 to make and hire theatrical wigs in the Manchester area. In 2007 the business expanded to include selling professional make-up supplies under the name The Make-Up Space, now re-branded as UKMUA.

Our client base is huge and incorporates television work, professional and amateur theatre companies, clients with hair loss or those undergoing chemotherapy, drag artists and transgender, tribute artists and members of the public. We undertake wig making and hire, make-up sales via the shop, internet and mail order. We also provide wig and make-up design services to theatre and television companies, plus we run bespoke 1-2-1 learning.

Wigs Up North is owned by Liz Armstrong but she also has a small team who help in the day to day running of the business. Katie manages our UKMUA shop and is our Wig Trainee. Vicky manages our ICT and is our Wig Assistant. Lisa is our hair dresser and Wig Assistant. We all have our individual roles but as a small team we all chip in where we can!

*Our aim as a company is to create a brand that is synonymous with quality & professionalism through a friendly approach.*

*Our wig services & make -up supplies provide a complete service for stage & screen but all are welcome to use them.*

*Star treatment for all!*

## These are our values

- To build confidence whether it is to create a character, improve skills or self-confidence.
- We are passionate about nurturing talent, teaching new skills & passing on professionalism.
- We want to grow our company steadily & maintain our reputation without losing sight of the personal touch

Our steady growth is due to the hard work put into all our social media pages and our two websites, but also word of mouth recommendations

This is because we pride ourselves on being friendly, yet professional and making our customers feel special, whoever they are.

*For more information on us and the company, look at our website  
[www.wigsupnorth.co.uk](http://www.wigsupnorth.co.uk) & [www.ukmua.com](http://www.ukmua.com)*

## **Why do we run a work placement scheme?**

We were all students at one time and someone in our past gave us a break which enabled us to start our career. As we are now the ones in a position to help others, it is only natural for us to help kick start careers.

HOWEVER! A placement with us is no guarantee that you will make it. The most important part of this process is you, your attitude and your ability to work. A placement with us enables you to see how we work and it show us what you can do and how you relate to others. Once you have finished your placement, you may still have quite a lot to do to establish your career. If we do recommend you for a job, part of our company's name goes with you so we have to believe in you!

We have many people asking us for work experience and we aim to help as many as we can but ultimately, we have a business to run. We can only do so much so please bear this in mind; this is a work placement not a training academy.

During your 4 week placement with us, you will spend time with both our companies, Wigs Up North and UKMUA. This will enable you to experience a working wig department and make-up shop. By spending time with both companies you will gain valuable knowledge on wigs and make-up products available in the industry.

## **What we expect you to be: -**

**Polite** – Welcome people with a smile; tell them your name, even offer to make them a cup of tea! Please respect the privacy of well-known clients and appreciate that some of our clients can be quite poorly or very distressed.

Please be tactful as some clients can be acutely embarrassed about their hair loss or gender issues and also maintain confidentiality as you may be privy to information which does not want to be public knowledge (for example storylines in TV shows)

**Efficient** – If you know a job needs doing, try and do it! If you are unsure how to do it, ask and we will teach you. We have included a list of jobs which we would ask you to do and that brings us on to....

Doing the little things – Sometimes doing the little jobs may seem boring but believe us when we say they are incredibly important. For example, sorting out hairpins can save us so much time when we have masses of wigs to dress in a hurry. Also cups of tea never go unappreciated!

**Punctual** – We understand the rigours of traffic and transport so please let us know if you are running late. We would also ask that you keep personal mobile calls to a minimum.

**Be aware of the noise level!** – Our unit is open plan and it can be hard to hear phone calls with lots of background noise. Also, please respect the privacy of clients in the wig fitting area. If it is appropriate for you to join in the fittings, we will include you.

**You are by no means expected to know everything.** You are on placement to help you learn. The aim of the game is to polish up the skills you have gained in college and get them ready for the big wide world! Many of our clients will think you have all the answers but we would rather you say, *"I'm not sure of that so let me find someone who can help"*, then ask one of us.

If you have any problems, please speak up! We want you to feel part of the team and we welcome your suggestions. Part of your job is to enjoy your placement and make it a stepping stone to your career.

#### **Examples of jobs we would like you to do: -**

- UKMUA Shop duties - cleaning the make-up brushes, dusting shelves, tidying the testers and helping with labelling of good which have come in.
- Packing or unpacking orders – make-up or wigs.
- Taking phone messages. We answer the phone with *"Hello Wigs Up North...(your name)..Speaking"* Please try and take as much information as possible in the message. We try to keep all messages in one note book so they do not get lost.
- Keeping work areas tidy. We don't expect you to be Mrs Mop but helping keep the kitchen, shop, fitting room and wig dressing table tidy, really helps us.
- Checking back in any wigs that have been hired out plus cleaning them before they go back into stock
- Running errands

#### **What you can expect from us: -**

We want you to gain confidence and skills throughout your time with us. You are always welcome to ask us how things are done and we will do our best to



teach you but this does depend on the work load we have on at that time of your placement.

If things are quiet or we are busy, grab a stock wig and try setting and dressing it; make the most of your time with us to practise and improve our skills. Impress us! If practical, we will try and give you experience away from the workshop. This could be if we are supervising a theatre show or if jobs come in which we feel you can do. However this is not a given as we need to be sure you can do it because, as we mentioned before, a bit of our reputation goes with you!

If you are on our 4 -week placement, we will pay you £50 per week (£10 per day) to cover your expenses. Your working hours are 10 til 5, Monday to Friday. The first week will be a trial placement for both you and us to see if we will get along! We will not be offended if you feel Wigs Up North is not the right place for you.

Please note that our month long placements are offered to people who have completed a college course or have a suitable level of experience. If you are joining us for a shorter placement, unfortunately, we cannot offer any financial remuneration.

At the end of the placement you are welcome to ask for a reference and our feedback.

We hope you  
gain a lot from  
your time with us!

**Liz, Katie, Vicky and Lisa**