Working in the Public & Not for Profit Sectors
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1. Public Sector

1.1 General Public Sector Job Sites

- greater.jobs/ Jobs across the 10 Greater Manchester local authorities.
- fish4.co.uk/Manchester/ – Opportunities in Manchester & the North West.
- publicsectorcareers.org – Vacancy site.
- governmentjobsdirect.co.uk – links to vacancies in the UK government and public sector organisations
- gov.uk/jobsearch – National site giving info on vacancies and support available.
- nationalcareersservice.direct.gov.uk/Pages/Home.aspx – Government funded website & advice centres for adults.
- jobsgopublic.com – Vacancy site for public sector and not-for-profit organisations.
- w4mp.org/ – advertises a wide range of jobs relating to politics (working for an MP), charities and not for profit organisations.

1.2 NHS

- healthcareers.nhs.uk/i-am/considering-or-university/training-opportunities-degree - Describes the various programmes available if your first degree is not directly related to a career in health. There are links to other websites where you can find out more.
- jobs.nhs.uk/ - Vacancies across the country.
- nhscareers.nhs.uk – Information about the many different careers in the NHS, how the health sector is structured, the sort of people they need and where you might work. It’s also the section to keep an eye on for the latest news on all things health careers together with a bank of resources.
- nhsgraduates.co.uk - NHS Graduate Management Training scheme – A 2 year scheme including the attainment of a professional qualification in either HR, finance or general management. Although trainees are not guaranteed a job at the end of the scheme, the NHS supports the trainee to secure their first management post in the NHS.
- gov.uk/government/organisations/department-of-health/about/recruitment Jobs at the Department of Health

1.3 Social Care Sector

This encompasses working as a social worker (for which the social work degree or postgraduate qualification/training is needed), as well as many other related roles.

www.prospects.ac.uk/job-profiles/browse-sector/social-care – to research relevant job profiles

Many jobs in this sector will be advertised on local authority websites, as listed in section 1.12 a. Local Government.
- skillsforcare.org.uk/home/home.aspx – Information about the roles available and routes into adult social care.
- healthcareers.nhs.uk/explore-roles/clinical-support-staff/social-worker – Information about the role of a social worker including entry requirements and skills needed.
- Step Up to Social Work - is an intensive full-time training programme that covers everything trainee social workers need to know in 14 months. Students who finish the programme successfully qualify with a postgraduate diploma in social work. They will be able to register as social workers with the HCPC. It doesn't have an intake every year.
- Frontline—Frontline is a two-year graduate programme for a career in children’s social work: http://www.thefrontline.org.uk/
- Think Ahead is a two-year graduate programme for a career to work in adult mental health services: https://thinkahead.org/
- Social Care National Graduate Training Scheme - for those who want a management role in social care. A related degree is not required.
- greatsocialcare.co.uk - Jobs website.
- charityjob.co.uk/jobs/social+care-development—For social and community care jobs with charities.
- socialcare.co.uk/ - Range of social care jobs
- cambiangroup.com/careers.aspx—Cambian Group is one of the largest providers of specialist behavioural health services for children and adults in the UK

1.4 Guidance Work & Community Work

(See also sections 1.3 Social Care Sector and 1.6. Working with Young People)

To research relevant job profiles see: prospects.ac.uk/jobs-and-work-experience/job-sectors/social-care

- prospects.ac.uk/counsellor_job_description.htm - Job profile for a counsellor
- therapytoday.net – Online magazine for counsellors and psychotherapists.
- bacp.co.uk/ British Association for Counselling and Psychotherapy.
- relate.org.uk - Information about training in relationship counselling.
- prospects.ac.uk/psychoterapist_job_description.htm - Job description and information about becoming a psychotherapist.
- prospects.ac.uk/careers_adviser_job_description.htm - Job profile for careers adviser.
- prospects.ac.uk/higher_education_careers_adviser_job_description.htm - Job profile giving information about becoming a higher education careers adviser.
- icg-uk.org/portico-jobs - The Career Development Institute, also has information about becoming a careers adviser.
- agcas.org.uk – Association of Graduate Careers Advisers – professional body for advisers working in universities.
- prospects.ac.uk/adult_guidance_worker_job_description.htm - Job profile for adult guidance worker.
1.5 Housing
To get background careers information about the role and contacts/resources see:
prospects.ac.uk/housing_manager_officer_job_description.htm

• insidehousing.co.uk – Jobs in social housing
• jobsgopublic.com/ – Jobs in the housing sector
• jobs.regen.net/ – Regeneration jobs
• housing.org.uk – National Housing Federation.
• cih.org – Chartered Institute of Housing.
• shelter.org.uk – The national housing and homelessness charity.
• localsolutions.org.uk – Works with vulnerable groups in the North West

1.6 Working with Young People
These jobs are likely to require you to have some paid/unpaid relevant experience with young people and some require further study. Many of the careers information sites will tell you how you can get involved.

• prospects.ac.uk/youth_worker_job_description.htm - A job profile for the role of Youth Worker.
• justice.gov.uk/youth-justice – Information about working in youth justice and for youth offending teams (see also job profile for probation officer www.prospects.ac.uk/probation_officer_job_description.htm)
• greater.jobs/ - Jobs across the 10 Greater Manchester local authorities - relevant search categories could be education, social care.
• nya.org.uk/ - National Youth Agency - Guide to youth work and getting qualified.
• iyw.org.uk/ -Institute for Youth Work including a jobs page
• cypnowjobs.co.uk – Children and Young People Now - specialist job site for children’s services professionals at all stages of their career.
• catch-22.org.uk – Charity working with young people, particularly those leaving care. Advertises paid and volunteer positions.
• direct.gov.uk/en/DI1/Directories/DG_10010859 - Information about Surestart centres.
• prospects.ac.uk/learning_mentor_job_description.htm - Information about working as a learning mentor in schools.
• prospects.ac.uk/community_education_officer_job_description.htm - Job profile for community education officer.
• prospects.ac.uk/museum_education_officer_job_description.htm - Job profile for museum education officer.
See also the AGCAS Leaflet “Education Alternatives” (available at www.mmu.ac.uk/careers/guides) for a wide range of other career ideas related to working with children. If you are looking for support roles in schools see also our ‘Finding Vacancies: Teaching & Support Staff’ guide.

1.7 Diversity

- **Equality & Diversity Officer role** - Job profile for diversity officer, a role which deals with different equality strands such as gender, race, disability, age, religion and sexual orientation. The information on Prospects also includes typical employers and vacancy sources.

1.8 Public Policy and Social Research

- [natcen.ac.uk](http://natcen.ac.uk) – National Centre for Social Research. Leading independent social research centre.
- [researchjobfinder.com](http://researchjobfinder.com) – Jobs in research
- [the-sra.org.uk/](http://the-sra.org.uk/) - The Social Research Association

1.9 Think Tanks & Lobbying Bodies

**Think tank**: A body of experts providing advice and ideas on specific political or economic problems. **Lobbyists**: A group of people engaged in trying to influence legislators or other public officials in favour of a specific cause.

Most of these organisations are London-based and many offer internships for graduates – usually paying expenses only.

- [www.reform.co.uk](http://www.reform.co.uk) - Reform is an independent, non-party think tank whose mission is to set out a better way to deliver public services and economic prosperity. Offer internships
- [www.npi.org.uk](http://www.npi.org.uk) New Policy Institute - Think tank focusing on research and analysis into poverty, housing, economics and more. Offers internships.
- [www.epi.org.uk](http://www.epi.org.uk) – Education Policy Institute aims to raise standards in education through rigorous data analysis, research and the exchange of information and knowledge to help inform the public and hold government and decision-makers to account. Offers internships.
• **compassonline.org.uk/** A pressure group who states its aims as “a home for those who want to build and be a part of a Good Society; one where equality, sustainability and democracy are not mere aspirations, but a living reality” Offer volunteering opportunities.

• **fpc.org.uk** - The Foreign Policy Centre is a leading European think tank aiming to develop a vision of a fair and rule-based world order. Offer volunteer opportunities.

• **ippr.org/about/vacancies** Institute for Public Policy Research - independent research and analysis across the full range of public policy issues. Offer internships in London and Newcastle.

• **smf.co.uk** - The Social Market Foundation - UK think tank, developing ideas across a broad range of economic and social policy. Offer internships.

• **cer.org.uk** - The Centre for European Reform (CER) is a think-tank devoted to improving the quality of the debate on the future of the European Union. The CER has introduced a 6 month Fellowship due to start in October 2017.

• **centreforsocialjustice.org.uk** - The Centre for Social Justice is a think tank established in 2004 with a “consistent hope has been that each person, family and community is given every possible opportunity to reach their full potential”.

• **demos.co.uk** – Demos is a cross-party think-tank, with an overarching mission to bring politics closer to people. Demos offers two types of paid internships: research placements are offered within each of their core research programmes and Communications and Events placements support their external affairs team.

• **li.com** - The Legatum Institute is an independent policy, advocacy and advisory organisation. A small number of internships are offered at Legatum Institute throughout the year. These are advertised as and when they become available.

• **neweconomics.org** - New Economics Foundation - A 'think and do' tank seeking to improve quality of life by challenging mainstream thinking on economic, environmental and social issues.

• **respublica.org.uk** Public policy think tank. Offers internships when available.

• **nlgn.org.uk** - New Local Government Network is an independent think tank seeking to transform public services, revitalise local political leadership and empower local communities. They offer 12-week research internships of 21 hrs/week with a stipend of £1890 (equivalent to the upper rate national living wage). There is some flexibility with regards to working hours, but ideally interns would work three consecutive days a week, from 10am – 5pm.
1.10 Probation Service & Related

If you are interested in this type of work, explore this section of the Prospects website for related job-profiles:

- **prospects.ac.uk/probation_officer_job_description.htm** - Information about becoming a Probation Officer.
- **justice.gov.uk/about/probation/probation-trusts** - Information about the probation trusts nationally.
- **nacro.org.uk** - National Association for the Care and Resettlement of Offenders. An established charity with 50 years of experience, Nacro has been repositioning itself as a champion of social justice, which continues to put crime prevention and reduction at its core. The website carries information about volunteering and paid positions.
- **victimsupport.org.uk** Information about the charity and volunteering opportunities.
- **naopv.com** – National Association of Prison Visitors.
- **clinks.org**- CLINKS is an umbrella group for all voluntary organisations working with prisoners and ex-offenders
- **howardleague.org/** - Oldest penal reform charity in the UK.
- **sova.org.uk** - A charitable national mentoring organisation for voluntary service with offenders, ex-offenders and their families. The website carries information about volunteering and paid positions.
- **sfjuk.com/** - Skills for Justice is a not-for-profit organisation committed to the development of an improved and sustainable Justice and Community Safety sector workforce across the UK. They are the Sector Skills Council for the Justice, Community Safety, Local Government and Legal Services sectors.
- **restorativejustice.org.uk/** The Restorative Justice Council (RJC) promotes quality restorative practice for everyone. Links to service providers for volunteer opportunities.

Criminology related Academic/Professional Bodies

- **academic.oup.com/bjc** The British Journal of Criminology.
- **britsoccrim.org/new/** British Society of Criminology – includes info about networking, publications and jobs.
- **asc41.com/** American Society of Criminology.

1.11 Law Enforcement and Security


**www.gov.uk/noms-graduate-programme** The National Offender Management Service (NOMS) Graduate Program in England accepts applications from graduates looking for a position in HM Prison Service. If you’re accepted on to the programme, you’ll start by working towards being a prison officer and progress to a managerial post within 3 years.

- **justice.gov.uk/jobs/prisons** - Information about the range of jobs available in the prison service as well as links to vacancies at all levels.
• justice.gov.uk/jobs/prisons - Information about the range of jobs available in the prison service as well as links to vacancies at all levels.
• college.police.uk/Pages/Home.aspx - the professional body for policing
• police-information.co.uk/policelinks.html - Lists police service websites throughout the UK and other sites containing related information
• gmp.police.uk/ - Greater Manchester Police – information about recruitment of officers as well as civilian police staff.
• lancashire.police.uk/ - When a recruitment window opens it will be advertised on this website.
• cheshire.police.uk/ - information about the recruitment of officers & civilian police staff
• The National Crime Agency leads UK law enforcement’s fight against serious and organised crime http://www.nationalcrimeagency.gov.uk/ (NB This organisation/website exists—but it sometimes doesn’t load)
• gov.uk/government/organisations/home-office/about/recruitment - Information about roles within The Home Office. To search for vacancies go to the Civil Service website: www.civilservicejobs.service.gov.uk/csr/index.cgi
• fireservice.co.uk/recruitment UK Fire Service careers information.
• manchesterfire.gov.uk/ Firefighting positions and service support locally including information about volunteer schemes and staff positions

Private Investigation and Security
• wapi.com World Association of Professional Investigators
• g4s.uk.com/en-GB/ Group 4 Securicor
• nig.co.uk Nationwide Investigators Group
• pi-academy.com Academy of Professional Investigation. Offers courses related to this type of work.

1.12 Government
a) Local Government
Local councils employ a huge range of people, in a diverse range of positions, from housing managers to countryside rangers to social workers.

Look at prospects.ac.uk/job-profiles/browse-sector/public-services-and-administration to research related job-profiles.

ngdp.org.uk The National Graduate Development Programme is a UK wide, two-year graduate management development programme, run by the Local Government Association. The programme has been set up to provide local government with the high-calibre managers that communities need by giving committed graduates the training and opportunities to make a positive impact in the sector.
• targetjobs.co.uk/career-sectors/public-service-charity-and-social-work - Public service, charity and social work graduate jobs, internships
• lgjobs.com - The official recruitment site for local government.

To check for your local authority see: direct.gov.uk the place to find government services and information. Alternatively, enter the local authority name e.g. stockport.gov.uk
• greater.jobs/ – Lists jobs across the 10 Greater Manchester local authorities
• manchester.gov.uk/currentjobs Vacancies with Manchester City Council.

b) Civil Service

• faststream.gov.uk/ Civil Service accelerated graduate scheme across a number of departments – designed to prepare graduates for senior managerial positions – applicants must be UK nationals.
• civilservicejobs.service.gov.uk/csr/index.cgi This is the main civil service gateway listing all levels of vacancies including graduate vacancies not recruited via the Fast Stream, searchable by region. You can create email alerts for jobs that may interest you

If you are interested in working in a particular government department, you could also visit their individual sites for information about their work, recruitment policies and the latest recruitment information:

• The Home Office homeoffice.gov.uk
• The Department for Education gov.uk/government/organisations/department-for-education
• Government Economic Service ges.gov.uk – Gives information about Fast Stream as well as economic adviser positions and sandwich student and summer vacation placements aimed at undergraduate and postgraduate students of economics.
• Department for Work & Pensions dwp.gov.uk
• National Audit Office nao.org.uk/graduates/ gives information about gaining accountancy qualifications through NAO.
• Foreign and Commonwealth Office fco.gov.uk/en/about-us/working-for-us/careers/
• The Disclosure and Barring Service gov.uk/government/organisations/disclosure-and-barring-service
• The Food Standards Agency food.gov.uk/
• Her Majesty’s Court Service gov.uk/government/organisations/hm-courts-and-tribunals-service
• The Crown Prosecution Service cps.gov.uk/careers-cps
c) European Commission

- [europa.eu/epso/discover/index_en.htm](http://europa.eu/epso/discover/index_en.htm) Information about competitions and selection procedures at the EU institutions & how the process works.
- [ec.europa.eu/stages/index_en.htm](http://ec.europa.eu/stages/index_en.htm) Information about Traineeships in the European Commission
- [eurobrussels.com](http://eurobrussels.com) European Affairs jobsite. Features a weekly e-newsletter containing vacancy updates

d) Opportunities in the UN

- [jposc.undp.org/](http://jposc.undp.org/) Links to the UN’s Junior Professional Officer programme.

1.13 Working for a Trade Union

- [prospects.ac.uk/trade_union_research_officer_job_description.htm](http://prospects.ac.uk/trade_union_research_officer_job_description.htm) Job profile for a trade union research officer – also gives typical employers and vacancy sources.

Some of the larger UK based unions:-

- [unitetheunion.org/](http://unitetheunion.org/)
- [unison.org.uk/](http://unison.org.uk/)
- [gmb.org.uk/](http://gmb.org.uk/)
- [usdaw.org.uk/](http://usdaw.org.uk/)

2. Charities and the Voluntary Sector

To secure a paid position in a charity it is often necessary to have previously undertaken some relevant voluntary work or to be offering a particular skill. To research related job profiles: [prospects.ac.uk/types_of_jobs_charity_voluntary_work.htm](http://prospects.ac.uk/types_of_jobs_charity_voluntary_work.htm)

To research the sector: [prospects.ac.uk/charities_voluntary_sector.htm](http://prospects.ac.uk/charities_voluntary_sector.htm)
2.1 General Information

- **charitychoice.co.uk** An encyclopaedia of UK charities.
- **ethicalcareers.org/** Useful information about charities, volunteering, ethical business, international development, the environment and community work. Includes articles and profiles of people doing the jobs, plus news and jobs.
- **guidestar.org.uk** Useful resource for researching charities registered in England & Wales along with partner sites in Israel, Belgium and India.
- **charity-commission.gov.uk/** Contains a register of every charitable organisation in England and Wales.
- **institute-of-fundraising.org.uk/** Professional body for UK fundraisers includes a job-search page.
- **ncvo.org.uk/about-us/work-for-us** They champion the voluntary sector by connecting, representing and supporting voluntary organisations.

2.2 Job Listings

- **charity-works.co.uk/** Paid 12 month Graduate Management Programme.
- **charityjob.co.uk** Opportunities across the UK.
- **charitypeople.co.uk** Recruitment consultants for charities
- **charitytimes.com** Paper and online business and management magazine for UK non-profit professionals
- **jobsincharities.co.uk**—Jobs board
- **UK CHARITY JOBS** https://ukcharityjobs.com/ Jobs board
- **thebigissue.livevacancies.co.uk/#!/job/joblist/** Jobs section of the Big Issue magazine for vacancies in the charity and not for profit sector
- **jobs.thirdsector.co.uk** Voluntary, Not for Profit & Charity jobs
- **oneworld.org/jobs** ‘One World brings you the latest jobs and volunteer positions from organisations working to create a better world...’

2.3 Charitable Internships, Volunteering and Graduate Opportunities

A small selection of charities offering some kind of internships/placements which could be suitable for graduates. Most are unpaid although some attract a salary. Some are UK-orientated, others offer international development internships abroad.

- **charitiesadvisorytrust.org.uk** Recruit paid interns yearly to run their Card Aid shops, work on Good Gifts and other initiatives
- **oxfam.org.uk/jobs** - For details of jobs and unpaid internships. Generally their internships last from three to 12 months, for two or three days a week and they offer various placements at Oxfam House and at their regional offices, in areas as diverse as HR, marketing, IT, accounting and digital media, and give you the chance to work on specific projects.
- **christianaid.org.uk/aboutus/jobs/index.aspx**—Christian Aid
- **Cityyear.org.uk** - offers a year of full-time volunteering in schools.
• amnesty.org.uk/ - Amnesty International
• atd-uk.org/ - ATD Fourth World is an anti-poverty organisation that engages with individuals and institutions to find solutions to eradicate extreme poverty.
• redcross.org.uk/get-involved/volunteer/volunteer-internships—Unpaid part-time internships for graduates lasting 8-12 weeks
• gvi.co.uk/ Run a variety of volunteer projects.
• restlessdevelopment.org – Youth led development agency with opportunities for interns abroad.
• developmentinaction.org Placement internships in India and paid & voluntary opportunities in the UK
• vso.org.uk – An international development charity that works through volunteers. International Citizen Service (ICS) is a government funded opportunity for 18 to 25 year olds to volunteer on a development project in Africa, Asia or Latin America. Opportunities range from 3 – 24 months.
• cancerresearchuk.org/about-us/charity-jobs/graduates-and-interns/graduate-scheme - They run a graduate scheme, with 6 different streams and which runs overs two years and includes four 6-month placements. Each year in January, June and September, Cancer Research UK also hosts around 45 interns to volunteer on 12-week projects, and is open to undergraduates, graduates and career changers looking to develop their skills and gain work experience.
• byc.org.uk/ - British Youth Council – volunteering and work experience/placement programmes aimed at 16-25 year olds.
• savethechildren.org.uk/get-involved/volunteer -Save the Children
• nspcc.org.uk/what-you-can-do/volunteer-or-work-for-us/ - Volunteering opportunities for the NSPCC and Childline
• youngfoundation.org/about-us/vacancies/ - Young Foundation a research and action based institute committed to fighting inequality
• turning-point.co.uk Turning Point is a social enterprise, providing specialist and integrated services which focus on improving lives and communities across mental health, learning disability, substance misuse, primary care, the criminal justice system and employment.
• lookahead.org.uk Support for people across London and the South East, who need extra support to achieve their goals and live independently.
• greatplaces.org.uk Provide affordable, social and supported housing across the North West and Yorkshire
• groundwork.org.uk Regeneration, environment and making communities sustainable.
• worldlandtrust.org/who-we-are/vacancies/ Offers unpaid six-month graduate internships in Suffolk

2.4 Specialist Charity Recruitment Agencies

• prospect-us.co.uk/ A specialist recruitment agency for the “not-for profit” sector.
• harrishill.co.uk Opportunities in UK.
• edenbrown.com/jobseekers/areas-of-expertise/charities-not-for-profit/ Charity and not for profit jobs
2.5 Local Volunteering

- theunionmmu.org/your-opportunities/volunteering/
- manchester.gov.uk/info/200101/voluntary_organisations/5787/volunteer_for_more_experience - Volunteer opportunities in Manchester including Manchester Libraries, sporting events and with Greater Manchester Police
- manchestercommunitycentral.org—Volunteer Centre Manchester provides information, support and training to Manchester residents who want to volunteer.
- facebook.com/mevofficial - Manchester Event Volunteers provides volunteering opportunities at local events
- gmyn.co.uk Greater Manchester Youth Network. They also able to support a small number of student placements each year. If you are interested, contact GMYN a minimum of 3 months in advance with full details of your placement and why you are interested in completing it with GMYN.
- do-it.org.uk Put in your postcode and search for local opportunities.
- timebank.org.uk Volunteering and mentoring projects
- ncvo.org.uk/ The National Council for Voluntary Organisations

3. Ethical Employers

3.1 Researching Ethical Employers

Many of the sectors mentioned in this guide could feasibly come under the umbrella of ‘ethical employers’. However, if this is an issue particularly important to you, here are some targeted websites. (See also our Environmental Careers Advice & Opportunities guide)

- bitc.org.uk Business in the Community is the Prince’s Responsible Business Network, where members work together to ‘tackle a wide range of issues that are essential to creating a fairer society and a more sustainable future.’
- sustainability-indexes.com Dow Jones sustainability indexes (assess a business by economic, social and environmental criteria).
- oneworld.org Is a non-profit UK-based organisation which innovates new media, mobile and web technologies for social good, helping people across the world to improve their lives and become active citizens. Search their ethical jobs and volunteer database.
- business-humanrights.org Independent organisation aiming to track the positive and negative impact of companies worldwide.
- corporate-responsibility.org The corporate responsibility coalition.
- csreurope.org – European business network for corporate social responsibility.
- greenguide.co.uk – Has a jobs and volunteering section.
• ethicaljobs.net – Ethical jobs from around the world.
• studenthubs.org/ works to empower student involvement in their community by promoting social action, social entrepreneurship and citizenship. Through their 2 core programmes, the Social Impact Internship Scheme and the Social Innovation Programme, students develop their abilities by working with social impact organisations during term time and over the summer.

**Corporate responsibility:** companies will publish their corporate responsibility. To research look at businesscasestudies.co.uk/#axzz4BZ96etBZ and also at individual company websites.

### 3.2 Co-operatives and Mutuals

Co-operatives: Autonomous businesses, non-profit and community organisations run by and for their members.

- **uk.coop/ Co-ops UK:** the national trade body for co-ops which includes a directory of co-operatives searchable locally.
- **co-operative.jobs/** Graduate level jobs at the Co-operative Group in a range of business areas.
- **financialmutuals.org/** Association of Financial Mutuals, the national trade body for financial mutuals and friendly societies. Includes link to member organisations.

### 4. International Aid Work

(See also section 2. Charities)
For an overview of this area of work see:

- **guides.careers.sussex.ac.uk/internationaldevelopment** Includes information, links and video clips
- **bond.org.uk** British Overseas NGOs for Development (BOND). The UK’s broadest network of voluntary organisations working in international development.
- **eldis.org** Gateway to development information
- **developmentgateway.org** Development information and knowledge sharing worldwide.
- **wse.org.uk/** World Service Enquiry provides information and career advice to people who want to volunteer or work in international development.
- **idealist.org/ Jobs**, volunteering, internships
- **wango.org/resources.aspx?section=ngodir** Worldwide NGO directory. Search by country, region and activity.
- **who.int/en/** World Health Organisation