



L2£
Learning to Earning

**Your Complete
Job Hunting Guide**



Job Hunting Guide



This Job Hunting Guide is packed with advice and suggestions about looking for and applying for work. It includes examples of CV's and letters as well as lots of useful phrases, key words and helpful hints.

So, whether you are

- Preparing for work experience
- Seeking part-time work whilst studying
- Looking to start work
- Thinking about apprenticeships
- Trying to find gap year work or placement

You should find it useful.

There's advice about

- Contacting employers by phone, by email, by letter or in person
- Going to JobCentre Plus to look for work
- Writing CV's
- Filling in application forms
- Identifying your skills and personal qualities
- Tests you might be given by an employer
- Interviews, interview questions and what to wear
- How to make the best of yourself
- How to find out more
- Handy tips



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Plan of Action

Start Preparing early

- Recruitment for some college leaver jobs gets underway long before the company needs you to start work. Leaving things until you've finished your exams could mean missing out on good opportunities.
- Before Christmas of your final year at college, start preparing the 'Tools of the Trade' - these are your Progress File, CV and application letters.

Complete your Progress File

- Include qualifications, certificates, evidence of awards e.g. Duke of Edinburgh, ASDAN Award Scheme.
- Complete your personal statement (page 10). If you don't have a Progress File you can create one and include any certificates, evidence of awards and references etc.

Produce an up-to-date CV (see pages 15—19)

- CV is short for curriculum vitae, which means - **Through my life.**
- The purpose of a CV is to get you an interview.
- It is your chance to tell employers about yourself.
- Many companies now ask you to apply for jobs by sending in your CV
- It is useful for including with speculative job applications.

Draft Application / Covering Letters (see pages 12-14)

- You will need to prepare several basic letters. One will be a covering letter to send with your CV when replying to a job advertisement.
- You will need a different letter for speculative applications when you contact a company to ask if they have a vacancy for the type of work you want to do. You may want to write a slightly different letter for apprenticeships.
- Once you have these letters ready, you can change the details depending on what you are applying for.
- You can send CV's and application letters by post or email, or deliver them in person.



Plan of Action

Build up a list of potential employers

- Look through newspaper and specialist magazines for job adverts that interest you. Contact these organisations.
- Use business directories such as Yellow Pages or Thompson Local Directory to find possible companies.
- Use the internet to search for information on employers.
- Ask at your local National Careers Service office.

Keep a record of interview questions

- Put together a list of interview questions and possible answers you could give.
- Write down your own thoughts about the interview and ask for feedback from the employer.
- Keep a list of applications you have made. There is space for this at the back of this guide.

Start applying for jobs

- Reply to specific job adverts.
- Send speculative letters to companies that you would like to work for.
- Email, telephone or call in to employers.
- Register with the National Careers Service and employment agencies.
- Book an appointment with your campus Careers Adviser
http://www.wiltshire.ac.uk/careers/book_advice.asp
- Search the local job database at
<https://www.gov.uk/jobsearch>
- Search on company and employment agency websites for vacancies.

Gain more skills and experience

- You could consider voluntary work, temporary work or short courses while you are looking for permanent work.



What can you Offer?

This is about promoting yourself—telling employers some of the good things about you and what they can do.

What are employers looking for?

This will, of course depend on the company and the type of job, but there are some general things that employers want—and it's not just qualifications.

They want people with key skills, and this goes for school leavers as well as those who have been to university.

Many employers also look for: people who are:

- Hardworking
- Reliable
- Punctual

And who show initiative (able to get on and do things without having to be asked).

Key skills include:

- Communication
- Team work
- Problem solving
- Numeracy
- Ability to use IT
- Wanting to improve on what you do

Now you need to work out what skills and personal qualities you have. These will then help you to write your personal profile. Sometimes it isn't easy to identify your qualities or the skills you have, so here are some lists of suggestions to prompt you.

Skills



Think of all the different things you have done and ask yourself: 'What skills did I need to do that activity successfully?' The skills that keep coming up are likely to be your key skills.

Skills search — tick the skills that you have

- | | |
|--|--|
| <input type="checkbox"/> Administration | <input type="checkbox"/> Evaluating |
| <input type="checkbox"/> Advising | <input type="checkbox"/> Innovating |
| <input type="checkbox"/> Analysing | <input type="checkbox"/> Instructing |
| <input type="checkbox"/> Assembling | <input type="checkbox"/> Managing/Supervising/Leadership |
| <input type="checkbox"/> Attention to Detail | <input type="checkbox"/> Methodical |
| <input type="checkbox"/> Budgeting | <input type="checkbox"/> Negotiating |
| <input type="checkbox"/> Calculating | <input type="checkbox"/> Numerical |
| <input type="checkbox"/> Caring | <input type="checkbox"/> Observation |
| <input type="checkbox"/> Classifying | <input type="checkbox"/> Persuading |
| <input type="checkbox"/> Coaching | <input type="checkbox"/> Prioritising |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Planning |
| <input type="checkbox"/> Computing/Keyboard | <input type="checkbox"/> Presentation |
| <input type="checkbox"/> Creating | <input type="checkbox"/> Problem Solving |
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Repairing Machinery/Equipment |
| <input type="checkbox"/> Decision Making | <input type="checkbox"/> Researching |
| <input type="checkbox"/> Delegating | <input type="checkbox"/> Team Work |
| <input type="checkbox"/> Designing/Drawing | <input type="checkbox"/> Training/Teaching |
| <input type="checkbox"/> Diagnosing | |



Skills

Summarise your strongest skills:

.....

.....

.....

.....

.....

.....

Did you find any skills you need to improve? List them below:

.....

.....

.....

.....

.....

.....

Can you do something about these while you are waiting to start a job?

.....

.....

.....

.....

.....

.....

Here are some examples of phrases that you can use to describe your skills. They are grouped together under key headings. Use them as they are or as a prompt to write your own.

Communication Skills

- Good communication skills with the ability to deal with people in a polite and friendly manner.
- Able to communicate well at all levels.
- Excellent telephone manner
- Excellent communication skills with customers and colleagues, with the ability to build a good rapport
- Excellent communication skills with a non-judgemental attitude towards others.

Time management

- Ability to prioritise own workload and meet deadlines.
- Good organisational skills
- Experience of working towards deadlines
- Good time keeping and attendance record
- Ability to plan and implement tasks

Skills

Working as part of a team or alone

- Reliable and co-operative team member
- Ability to work as part of a team or alone using own initiative
- Ability to contribute to a team approach or work independently without supervision
- Able to work unsupervised using own initiative
- Enjoys working as part of a team as well as unsupervised using own initiative



Here are some more general phrases:

- Experienced in using.....
- Proven practical skills and knowledge of
- Proven customer care skills, with experience of dealing with the public in a polite and friendly manner
- Previous experience working with animals/children/people etc
- Basic computer and keyboard skills
- Good keyboard skills with a sound knowledge of word processing and spreadsheets
- Computer literate with basic keyboarding skills and excellent knowledge of.....
- Computer literate with experience of.....
- Skilled at dealing with customers both face to face, over the telephone and via email
- Excellent customer care skills with the ability to handle a wide range of clients
- Able to perform practical tasks to a high standard
- Quick to learn new skills
- Knowledge of health and safety issues in the work place

Personal Qualities



It is also a good idea to think about personal qualities that will be useful to include in your CV and talk about in job interviews.

Identify your personal qualities

— tick the personal qualities that apply to you

- | | |
|--|---|
| <input type="checkbox"/> Active | <input type="checkbox"/> Lively |
| <input type="checkbox"/> Adaptable | <input type="checkbox"/> Mature |
| <input type="checkbox"/> Adventurous | <input type="checkbox"/> Observant |
| <input type="checkbox"/> Assertive | <input type="checkbox"/> Open-minded |
| <input type="checkbox"/> Capable | <input type="checkbox"/> Organised |
| <input type="checkbox"/> Careful | <input type="checkbox"/> Outgoing/extrovert |
| <input type="checkbox"/> Caring | <input type="checkbox"/> Patient |
| <input type="checkbox"/> Cheerful/happy | <input type="checkbox"/> Persistent |
| <input type="checkbox"/> Considerate/thoughtful | <input type="checkbox"/> Polite |
| <input type="checkbox"/> Co-operative | <input type="checkbox"/> Positive |
| <input type="checkbox"/> Courageous | <input type="checkbox"/> Reliable |
| <input type="checkbox"/> Creative/artistic/imaginative | <input type="checkbox"/> Resourceful |
| <input type="checkbox"/> Determined | <input type="checkbox"/> Responsible |
| <input type="checkbox"/> Hard-working/diligent | <input type="checkbox"/> Presentable |
| <input type="checkbox"/> Enthusiastic/motivated | <input type="checkbox"/> Self-reliant |
| <input type="checkbox"/> Flexible | <input type="checkbox"/> Sociable |
| <input type="checkbox"/> Friendly | <input type="checkbox"/> Tactful |
| <input type="checkbox"/> Helpful | <input type="checkbox"/> Tidy |
| <input type="checkbox"/> Honest/trustworthy | <input type="checkbox"/> Willing |
| <input type="checkbox"/> Imaginative | |

Personal Qualities

Summarise your top five qualities:

1.
2.
3.
4.
5.



Useful phrases

- Sensitive and understanding towards others
- A responsible and reliable individual
- Good sense of humour and a friendly disposition
- Fast learner, with the ability to master new skills quickly
- Ability to quickly adapt to new situations
- Good time keeping and attendance
- Able to demonstrate good attention to detail
- A practical and active individual, who enjoys problem solving and logical thinking
- Able to remain calm whilst working under pressure
- Ability to maintain a cheerful disposition whilst working under pressure
- Ability to remain calm and have a calming effect upon others when faced with difficult situations
- Able to maintain a calm disposition when faced with pressure
- Self-motivated with a willingness to learn
- Willing to learn and motivated to succeed
- Enthusiastic, energetic and self-motivated



Personal Profile

A personal profile is made up of a couple of sentences that summarise your main skills, qualities and what you are looking for. Here are some examples of phrases you can use or adapt.

Beginning of personal Profile sentences

I am.....

- A practical, hardworking and reliable individual
- A punctual and dependable college leaver...
- A reliable and confident college leaver.....
- A caring individual with good listening skills.....
- A self-motivated, hard-working and enthusiastic young person.....
- A sociable and lively individual
- An artistic and creative individual

Middle of personal Profile sentences

- With previous experience of working in the industry
- With proven administrative and word-processing skills
- With excellent communication skills
- Who enjoys practical tasks
- Who welcomes a challenge and is keen to progress
- With good interpersonal skills
- Who is a quick learner, flexible and enjoys working as part of a team
- Who is a good listener and is sympathetic to the needs of others
- Who works well with others and is known for keeping calm under Pressure
- With leadership experience



Personal Profile

Ending of personal Profile sentences

- Seeking full-time employment in
- Seeking part-time employment in
- Seeking a full-time position with the opportunity to develop further.....
- Seeking the opportunity to gain new skills and build upon previous experience
- Seeking employment/training in

Complete personal Profile sentences

- I am a hard-working and reliable individual who maintains high professional standards. I enjoy working in a team environment, but am equally capable of working on my own initiative.
- I am a reliable and honest college leaver who is willing to learn new skills. I am seeking practical, active employment.
- I am a hard-working and determined individual, keen to continue a career in carpentry. I am now seeking an opportunity to build on recent experience with a company offering further training and good prospects.
- I am a caring individual with excellent listening skills, who enjoys working with children, seeking the opportunity to gain full-time employment with training in childcare.

More useful words

You can use these in your CV's, application forms and letters:

- Accomplished
- Co-ordinated
- Compiled
- Demonstrated
- Excellent
- Effective at
- Experienced in
- Good
- Instigated
- Negotiated
- Participated in
- Persuaded
- Proficient at
- Proposed
- Proven ability in
- Strong
- Successful
- Successfully achieved

Letter of Application

Example of a Speculative Letter



A speculative application is when you contact a company to ask if they have a vacancy for the type of work you want to do. **Word process your letter if possible. Keep this letter to one side of A4.**

14 The Street
Amesbury
Wiltshire
SP4 5BC

1st April 2013

Human Resources Manager
The Company
1 The Road
Salisbury
Wiltshire
SP1 1AA

Dear Sir/Madam

I am looking for an IT Technician/Support position and have enclosed my CV for your attention.

As you can see, I have some experience of PC server support and Windows 2000 networking and wish to build on this with further training.

In addition, I have excellent communication skills and the ability to work alongside others or individually, which I feel would make me a valuable member of any team. I am efficient, well-organised and highly motivated.

I would be grateful if you would let me know of any opportunities for which you think I may be suitable.

Yours faithfully

S. Lewis

Sharnay Lewis

Enc

If you do not have the name of the person, write to the manager or, if it's a large company, to the Human Resources Manager

Use 'Dear Sir/Madam' if you do not have the name of the person.

State clearly the type of job you are looking for.

Include specific information relevant to the job you are looking for especially if it is not in your CV.

Use 'Yours faithfully' only if you address your letter 'Dear Sir/Madam'

Example of a CV Covering Letter



Send this with your CV. It should highlight a couple of things in your CV that are relevant to the job you are applying for. **Word process your letter unless the advert asks you to 'apply in writing'. You can set your letter out in the same way. Make your handwriting as neat as possible. Keep this letter to one side of A4 if you can.**

10 The Lane
Swindon
Wiltshire
SN6 7AA

1st April 2013

Ms J. Jones
Top Fashions
1 The Avenue
Swindon
Wiltshire
SN6 6ZZ

Dear Ms Jones

I am interested in the position of Sales Assistant advertised in the Daily Read on 29th March 2013.

Please find enclosed my CV as requested. As you will see, I have customer service and cash handling experience as well as the ability to work in a team.

Fashion is a particular area of interest to me and I would like to gain experience in a retail environment within a large organisation such as Top Fashion.

I would welcome the opportunity to discuss my application in further detail with you. I look forward to hearing from you.

Yours sincerely

J. Reynolds

Jordan Reynolds

Enc

State the job and where you saw it advertised.

Highlight particular things from your CV that are relevant to the job.

Refer to the company and why you are interested in the job.

Use 'Yours sincerely' except when you have addressed your letter 'Dear Sir/Madam'

Example of a Letter Seeking an Apprenticeship



This is a speculative letter asking a company if they have a vacancy for an apprenticeship. **Word process your letter if possible and keep to one side of A4.**

25 West Crescent
Anywhere
Wiltshire
BA11 1AA

1st April 2013

Ms Jones
Jones Garage Services
Lorry Lane
Wiltshire
ZX9 3FJ

Dear Ms Jones

I am 16 years old and left Anywhere Community School this year. I am keen to work in the motor trade and I am enquiring whether there are any opportunities to train as an apprentice with Jones Garage Services.

I achieved 7 GCSEs in English, Maths, Double Science, French, History and Design & Technology as well as a NVQ Level 1 in Vehicle Maintenance and Repair. I would be keen to carry on training and to take further qualifications.

For my work experience I spent two weeks at Morris MOT Centre where I was able to assist with MOT's, go out on road tests and help with fault finding. I also observed and assisted a motor engineer to remove wheels, drain and change oil. I really enjoyed the opportunity to gain new skills and to work as part of a team.

Please find enclosed my CV for your reference and a stamped addressed envelope for your reply. If you have any further questions or queries please contact me.

I look forward to hearing from you in the near future.

Your s sincerely

S. Simpson

Stephanie Simpson

Enc

Make sure you mention the word 'apprentice' or 'apprenticeship'.

Make it clear that you are happy to carry on learning.

Mention any related experience you have.

Enclose a copy of your CV with the letter.

Don't forget to put in a stamped addressed envelope if you have said you will.

CV Draft Template



Use the space below to draft your CV. If you do not have anything to put in a section, leave that section out of your final CV. Look at our examples on the following pages:

Draft CV

Name: _____

Address: _____

Tel No: _____

Personal Profile

Key Skills

• _____

• _____

• _____

CV Draft Template



Employment History

Work Place: _____

From — to: _____

Job: _____

Work Place: _____

From — to: _____

Job: _____

Work Place: _____

From — to: _____

Job: _____

Work Experience

Work Place: _____

From — to: _____

Job: _____

Voluntary Work

Work Place: _____

From — to: _____

Job: _____

CV Draft Template



Education and Qualifications

School/College _____
From — to: _____
GCSEs _____
A Level/BTEC/NVQ _____

Achievements

- _____
- _____
- _____

Interests

- _____
- _____
- _____

Personal Information

Driving Licence /
Transport _____
Language _____

References available upon request

CV Examples—1 page CV



- Use bullet points and short sentences.

BHUPI SINGH																	
17 The Old Road Corsham WILTS SN13 4HG	Tel: 01202 123456 D.O.B. 01/01/96																
Personal Profile	Employment																
<ul style="list-style-type: none"> • See Personal profile Tip <p>An organised and logical thinker who enjoys interacting with other people. A keen learner who is looking for an opportunity in commerce and administration.</p>	<ul style="list-style-type: none"> • See Employment Tip <p>Office Estates, Chippenham, Wilts, Sept—Dec 2012</p> <ul style="list-style-type: none"> • Answering the telephone • Reception duties • Assisting with property maintenance schedules • Liaising with other staff • Dealing with incoming and outgoing post • Using the computer for word processing and internet. 																
Key Skills	Personal Information																
<ul style="list-style-type: none"> • See Key Skills Tip • Excellent communication skills • Basic keyboard skills with knowledge of word processing and spreadsheets • Skilled at dealing with customers both face to face and on the telephone • Equally effective at working in a team of independently and with minimal supervision 	<ul style="list-style-type: none"> • See Personal Information Tip <p>Full driving licence</p>																
Education and Qualifications	Interests																
<ul style="list-style-type: none"> • See Education & Qualifications Tip <p>Upton High School, Anytown, Wiltshire 2004—20011</p>	<ul style="list-style-type: none"> • See Interests Tip <p>Surfing the net, short story writing, debating club, volleyball</p>																
GCSEs	References																
<table border="0"> <tr><td>English Language</td><td>A</td></tr> <tr><td>English Literature</td><td>B</td></tr> <tr><td>Mathematics</td><td>C</td></tr> <tr><td>Science</td><td>C</td></tr> <tr><td>French</td><td>D</td></tr> <tr><td>Art & Design</td><td>D</td></tr> <tr><td>Child Development</td><td>E</td></tr> <tr><td>NVQ Level 3 Business</td><td></td></tr> </table>	English Language	A	English Literature	B	Mathematics	C	Science	C	French	D	Art & Design	D	Child Development	E	NVQ Level 3 Business		<p>Available on request</p>
English Language	A																
English Literature	B																
Mathematics	C																
Science	C																
French	D																
Art & Design	D																
Child Development	E																
NVQ Level 3 Business																	

- CV Tips.....

Personal Profile
Summarise your best qualities, abilities & ambitions

Key Skills
No more than six skills & make them relevant to the job

Qualifications
Include exams you have taken or are about to take. You don't need to put down exams you have failed. Put them in date order.

Employment
Start with your current or latest job & work backwards. Don't go into too much detail about jobs which are not relevant of you did a long time ago.

Personal Information
If you have a driving licence or your own transport put it here. If you speak a foreign language write it here

Interests
Be brief. Don't put down anything you don't do!

CV Examples - 2 page CV



- Use bullet points and short sentences.

ALEX GOOD CV	
17 The Old Road Corsham WILTS SN13 4HG	Tel: 01202 123456 D.O.B. 01/01/96
Personal Profile	
An energetic individual with a passion for sport, who enjoys encouraging others to develop their own skills, seeks to develop a career as a sports coach.	
Key Skills	
<ul style="list-style-type: none">• A co-operative team worker• Good all-round communication skills• Experience of supporting and encouraging others in their sport• Leadership skills• Physically fit	
Achievements	
2004—2006	Goal Keeper for the Wilts Schools County Team
2004	Played football for Farley Rangers
2003	Goal Keeper for Trowbridge District Team
2003	Played Volleyball for Wessex (team won tournament)
2001—2006	Goal Keeper for High School (team won league each year, the Town Cup twice and the Wilts Cup once)
2001—2004	Captain of High School rugby team
2001	Represented High School in javelin at Town Sports (and won)
2000—2005	Played football for Kings Parks Dynamos

CV Examples - 2 page CV—Page 2



- Use bullet points and short sentences.

Employment History

Painting and Decorating Assistant **Summer 2006**

Assisted a friend's uncle in his painting and decorating business.
Worked as a team and undertook the following tasks:

- Stripping and preparing walls
- Painting walls and woodwork
- Hanging wallpaper

Work Experience

Floor Laying Assistant **June 2005**

Completed two-week work experience placement assisting my Dad to lay laminate flooring. Tasks included:

- Removing old carpet
- Preparing the floorboards for the laminate by ensuring loose floorboards were secured and that the surface was even
- Accurately measuring and cutting the laminate boards and edging strips
- Clicking the flooring into place and laying the edging

Education and Qualifications

High School, Anytown **Sept 2001—June 2006**

Studied GCSEs in:

- | | |
|----------------------|---------------|
| • Physical Education | • Mathematics |
| • Design Technology | • English |
| • Science | • Geography |

Hobbies and Interests

Participate in a wide range of sports especially football and rugby. Assist with Saturday Junior Football Club.

References

Available on request

Application Forms



Here is an example of an application form. See page 22 for advice on filling out application forms

Moving Forward Company

Use black ink throughout

Application for the post of:

Ref: _____

Closing Date: _____

Personal details

Surname/family names: _____

First name: _____

Address: _____

Postcode: _____

Telephone: _____

Mobile: _____

Email: _____

Equality monitoring

For equality monitoring purposes, please complete the following and delete whichever does not apply. See separate sheet for further information and list of ethnic groups.

Gender: Male / Female

Disability: Yes / No

Age: _____

Ethnicity: _____

Education

Name of school or college: _____

Address: _____

Dates attended: _____

Qualifications (Give details of exams passed or about to be taken)

Subject

Level

Grade

Date

Application Forms



Page 2

Employment

Dates of employment: _____

Employer's name and address: _____

Job title: _____

Activities and Interests

(e.g. sports, hobbies, special achievements).

Further Information

Use this space to show how you meet the requirements for the job. Think about the skills an experience you have gained through education, work, training, and in your personal life.

References

Please give the names and addresses of two people (not relatives) who would be willing to provide a references about your suitability for the post.

Name: _____

Job title: _____

Address: _____

Postcode: _____

Telephone Number: _____

Email: _____

Name: _____

Job title: _____

Address: _____

Postcode: _____

Telephone Number: _____

Email: _____



Application Forms

Key points

- Make a copy of the original form and practise on the copy.
- Read any instructions before you start writing or word processing.
- Use black ink.
- Answer all the questions.
- Give details of your work experience including voluntary, part-time or holiday work.
- Further information—use this space to say how your skills, experience and personal qualities match what the employer is looking for.
- Check through the form yourself and then ask someone else to give it a final check.
- Keep a copy of the finished form.
- Attach a covering letter.
- If you do an on-line application, remember to print off or save a copy for yourself so you can look over it if you get an interview. And write down your password somewhere safe so it's quicker if you want to apply for other jobs with the same organisation.

What is there's a question about ...

.... Health or time off work?

It's usually best to be honest as they may ask for this information from the people who write your reference. If you're unsure what to put, talk to your personal adviser or other support worker.

What is there's a question about ...

.... Criminal convictions?

If there is a question about criminal convictions and you're not sure what to write, talk to your YOT worker or personal adviser. There are some jobs such as those where you work with children where employers have to check with the police before you can start the job.

Why are they asking about

.... Gender, ethnicity, disability and age?

Many larger organisations ask for this information so that they can check they are treating everyone fairly and making sure the job opportunity is open to everyone who is



Applying for a Job by Telephone

- Always prepare well in advance before making the phone call. If you have an answer phone or voicemail make sure it has a clear and appropriate message. If you create a bad impression with the employer it will be very difficult to overcome this.
- If you don't hear something clearly don't be embarrassed about asking the person to repeat what they have said.
- If you get through to an answering machine, do not panic! If you don't feel prepared to leave a message put the phone down without saying anything and call back once you have had the opportunity to prepare a message.

Before you telephone:

- Write down the name and job title of the person you want to speak to and the title of the job you are enquiring about. Write down questions you have about the job.
- Have the job advertisement with you to check details and to serve as a prompt.
- Have a pen and paper to hand so you can write down any information you are given.
- If you are using a mobile make sure it is fully charged with plenty of credit available.
- Have your CV ready to refer to during the call.

Once on the phone:

- Speak clearly
- Give your full name and say which job you are interested in and where you saw the advert.
- Be prepared to talk about yourself, why you are interested in the job and why you feel that you would be suited to it.
- Write down any information you are given about the job.
- If you arrange an interview write down the details and read them back to the employer to check that you have written them down correctly.
- If you don't know how to get there don't be afraid to ask for directions.



Handy tips

- Before you speak to anyone on the phone, write down what you're going to say beforehand. Make sure you find a quiet place and keep a note of any contact names or numbers for future reference.
- You never know who is going to pick up the phone so always be polite and clearly explain the reason for phoning. Be prepared—you might end up having an interview on the phone.



Applying for Jobs by E-mail and the Internet

- Use simple, non-jokey email addresses to avoid embarrassment or giving the wrong impression. 'JASmith@....' is a safer bet than 'sexyeyes@...'. If necessary set up a special account for your job hunting emails.
- The style and content of the language you use is important. Many people write e-mails more informally than they do letters. Ensure that you use the same style as you would in an application letter.
- Online application forms may look different compared to a paper one. You may be asked to send a CV/covering letter as an attachment. Make sure you know how to do this. Ensure any personal details are correct. For example, don't attached a CV with a different address or mobile number to the one on the application form.
- Make sure the information is relevant to the job you are applying for. You can change things for different jobs and employers.
- You can save time by cutting and pasting from other documents (for example personal statements).
- Either save a copy or print a copy of the completed application form. It is useful to refer to should you be offered an interview.

Double check everything. It's easy to copy and paste inappropriate information from an application and send it to another employer!

Handy tips

- Check you mobile voice message. What might sound cool with friends might be a no no with an employer. Once you start giving your mobile number to potential employers, make sure the message you leave and the way you answer the phone create the right impression.





Interviews

Interviews made easy

Many people feel very nervous before interviews. Here are some suggestions on preparing for your interview, and tips for coping confidently.

- The interview may be very formal, or casual and relaxed.
 - You may be interviewed by just one person or by a panel of two or more people.
 - You may be asked to prepare a presentation or take part in some sort of test before the interview. Employers may want to give you tests to check on your English, Maths or IT skills.
 - The interview process may last for more than one day.
 - You may be asked to attend a second interview.
 - Sometimes you might go for an interview and find the boss carries on working whilst interviewing you—answering the telephone, dealing with customers, telling employees what to do. This does not mean that he or she is not interested in you.
- For some jobs in larger organisations, like the council or hospital, you may have been sent a person specification. This tells you what sort of person they are hoping to get.

You will probably have a few days notice of an interview. This time can be used to prepare yourself, which may help you feel more confident on the day.

- Make sure you know exactly where the interview will be held.
- Plan how you will get to the interview. For example, check bus times.
- Find out about the company and be clear about the job you are applying for. Sometimes when you are applying for lots of jobs, it can be easy to forget exactly what you have applied for!
- Remember to check over what you wrote on your application before you go to the interview.



Giving the Right Impression

- First impressions do count! People may make judgements about you as soon as you enter the room. So think about how you present yourself including your body language.
- Arrive in good time—this will create a positive impression and you will feel more confident.
- Wear an outfit that is smart, clean and tidy. What you wear will depend on the type of job you are going for. Take care over details such as your hair and your shoes.
- Be polite and friendly.
- Smile at the interviewers and look interested.
- Try not to fidget. If you tend to tap your feet, play with your hair or fiddle with rings or Earrings, try to avoid doing this in the interview.
- Nod your head occasionally when the interviewer is talking to show that you are listening.
- Speak clearly and look at the person who has asked you the question when answering it.
- Try to look confident and stay calm, even if you start to feel panicky.
- Remember, if the interviewers are inexperienced they may feel nervous too!



Do ...

- Remember to look over your application form or CV before the interview— the interviewers may refer to it!
- Be honest. Interviewers will see through inconsistencies very quickly. Also if you lie, you could lose your job if you are found out later.
- Be positive about yourself and the job.
- Remember the interview is a two-way process. You are assessing whether you want to work for them as well.
- Have some relevant questions prepared.

Don't ...

- DON'T be negative about, or overly critical of your school, teachers or previous employers. This gives a bad impression of YOU. It may be seen as an excuse for problems you and met and have been unable to deal with.
- DON'T worry about being nervous. Employers will expect it to some extent. Also remember that they may not Interview people very often and may be nervous as well.
- DON'T use slang, swear or mumble!
- DON'T eat and don't chew gum.



Interview Questions

Here are some examples of interview questions. Use the advice to help you prepare your answer.

Question

What would you say?

Tell me about yourself.

Give details of where you went to school and any qualifications taken. If you have not taken any exams state your favourite subject at school or college. Talk about your interests, hobbies and your personality.

What do you consider are your strong points?

Give 2 or 3 skills or statements that are positive and relate to the type of industry / environment you will be working in.

What are your weak points?

Turn any weak points around by making a negative statement into a positive. For example, tell the interviewer that you are willing to learn, and that you are prepared to undergo training or take qualifications.

Why should we give you the job? Why do you think that you are suitable for this job?

Make 4 or 5 statements about your skills and your personality that relate to the company and job you would be working in.

What aspects of the job would you enjoy the most and why?

Discuss areas that match your strengths and previous experience, or those where you would like to gain more experience.

What aspect of the job might you require training or support in?

Everyone has areas that need further training or support. Say what training and support you might need and that you would welcome further training in this.

Why do you want to work for this organisation?

Find out about the organisation before your interview. You would mention opportunities for progression, the range of experience you could gain, level of responsibility and reputation of the organisation.



Interview Questions

Specific skills and topics that you may get asked about.

Question

What would you say?

Problem Solving:

Think of a problem you have had to resolve. How did you go about solving it?

Performance:

Describe a situation where you have worked within a team. What role did you play within the group?
This could be at school, college, work or other activities or events that you've been involved in.

Negotiating Skills:

Describe a situation where you have influenced or persuaded someone else to do something. How did you achieve this?
Give positive examples.

Customer Service:

Describe a situation where you have been directly involved with providing a high level of customer service.
This could be through work experience, running a stall at the school fair, projects or events, or activities you do in your own time.

Stress Management:

Describe a situation where you have been under pressure. How did you cope?

Initiative:

What have you done that shows initiative and willingness to learn?
Initiative means you see that something needs to be done and do something about it. It doesn't mean you physically have got to do it. It can be that you make a suggestion about what could be done.

Time Management:

How do you make sure you manage your time well (to successfully complete all the things you have to do)?
Think about how you managed to get all your course-work done by deadlines e.g. planning ahead; allowing for things to take longer; keeping a diary or 'to do' list; not leaving things to the last minute.



Interview Questions

Question

Settling in: How was your journey?

Just a short response here, even if the journey was awful.

What would you say?

Education:

What did you most enjoy about school or college?

Be ready to explain why you liked it and what you got out of it.

What was your favourite subject?

Be ready to explain why you liked it and what you have got out of it.

Why did you get on to 6th Form or college?

What extra responsibilities did you take on at school/ college?

If you can't think of any for school or college, talk about responsibilities you've had outside of school / college or on work experience.

Personal: What do you think you can offer this organisation?

Make 4 or 5 statements about your skills and your personality that relate to the company and job you would be working in.

Tell me something you have done which you are proud of.

What are your strengths and weaknesses?

Give 2 or 3 strengths. If time, give 1 weakness—but make it into a positive— I may sometimes be indecisive but I like to consider all the angles to reach the best decision.

Leisure

I see you're a member of

Tell me about it please....



Interview Questions

Question

What do you do in your spare time that might help you in this job?

Think about the broad range of skills you have gained. Team sports can show willingness and ability to work in a team, not just that you're good at and enjoy sport. Babysitting could be useful to show creativity if you organise different activities for children.

What would you say?

Skills and experience:

What experience can you offer for this job?

Mention any work experience, voluntary experience or other things you've done that are relevant.

What skills do you have that would be useful for this job?

Go back over your list of skills and list three most important for this job you're applying for.

Awkward Questions:

Why are you applying for this job when you did science/art as subjects?

Maybe you always had an interest in both arts and science but had to limit your subjects. Has something happened in your life to make you change direction?

What are the main tasks of a?

Find out as much as you can about the job before the interview.

Why did you not take any GCSE's?

You may have personal reasons that you do not want to discuss with a stranger. Stress you're really keen to learn and get work-related qualifications now. Or you could say that you learn better by doing things.



What Now?

Got the Job?

Congratulations!

You may have to sign a form or write to accept the job. You will need to agree a start date. Employers are usually flexible about any holiday arrangements you might have. However, some companies that recruit a few people at the same time may want everyone to start on the same day.

When you become employed, you have a number of legal rights. 16 and 17 year olds have a right off for study. This gives you the chance to have paid time off to take work-related qualifications up to and including NVQ Level 2. This is only for those of you who don't already have this level of qualification already.

Other rights include the minimum wage, hours, holidays, training, being able to join a union. Some of these are different for under 18 year olds. There is legislation to prevent discrimination when applying for and in work.

No success so far?

If you've tried and not had any success, you may find it useful to talk to an adviser. There will be an adviser at your local college and they will be able to signpost you to the Integrated Youth Service who will also support you.

It may be that you need to do some more training or studying before you can get into the type of work you want to do.

There are short courses or programmes which can help you get more experience, a chance to start afresh and get a good reference or some qualifications.

Some people who did not do so well at school or were not keen on being in school find that they do better working towards work related qualifications or learning through a training programme.

If your CV, application forms and letters are well put together, it may be the interview that's letting you down. This is where feedback from interviewers or a mock interview with an adviser can be helpful.

If you feel that you have not been fairly treated in your job or apprenticeship applications talk to an adviser at college or the Integrated Youth Service about this.

Need extra help or support?

It is possible to get various kinds of support to get you into work:

Contact your local Integrated Youth Service, Jobcentre Plus or your local college or training provider to find out about opportunities for help and support for getting into work.



Sources of Information

For Vacancies

- Integrated Youth Service
- Jobcentre Plus
- Private employment agencies
- Local press
- National press
- Professional trade or specialist journals
- Personal and business contacts
- Internet

Useful Websites

- www.yell.com
- www.fish4jobs.com
- www.monster.co.uk
- www.jobsite.co.uk
- www.totaljobs.com
- www.gov.uk/jobsearch
- www.jobs.nhs.uk
- <http://jobs.wiltshire.gov.uk/>
- www.wiltshire.ac.uk/careers/book_advice.asp

