

Career support documents

HELLO!



In this document you'll find some useful information on how to look for jobs, create a CV if needed and some guidance for when you attend an interview.

Reacting to change.....3

What's my next move?.....4

Personal goals.....4

Financial goals.....5

Mortgage payment and rent.....7

Your pension.....7

Searching for jobs.....8

Agencies.....9

Your CV.....10

An example CV.....10

Creating your CV.....11

Writing a cover letter.....12

Applying for jobs online.....13

Using social media to look for work.....14

Job interviews.....16

Hints and tips.....16

Example interview questions.....17

Networking.....18

Pulling it all together.....19

Useful contact info.....20



Reacting to change

Everyone reacts to change differently. The first thing you may feel is a sense of disbelief – is this really happening? Next you may feel a sense of injustice – why me?

At some stage of the process you feel anger at what you have gone through. You will feel a sense of loss, particularly if you have been in the job a long time. Your self-esteem will be affected and you may feel a sense of failure.

These feelings are quite natural, and experienced by most people who feel effected by a change. We get a great deal out of work as well as income: routine, status, companionship, recognition, security and a sense of identify.

To manage the situation you need to be aware of your reactions, and be honest about the way you feel. You need people around you who will listen, even if your feelings seem irrational. Be aware that your feelings may push you into depression. Such feelings have far more to do with your state of mind than the state of the job market. Only when you have acknowledged the new reality can you begin to adjust the change.

It's worth noting that these feelings are temporary and will pass in time.



What's my next move?

Before you can decide on what to do next, it's good to think about:



What are your personal goals



What skills do you have?



What is the right move for you now?

Personal goals

When you've lost your job, it's a common reaction to apply for an identical or very similar job. It is equally common to want a complete change!

The first is a natural inclination towards the familiar and the other is a negative reaction to the familiar because this is what you feel has let you down. Either a complete change or the very familiar could be right for you. Before writing a CV, it is worth thinking about your personal goals.

During our working lives, what we need from work changes. When you first start out in your career you may have joined an apprenticeship scheme. As you look at your second job, you may want a professional qualification or to lead a team.

However everyone's career path is different. Perhaps ask yourself the following questions:

- Have your financial commitments changed, and what are the consequences of those changes?
- If you work full time at the moment, do you want to continue to do so?
- If your work involves travel, do you still want that now?
- What do you want to achieve in the next 12 months?
- Do you want to continue working in the area you have been?

Your likes and dislikes

When thinking about your next move think about your likes and dislikes of your previous jobs. Fill out the table below to help.



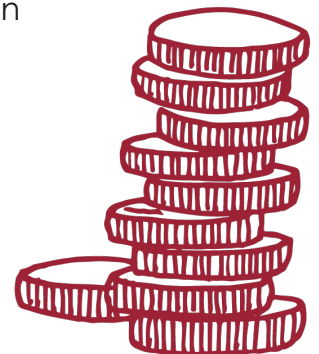
The job	What I liked most	What I liked least

Finances

The next practical thing to look at is your current financial situation, and what you can afford to do.

If you are being made redundant, the amount of redundancy pay you receive depends on how many years you have worked for your organisation, your age and your pay.

You can look at this information online at www.gov.uk/calculate-your-redundancy-pay. This provides up to date information on redundancy terms.



Working out your personal budget

It is probably worth putting together a list of your income and outgoings. If you have a written budget it will help you keep a track of your money. The list below is only intended to start you off with your personal budget. You may think of others things you may want to add.

Don't forget you might may have income other than salary such as pension or tax credits; remember to factor these into your budget.



Expenditure (any incoming money)	Amount (£)
After tax and NI	
After tax, from savings and investments	
Any other income, e.g. child benefit	
Expenditure:	Amount (£)
Essentials:	
Mortgage or rent	
Food	
Water	
Council Tax	
Electricity	
Gas	
Other fuels	
Telephone	
Mobile Phone	
TV licence	
Buildings and contents insurance	
Travel to work	
Car purchase/lease	
Car maintenance	
Petrol	
Childcare	
Clothes	
Loan repayments	
Other	
Total Essential Expenditure:	
Non-Essentials:	
Life insurance	
Newspapers, books	
Hobbies	
Wi-fi	
Children's pocket money	
Your pocket money	
Total Non-Essential Expenditure:	
Difference between income and expenditure:	

Mortgage payments and rent

If you feel that you may not be able to keep up mortgage or rental payments – speak to your lender sooner rather than later to discuss options. Check to see if you have previously taken out payment protection insurance



Your pension

One of the first people you may want to talk to is your pension administrator. They will be able to give you detailed information on how much your pension fund is worth, whether you can move it, and so on. An independent financial advisor can also help you consider how to invest any redundancy payments.

Please find contact details of pension providers:

- **People Pension helpline** 0300 200444
- **Scottish Widows helpline** 03457 556557
- **WGRBS (final pension scheme)** 01737 230472

Notes

Searching for jobs

Recruitment websites

The quickest and easiest way to search for a job is to use one of the many jobsites available, and listed below are the most popular ones where you will find thousands of jobs advertised. You will also find that the most popular also have apps that can be downloaded and once you have registered and uploaded a CV applying for jobs is an easy process.



Examples of job search engines are:

- www.fish4.co.uk
- www.indeed.co.uk
- www.monster.co.uk
- www.jobsite.co.uk
- www.totaljobs.com
- www.cv-library.co.uk
- www.reed.co.uk

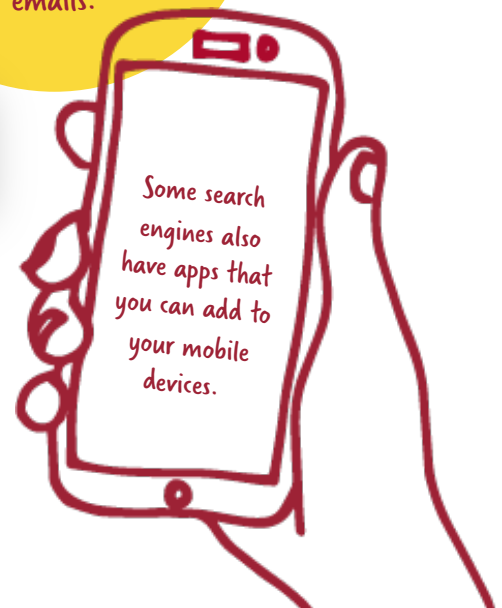
When searching for jobs, you usually have the options to enter the position you are interested in and the location like the example here from indeed.

Identify some websites that have the right type of vacancies for you, and then consider registering for job alert emails.

indeed Find jobs Company reviews Salary guide Sign in

What job title, keywords, or company Where city or postcode Find jobs

Upload your CV - It only takes a few seconds



Agencies

Using agencies

Recruitment agencies act as a link between you and potential employers. They earn their money from the employer either as a one-off fee or commission when the agency places you permanently, or by adding a charge on top of the hourly rate they pay you if they place you with an employer on a temporary contract. It is illegal for any agency to charge you a fee for finding you a job.

Recruitment agencies tend to build up large databases of applicants and will directly approach job seekers. They will contact suitable candidates once they have a vacancy to fill and, for permanent roles, will present a short-list to the employer for their final selection. However, they don't always get the matching process right and you cannot always rely on agencies to contact you.

There are many agencies, in a number of different categories and you need to be clear on what they can do for you.

Use agencies that potentially you have heard from friends or team members. You can search the website, try www.agencycentral.co.uk.

How to use agencies

Having identified the best agency for you:

- ✓ Make sure you stay in contact with them
- ✓ Always try and speak to the same person at the agency
- ✓ Don't send them CVs or letters by post
- ✓ Be patient and polite
- ✓ Keep your CV updated
- ✓ Follow up at regular intervals



once you've registered with agencies, keep in touch with them regularly. The better they know you, the more likely they are to think of you when the right job comes up.

An example CV

Nora Bucket

Address: 21 Hole Close, Broadway BY13 1NG **Telephone:** 08724 096349 (Mobile) **Email:** norabucket@hotmail.com

Skills

- Communication
- Customer service
- Team work
- Training others
- Leading a team
- Interpersonal skills
- Decision making

Education and Qualifications

Liverpool University 2007 -2009:

- 2.2 Degree in Photography

Broadway College 2005 -2007:

- A-Levels Grades achieved in PE and Photography

St Johns High School 2000 -2005:

- A-C GCSE Grades achieved in Maths, English, Science, IT, RE, PE and Photography

Career Summary

2011 - Current Till Supervisor – Wilkos

- Leading a team on a daily basis to ensuring customer service standards were achieved
- Ensuring accurate rotas were completed for team
- Ensured team had an annual review and supported with training needs
- Ensuring health and safety standards were adhered to
- Deputising for the Branch Management team and running the store
- Communicating with team on a daily basis and keeping them informed
- Recruit new team members when needed, including completing their induction training
- Ensure achievement of store targets

2009 - 2011 Customer Service Assistant – Wilkos

- Ensuring customer service standards were achieved
- Serving customers on the checkouts
- Replenishing stock onto shelf's
- Ensuring health and safety standards were adhered to
- Communicating with my Line Manager on a daily basis
- Actively listening to customers to assist them in their needs
- Training new team members when they started
- Organised monthly charity events within the store and local community

Personal Details

Driving Licence: Full licence

Interests include: Outside of work, I enjoy using my camera to capture landscape shots.

References available on request

- Indeed have a free downloadable CV template available at <https://www.indeed.com/profile/resume-templates>

Creating your CV

Use the below as a guide to help build your CV. You can add extra information if you need to.

About me

- Name: _____
- Address: _____
- Telephone: _____
- Email: _____

My Skills:

Education and Qualifications:

Career Summary:

Personal details:

Writing a cover letter

What is a cover letter?

Some companies may ask you to submit a cover letter when applying for a position with them. A cover letter lets you introduce yourself and expand on the skills you have listed on your CV to let them know how they would benefit them as an employer. Along with your CV, this is the first impression a potential employer will get of you. So ensure you have checked your spelling, and where possible do this as a typed letter.



Instant Store,
66 High Street,
Broadway
BY11 6PJ

3rd August 2023

Azam Fadal
21 Hole Close
Broadway
BY13 1NG

Dear Mr Potter,

I wish to apply for the role of Store Supervisor; this job is currently being advertised on reed.co.uk. Please find enclosed my CV for your consideration.

As you can see from my attached CV, I have over eight years' experience in the Retail industry, and I believe the knowledge and skills built up during this time make me the perfect candidate for the role.

In my current role as Till Supervisor at Wilko, I am responsible for a team of 15. I ensure that customer service standards are met daily for customers. This is benchmarked through customer satisfaction surveys that are completed online or via the telephone with a result of 85%.

I am confident that I can bring this level of success with me to your company and help Instant Company build upon their reputation as one of the UK's best high street retailers for service. With my previous experience and expertise, I believe I can start actively contributing to the business as soon as possible.

Thank you for your time and consideration. I look forward to meeting with you to discuss my application further.

Yours sincerely,

Azam Fadal
Azam Fadal

The address of the company whose job you are applying for

Look at the advert to see who's conducting the interview. If there's no name, put Sir/Madam

Next, what can you offer them? Expand on points in your CV – including examples to back up your skills

Sign off with 'Yours sincerely' (if you know the name of the hiring manager), or 'Yours faithfully' (if you don't)

Your name and home address

The opening statement should be short and explain why you're getting in touch

In the second paragraph briefly describe relevant qualifications and ensure you refer to each of the skills listed in the job description

Here's where you reiterate your interest in the role and why you would be the right fit

Applying for jobs online

Online recruitment

Once you've registered with a job site such as Indeed and uploaded a copy of your CV, recruiters will be able to contact you directly through the site. Recruiters search for suitable candidates through job sites and come across CV's but inputting key words that relate to their vacancy.

When you're creating an email address, make sure you use a professional one so it creates the right impression for a future employer.

Some recruitment consultancies operating on a volume basis use software systems, which allow them to scan for keywords, concepts or locations. It is therefore vital that you embed appropriate key words in your CV. The system is utilised for drawing suitable applicants from their database and reviewing direct applications to an advertised position. For an example an advert for a retail position could look for keywords such as customer service, friendly, communication, willing to help and working with others.

The system will then rate your CV dependant on how closely it matches the skills/competency frameworks for particular positions. It is therefore important to analyse the job advertisements you wish to apply for in some detail before making any application to ensure that your CV does reflect job needs and contains the key words from the advertisement or job specification if it is available. Even if this is not the case the same amount of care should be taken with any application.

Don't have access to Wi-Fi at home? Don't worry! There are plenty of places you can go to get online for free:

- Local authorities have a range of places you can go such as the local library
- More and more businesses such as restaurants and cafes also allow you to connect to their Wi-Fi whilst you are out and about
- Every Jobcentre plus office has free Wi-Fi. There are also computers there if you don't have your own

Getting an email address

To set up an email addresses, simply search online using a search engine – examples of these could be Yahoo, Google or Hotmail and type in 'free email providers'. Pick a provider and then follow the instructions to set up your account.

An email account has a 'spam' or 'junk' email folder. It's well worth checking it daily to make sure important job alerts or employer messages haven't gone in there accidentally.



Using social media to look for work

Social media

Lots of people use social media to attract candidates to apply for positions within their organisations. Recruitment companies and head-hunters also use social media as a mean to search for appropriate candidates to introduce to their clients. LinkedIn, Facebook and Twitter are examples of sites that may be used.

LinkedIn is the world's largest professional network. LinkedIn connects you to your trusted contacts and helps you exchange knowledge, ideas, and opportunities with a broader network of professionals.

Having an account gives you:



An opportunity to list your current and past positions and education



A profile picture



A summary paragraph to talk about yourself and key skills

If you have social media accounts, you should consider the below points:

- Clean up your online presence
- Like, follow, subscribe and join – like pages on Facebook, follow people on Twitter, subscribe to specific trade or industry job forums and join groups on LinkedIn
- Spread the word – on any site let your friends and followers know that you're looking for a job
- Include a link to your CV – add a link on your social media profiles to your contact information



Using social media to look for work - LinkedIn

LinkedIn job search checklist

Find the right job

Search for relevant jobs 

Set up job alerts 

Apply and prepare for the job

Use resume assistant to create a good resume 

Upload your resume 

Use the interview preparation feature 

Update your LinkedIn Profile

Add or update your profile photo 

Update your location 


Update your education 

Add contact information 

Make your profile stand out

Update the summary on your profile 

Enable #OpenToWork 

Ask your network for skill endorsements and recommendations 

Take Skill Assessments 

Expand your professional network

Connect with similar professionals via LinkedIn Groups 

Contact the job poster 

Follow the company's LinkedIn Page 

Engage with the company's content 

Top Tips

- 1. Don't copy and paste your CV** - instead, describe your experience and abilities.
- 2. Borrow the best marketers** - Light up your profile with your voice. Act naturally: don't write in the third person unless it formality suits your brand.
- 3. Write a personal tagline** - something that at a glance describes who you are.
- 4. Elevator pitch** - That 30-second description, the essence of who you are and what you do, is a personal elevator pitch.
- 5. Explain your experience** - Help the reader grasp the key points: briefly say what the company does and what you did or do for them.
- 6. Point out your skills** - Include a mix of high level and niche skills and be specific.
- 7. Ask and answer questions** - Especially questions in your field, to establish your expertise and raise your visibility
- 8. Distinguish yourself from the crowd** - round out your profile with a few key interests.
- 9. Improve your Google page rank** - Get recommendations from colleagues, clients, and employers.
- 10. Build your connections** - identify connections that will add to your credibility and pursue those.

Job interview hints & tips

Before the interview

Once you know when your interview is there are a number of things you may want to consider doing:

- Ensure you have got a copy of the job description, read this to understand what the job role.
- Research the company via their website
- If you know any other employees who work for the company speak to them
- Compare your skills and qualifications to the job requirements
- Read the job description inside out and completely understand it
- Prepare some questions of your own to ask

On the day of the interview

On the day of the interview think about the following:

- Try to have a good nights sleep before the day of your interview
- Plan what to wear
- Be on time. Plan your route and leave plenty of time to get there
- Be yourself, show your personality, try to relax and be as natural as you can
- Ask for clarity if you are unsure of what has been discussed
- Review the job description
- Review the questions you have prepared to ask at the interview

Other things to consider:

- When answering questions try not to waffle, talk about what you have done, don't presume the person interviewing you knows the answers so ensure you explain what you mean.
- If you want to write down some good examples before hand to take with you on the day of the interview.
- You won't know what questions will be asked but you can think about what the role involves and the type of questions that might be asked e.g. if the role involves training new members of staff you may be able to provide an example of when you have done this.

Sample interview questions

Different companies will have different interview questions. There may be some at the first about yourself and hobbies, there could be some competency based questions and ones around your CV. Below are a few you may be asked:

???

Can you tell me a bit about yourself?

???

What do you enjoy doing when not in work?

???

What areas would you like to develop in?

???

Tell me about a time you've worked as part of a team

???

What would you say is your greatest strength?

???

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

???

Tell me about a time you've dealt with conflict

???

What's your proudest achievement?

???

What made you apply for this job?

???

What does your average day at work look like?

Networking

What is networking?

- Gaining useful information, ideas and advice to help in your job search
- Spreading the word about your skills and abilities
- Building a good reputation with people
- Building relationships where you can help others and they can help you

Absolutely everyone you know is part of your network and could be helpful, no matter who they are or what they do.



What networking isn't

- Asking your friends for a job
- Name dropping
- Using people
- Asking for favours that people might not want to give
- Being pushy

Make a list of your contacts and consider what you will say to each of them. To friends and family you could ask direct questions. For ex-team member, more distant friends or referrals, you need to be more subtle.

A few points to consider

- Don't ask for job interviews – say “Do you know of any companies that are recruiting at the moment?”
- Try to get referrals where possible – “If you come across anyone who might be able to help me, please bear me in mind”
- Offer to do something in return
- Be brief
- If you are trying to change career direction ask for advice – “What skills, experience and qualifications would I need for this type of work?”

You network every day, whether you realise it or not! When you speak to a friend you might recommend a good restaurant or a film to watch. Just as you network in your personal life, you can use your contacts to help you job searching.

Pulling it all together

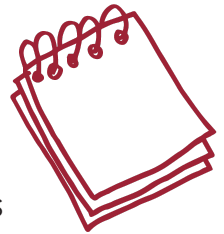
Record keeping

Keeping track of your progress is essential. You will need to be well organised, disciplined and efficient.

Keeping good records of everything you do while job seeking, so that you can follow up leads, chase outstanding letters, make phone calls and send emails at the right time. When you are dealing with a number of different agencies, make a note of the name of the consultant you are dealing with, send thank you letters and so on.

Set up your own mini office with everything you need.

- A4 ring binder
- Hole punch
- Dividers
- A small supply of good quality A4 paper and matching envelopes
- Printer paper and ink
- Stapler



Make sure you can be contacted. Have a voicemail set up on you home telephone and on your mobile.

Once you get going with job seeking, you will be generating a great deal of activity. This will be difficult to manage unless you get organised early on.

Keeping track of this could like like the below:

Job title	Organisation of agency	Phone call (date)	Letter/CV sent (date)	Interview (date)	Outcome	Follow-up



Get organised as soon as you can. Job hunting becomes much easier if you keep track of your progress and manage all your phone calls, emails and paperwork efficiently.

Useful contact information

Record keeping

Here are some useful contacts, websites and telephone numbers. Internet access may be available through your local library if you do not have access to a PC.

Jobcentre Plus

www.gov.uk

Find a Job

www.gov.uk/find-a-job

jobhelp

www.jobhelp.campaign.gov.uk

Advisory, Conciliation and Arbitration Service (ACAS)

www.acas.org.uk

0300 123 1100

Citizens Advice Bureau

www.citizensadvice.org.uk

Independent Financial Advice

www.unbiased.co.uk

0800 023 6868

Mind

www.mind.org.co.uk

Scope

www.scope.org.uk/employment-services

turn2us

www.turn2us.org.uk

entitledto

www.entitledto.co.uk

To contact Jobcentre Plus for redundancy support email

rrs.enquiries@dwp.gov.uk

National Debt line

www.nationaldebtline.co.uk

0800 808 4000

National Association for Voluntary and Community Action

www.navca.org.uk

National Careers Service

www.nationalcareers.service.gov.uk

0800 100 900

PACE (Scotland)

www.redundancyscotland.co.uk

0800 917 8000

Careers Wales

www.careerswales.gov.wales

0800 028 4844

MoneyHelper

www.moneyhelper.org.uk