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training



PREPARING FOR EMPLOYMENT

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SAFE JOB SEARCHING

Be ALERT and be SAFE when job seeking

The vast majority of job interviews are perfectly straightforward – you attend the interview, and everything goes well. Whether you hear about an opportunity through the Job Centre or through an advertisement online, there are a few simple common sense rules that you should always remember for your own safety.

Taking these basic steps will help you make sure that your job search is safe and trouble free.



- Tell a relative or friend where you're going and what time you expect to be back
- Arrange to be collected from the interview if it takes place outside working hours
- Find out as much as you can about the company before the interview, especially if there are no details in the job advert
- Make sure the interview takes place at the employer's premises, if not, then in a public place
- Take your mobile phone with you – make sure it is charged and has credit



- Apply for a job which seems to offer too much money for very little work
- Agree to continue the interview over drinks or a meal, even if it seems to be going very well
- Let the interviewer steer the conversation towards personal subjects that have nothing to do with the job
- Accept a lift home from the interviewer



FINDING A VACANCY

WHERE TO LOOK FOR JOBS

There are alternative ways to find vacancies, newspapers and job websites are the most common.

- **Direct approach**
Call into companies and leave your details with them
- **Employment agencies**
Often temporary or unskilled work
- **Advertise yourself**
On social media, eg. Facebook, LinkedIn, Twitter
- **Shop windows or newsagents adverts**
- **Internet**
See page 16 for useful sites
- **Writing on the off chance**
eg, speculative letter to companies
- **TV & radio**
- **People you know**
Friends & family who work for a company
- **Local business directories**
Such as yell.com
- **Aspire employment & skills advisor**
Will be able to help you look for training and work
- **Job Centres**
Contact your local Job Centre for more information about getting into work
- **Newspapers**
Check the jobs section of your local newspaper



A job vacancy may require you to:

- Apply in writing
- Send a C.V.
- Email or phone for an application form
- Ring to organise an interview

When you apply for the job

- Keep a note of when the closing date is
- List the date when you sent off your letter or application form
- When is your interview date
- How soon should you know the outcome/result
- When you can assume that you won't hear/weren't successful

Telephone techniques

Before you call...

...have ready a pen, some paper and the job advert – it might also be useful to have a copy of your C.V. with you.

- Make sure that your mobile phone has full battery
- Make sure you're in a quiet place so that you can hear clearly and they can hear you
- Dial the number carefully
- If there is an extension number, ask for it once you are through to the switchboard
- Ask for the person named in the advert - make them aware of the job role you are calling to discuss



The earlier you start planning for your journey to employment the more options you'll have!



JOB SEARCH LOG SHEET

Use this to keep a record of your job search – it will help you keep track and decide on your next steps. If you receive Universal Credit you will be expected to hold a journal for these activities aswell. Below is an example:

Date	Company	Action	Result (Interview date etc)	Next steps
9/4/18	Joe Bloggs Cleaners 01782777555	CV sent with covering letter		Ring them in 2 weeks to ask if they have got my CV – have they got any vacancies?



Curriculum Vitae

Employment and skills advisors can help and give you a template to get you started. Here is an example of how a CV could look:

Joanna Anybody

47 Anywhere Road, Newcastle-under-Lyme, Staffordshire ST5 8LP

Telephone: 01782 529475/ 077986 256894 **E-mail:** joannaanybody@gmail.com

Personal Profile

An outgoing individual who is quick to learn new skills, with a flexible, adaptable and reliable approach. A motivated person who works well within a team setting and individually. Looking for a work environment where current skills and qualities can be utilised to the full and further developed through and training available.

Skills and Abilities

- Good team member and able to work alone if necessary
- Possesses initiative, drive and ambition
- Totally trustworthy, honest and have a high level of patience
- Punctual, flexible, reliable and adaptable

Employment / Work Experience

McDonalds restaurant, Elton Street, Newcastle-under-Lyme

Part-time Work summer 2010

Waitress: Help in the kitchens to prepare fast food, general kitchen work, serving customers, handling cash, taking orders, customers service.

Primrose Café, Malton Rise, Stoke-on-Trent

For 2 weeks in May 2010, I worked at Primrose Café where I helped staff to take orders from customers and serve teas and coffee. I was willing to help wherever I was needed and was given the responsibility of taking the cash to the bank on a Friday at the end of my second week. I really enjoyed my placement and learned a lot about customer service and how to work under pressure as it was very busy at times.

Education and Training

2005-2010 any comprehensive school, Newcastle-under-Lyme

GCSE passes in English, Science(double), Maths, History, Art, Computer Studies, Graphics

Interests and Achievements

I enjoy using computers and recently started a word processing course in my spare time as I believe it will be useful in my future career. I studied computer at school and was awarded a certificate of achievement for my project on the use of computers in supermarkets. I was a member of my school rounders team during my final year at school and helped to organise matches and fund raising for the new school mini bus so that the team could go to away matches. Fund raising events included baking for the Spring Fair. In my spare time I have worked voluntarily at a lol charity shop. I have found the experience to be very useful and rewarding and my confidence when working with the pubic had increased.

References available on request

COVERING LETTER

For some vacancies you may need to provide a covering letter to the company. Below are a couple of examples that you could use:

Known vacancy letter

Cover letter for a vacancy you have seen advertised and you would like to work at/for:

Mrs J Hunter
Churchwood Industries
Highwood Industrial Estate
Newcastle-under-Lyme
Staffordshire

8 Temple Lane
Newcastle-under-Lyme
Staffordshire
ST5 1HP

Dear Mrs. Hunter,

I wish to apply for the job of Trainee Office Junior as advertised in the Evening Sentinel on Wednesday.

I am 18 years old and left having gained GCSEs in English, Maths and Graphics. Since leaving school I joined a Modern Apprenticeship scheme taking my NVQ Level 1 in Administration. I am very interested in this type of work and have been gaining useful experience in my work placement, who have also said they will give me a reference if necessary.

I look forward to hearing from you.

Yours sincerely,
Michael Brown

Speculative letter

Cover letter that you could send to a company you would like to work at/for:

Drive & Save
Repairs Department
123 Sandy Lane
Tamworth
b99 2xz

96 Smithy
Newcastle-under-Lyme
Staffordshire
ST5 4JN

To whom it may concern,

I am 18 years old and in 2018 I left Bridge School having gained my Maths, English and Information Technology. I have just completed my NVQ Level 2 in Motor Vehicle studies, my placement being at Blackshaws garage. I am very interested in gaining employment in this field and I feel I have the required ability and experience.

If any vacancies should arise in the future within your motor vehicle department I would be very grateful if my application could be considered.

I am also enclosing my C.V. to assist you further.

Yours faithfully,
Pat Adams

Further help from your employment and skills team

- Help with job search - C.V. application forms, interview skills
- One to one support - help to look at your options and plan your next steps
- Volunteering and work experience
- Signposting to other organisations who may be able to help you gain new skills
- Pre Apprenticeships (under 18 year olds)
- Apprenticeships (under 19 year olds)
- Money Advice Team surgery - based at Castle House, information for this service can be found on our website

EXAMPLE OF AN APPLICATION FORM

Personal Details	
Title: Mr Mrs Miss Ms Other	Address:
Surname:	
First Name(s):	
Date of Birth:	Postcode:
NI Number:	Telephone Number:

Tip: Take a photocopy to practice on.

Secondary and further education (give details of schools/ colleges attended since age 11)			
School/ College	Date from	Date to	Examinations Taken (Subject and Results)

Tip: List most recent first.

Employment History (Details of all positions: part time, full time, work based learning)					
Date from	Date to	Employer's name/ address/ nature of business	Job Title - brief description of duties	Salary	Reason for Leaving

Tip: Make each application form relevant to the job. For example, your employment and skills could help you with a Customer Service role.

Other Information (include any information which you consider may be of interest to your application)

Tip: This may include: personal experiences, voluntary work, clean driving licence, knowledge of foreign language, ICT skills.

To the best of my knowledge, the information in this application is correct and that if I am engaged, it forms part of my contract of employment.	
Signed _____	Date _____

Tip: Don't forget to sign and date the application.



Further tips and advice

- Education and Employment - list the most recent first
- Include work experience and part-time work
- Leave the employment history blank if you have not had a job before
- The application form will probably also ask for medical details and possibly nationality/ ethnic background
- You may also be asked to admit to any criminal offences
- Take a photocopy of the completed form so you can refer to it before your interview
- Fill in as much additional information as you can in relation to the role and how your skills match the duties of the job
- Before you start it may be a good idea to get a good idea to get a photocopy of the application form, or just the page that is the hardest to complete, for example the space for qualities or reasons you want the job.
- Read through the form making sure you know which information goes where
- If you haven't got a photocopy use a pencil first
- Write clearly and neatly and make sure get the spellings correct
- Try to fill in all the sections but do not repeat information that has already been listed
- Put down all your skills, interests and qualifications even if they are from voluntary or non-paid work
- If you wish, a short covering letter stating why you want the job or your qualities/experience can be added if the form does not give you the space to note this.
- Keep a copy of the form – you can see what you have said, should you be questioned on it in an interview

Never lie or exaggerate – you'll get found out!

ADDITIONAL INFORMATION

It's very important to spend time completing the 'Additional Information' section on the job application form.



Match your skills

Job adverts will give details of the personal qualities and experience the employer wants – handy for deciding whether you're right for the role, but also for learning a lot about the position itself. The employer may also provide a 'job specification' and 'person specification' which will give more detail about the role.

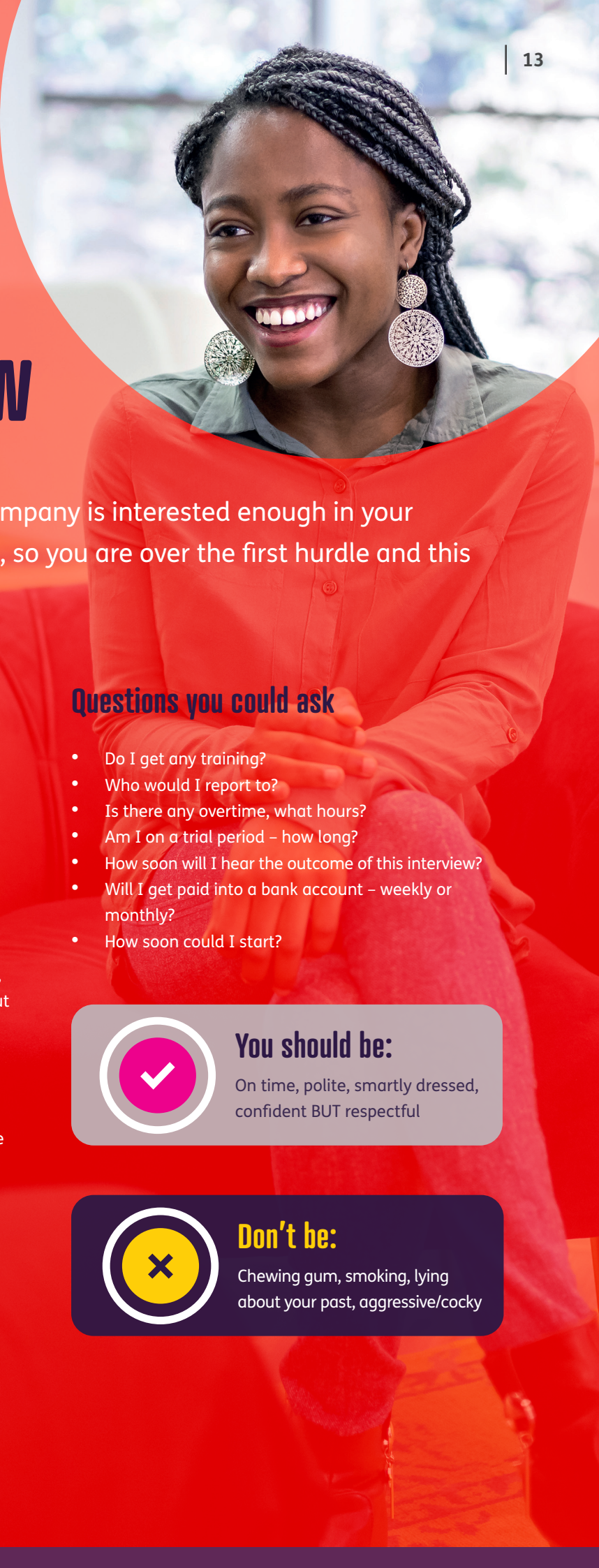


Keep it relevant

While you may want to include every bit of experience you have it's important to grab the employer's attention, which means putting most emphasis on skills and experience that are relevant to the job. Anything that doesn't match the requirements listed in the job information should either be left out of the application or only be mentioned briefly towards the end.

Need more help? See these examples of skills in the workplace:

Skill or Quality	Company
Good team worker and co-operative	I work well with other people and willing to have a go at whatever I'm asked to do
Good decision maker	I will look at the options and can consider which is best
Hard working	I will always do what is asked of me to the best of my ability
Reliable and punctual	I do not take time off unnecessarily and complete tasks on time
Good at planning and organising	I get things done in an orderly way
Adaptable and motivated	I can change what I need to do if necessary and keen to get on with tasks



THE INTERVIEW

Getting an interview means the company is interested enough in your application to “have a look” at you, so you are over the first hurdle and this is a great opportunity.

Prepare for the appointment

- Plan what you are going to wear
- How are you going to get there and where it is exactly?
- Do you know anything about the company, e.g. what do they do/make?

In the interview

Make sure you make eye contact with the interviewer, and that you speak clearly and give lots of detail about yourself and what you have been doing.

Questions they may ask

- Why do you want to work here/ why did you leave your last job?
- What sort of experience do you have – have you done this work before?
- What did you do whilst you unemployed? – Voluntary work/study/hobbies
- What makes a good team member?
- How do you cope with pressure?

Questions you could ask

- Do I get any training?
- Who would I report to?
- Is there any overtime, what hours?
- Am I on a trial period – how long?
- How soon will I hear the outcome of this interview?
- Will I get paid into a bank account – weekly or monthly?
- How soon could I start?



You should be:

On time, polite, smartly dressed, confident BUT respectful



Don't be:

Chewing gum, smoking, lying about your past, aggressive/cocky

WORKING FOR AN AGENCY

It is important when completing application forms to make sure information is correct. Please see the example below:



Advantages

- You could start work straight away.
- There are specialist agencies offering work in highly skilled jobs areas, e.g. scientific or IT.
- It could offer valuable experience for people wishing to work in certain jobs, e.g. admin or office work.
- It can offer a quick way to make cash.
- It could give you a taster of different types of work you may be interested in and help you to build some confidence in the work place.
- Can provide you with valuable experience to add to your C.V.
- Can be a good way to get a permanent job – often employers want to see how someone works over a trial period
- If you are a specialist in a particular area like science or IT, you could be very well paid



Disadvantages

- Employment is not permanent with an agency.
- You may not be able to obtain loans or a mortgage as a result of working for an agency.
- The work offered is often unskilled, e.g. warehousing or manual labour.
- The work may not be regular and as such, your income would not be either
- Where there are lots of jobs and the work is mostly unskilled, you may only be paid the national minimum wage.
- Check gov.uk for National Minimum wage
- You are unlikely to get any bonuses, e.g. company car, health insurance, company pension. However, a new law has been passed which offers agency employees similar holidays as permanent employees (minimum 20 day), after a certain period of time.
- Some agencies do not take into account where you live in relation to the work placement, or whether you have transport – so it could be difficult to get to work
- You may get very short notice to go into work, e.g. a call at 8am to be in work by 10am

Rest breaks

- You will normally have a variety of different breaks from work. These can be broken down into three types: 'rest breaks' – Lunch breaks, tea breaks and other short breaks during the day
- 'daily rest' – The break between finishing one day's work and starting the next (for most people this is overnight between week days)
- 'weekly rest' – whole days when you don't come into work (for many people this will be the weekend)

How much time do I get?

The amount of break time you get is usually agreed with your employer. It may be written down somewhere (e.g. in your contract of employment) or might just be a part of your employer's standard practice.

As an adult worker (over 18), you will normally have the right to a 20-minutes rest break if you are expected to work more than six hours at a stretch. A lunch or coffee break can count as your rest break. Additional breaks might be given by your contract of employment. There is not statutory right to 'smoking breaks'.

The requirements are:

- The break must be in one block.
- It cannot be taken at the end of the working day – it must be somewhere in the middle.
- You are allowed to spend it away from the place on your employer's premises where you work.
- Your employer can say when the break must be taken, as long as it meets these conditions

Daily rest – a break between working days

If you are an adult worker, you have the right to a break of at least 11 hours between working days. This means as an adult worker, if you finish work at 8pm on Monday you should not start work until 7am on Tuesday.

Weekly rest – the 'weekend'

If you are an adult worker, you have the right to either:

- An uninterrupted 24 hours clear of work each week
- An uninterrupted 48 hours clear each fortnight

Things to be aware of

- Working for an agency can mean short-term, unskilled work and so may be unstable, with long periods of unemployment.
- May mean you have a contract of employment with the agency and not the company in which the agency places you. This can mean the term and conditions under which you work may be different that someone who has a contract of employment with that company the differences may be in pay, holiday and sickness rights, etc.
- There are no guarantees, but agency work can give you valuable work experience and may lead into more permanent work.
- Some employers will only recruit using employment agencies, so you may need to work for the agency first before being offered a permanent contract with the employer.

USEFUL WEBSITES TO HELP IN YOUR JOB SEARCH

Think about what you can do to develop your skills and set yourself realistic goals for achievement that can support your CV.

Job search websites		
Indeed	www.indeed.co.uk	National vacancies
1 job	www.1job.co.uk	National vacancies
Jobsite	www.jobsite.co.uk	National vacancies
Total jobs	www.totaljobs.com	National vacancies
UK Net Guide	www.uknetguide.co.uk	National vacancies
Monster	www.monster.co.uk	National vacancies
JobServe	www.jobserve.com	National vacancies
Reed	www.reed.co.uk	National vacancies

IT		
CW Jobs	www.cwjobs.co.uk	IT vacancies
IT Job board	www.itjobboard.net	IT vacancies
Hays IT	www.hays.co.uk/it	IT recruitment agency

Hospitals/ care		
UK Health Service	www.jobs.nhs.uk	Hospital vacancies
Nuffield hospital	www.nuffieldhospitals.org.uk	Private hospital
University Hospital N Staffs	www.uhns.nhs.uk	Local hospital vacancies
Castle Rock	www.crg.uk.com/homecare	Healthcare agency
Carematch	www.carematch.org.uk	Local care work
Health Jobs	www.healthjobsuk.com	Health sector jobs

Councils		
Staffordshire County Council	www.staffordshire.gov.uk	County Council
Stoke Council	www.stoke.gov.uk	City Council vacancies
Stafford Borough Council	www.stafford.bc.gov.uk	Borough Council vacancies
Newcastle Borough Council	www.newcastle-staffs.gov.uk	Newcastle vacancies
Staffs Moorlands Council	www.staffsmoorlands.gov.uk	Moorland Council vacancies
Cheshire East	www.cheshireeast.gov.uk/home.aspx	Borough Council

Retail & Sales		
Retail choice	www.retailchoice.com	Retail vacancies
Potteries shopping centre	intu.co.uk/potteries/jobs	Retail vacancies - Stoke
Sainsbury's	sainsburys.jobs	Sainsbury's vacancies
Tesco	www.tesco-careers.com	Tesco vacancies
Asda	www.asda.jobs	Asda vacancies
Morrisons	www.morrisons.jobs	Morrisons vacancies
The Grocer	jobs.thegrocer.co.uk	Retail vacancies - national
Simply Sales	www.simplysalesjobs.co.uk/	Sales vacancies - National

Public services/ charities		
Police	www.staffordshire.police.uk/Jobs	Police recruitment/info
Fire service	www.fireservice.co.uk	Fire service vacancies
HM Prison service	prisonandprobationjobs.gov.uk	Prison service vacancies
Royal Mail	jobs.royalmailgroup.com	Royal Mail vacancies
Opportunities	www.opportunities.co.uk	Government/official
Charities	www.charityjob.co.uk	Jobs with charities
Charity People	www.charitypeople.com	Charity/not for profit

Catering/ leisure		
Caterer Search	www.thecaterer.com	Catering vacancies
Leisure jobs	www.leisurejobs.com	Leisure vacancies

Childcare		
Nursery Jobs	www.nurseryjobs.co.uk	Childcare vacancies
Nanny jobs	www.nannyjob.co.uk	Nannying vacancies

Human resources		
People Management	www.peoplemanagement.co.uk	HR/Personnel/ Training
Personnel Today	jobs.personneltoday.com	HR/Personnel/ Training

Science		
New Scientist	jobs.newscientist.com	Science vacancies

Railways		
Rail Jobs	www.railwaypeople.com	Railway vacancies
Network Rail	www.networkrail.co.uk	Railway vacancies

Newspapers		
Sentinel, Stoke	www.stokesentinel.co.uk	North/Mid Staffs
Staffordshire Newsletter	www.staffordshirenewsletter.co.uk	Stafford & surrounding areas
Express & Star	www.expressandstar.co.uk	Mid/South Staffs
Shropshire Star	www.shropshirestar.com	Local vacancies
Daily Telegraph	www.jobs.telegraph.co.uk	National vacancies
Crewe Chronicle	www.crewechronicle.co.uk	Crewe & surrounding areas

Engineering		
Career Engineer	www.fish4.co.uk/jobs/engineering/	Engineering vacancies
Engineers	www.justengineers.net	Engineering vacancies

Finance		
Totally financial	www.topfinancialjobs.co.uk	Jobs in finance
Gaapweb	www.gaapweb.com	Accounting & finance



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