

Get Set for Success



Wymondham High
Employability Workshop
December 2015

Aims of the session

- To help prepare you to enter the working world
- To discuss how language choices will affect your employability
- To arm you with the knowledge to write/update your CV
- To think about how to conduct yourself in an interview

What is a CV?

- CV Stands for Curriculum Vitae meaning 'course of life'
- It includes facts about your life so far that will be of interest to an employer or a college tutor
- You may need one when applying for jobs or college/training courses/sixth form
- A CV should be used alongside an application form or covering letter

HAVE A WATCH:

<https://www.youtube.com/watch?v=37FuQ44xCSA&feature=youtu.be>



Bin or keep?

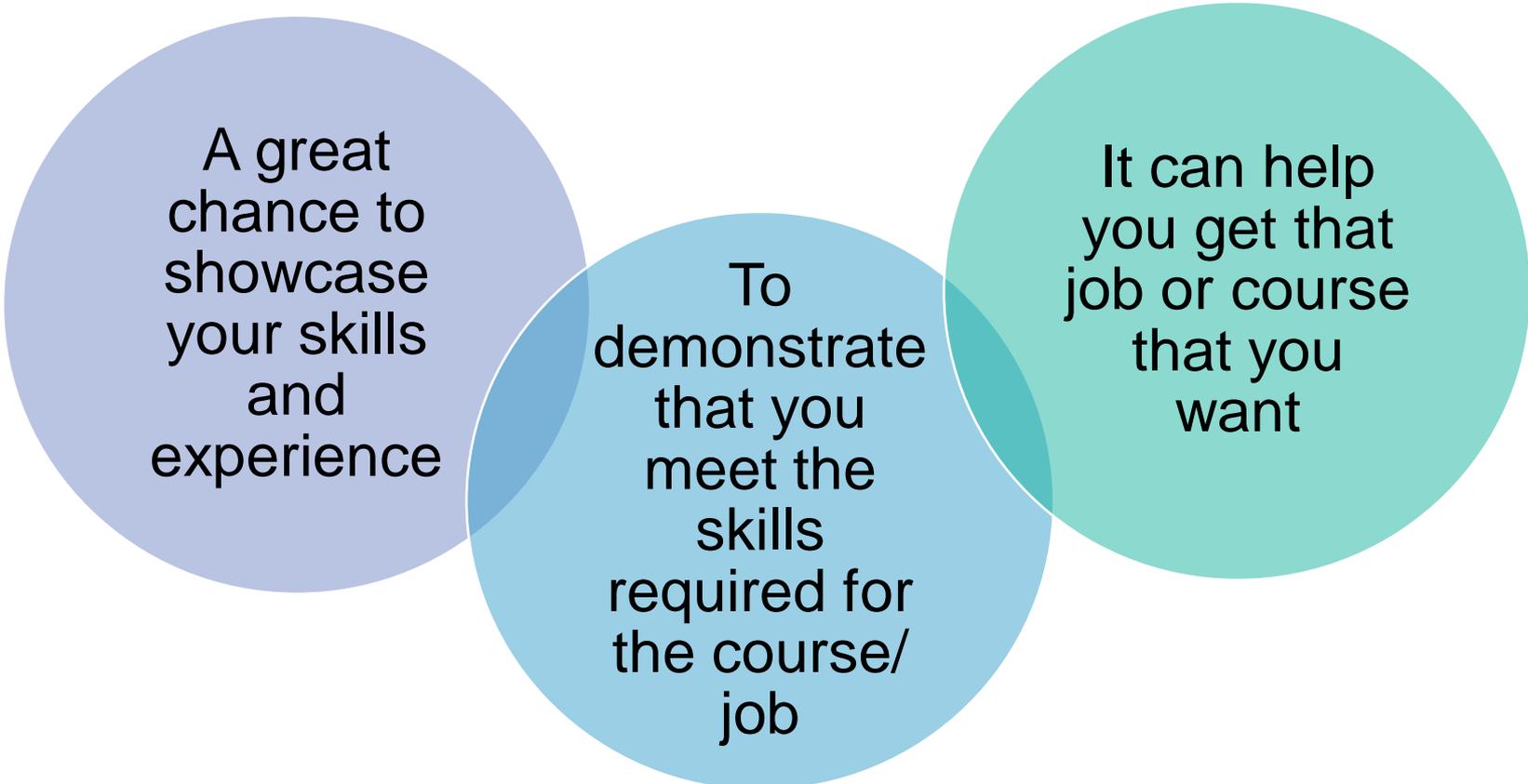
- Bosses are very busy people and don't have long to look at a CV before deciding if it should be put forward for a job. So it's important their CV is properly formatted, contains the right information without spelling or grammatical errors.
- In this game you play the boss and have to pick 4 correct CVs from a total of 12 to put forward for a job.
- But they only have 20 seconds to decide if each CV should or shouldn't be put forward for interview.
- Before the timer runs out you, as a class, must decide if this is a good CV or has errors in it by shouting out your answer.
- If you think it's a good CV click the thumbs up button and if you think it has mistakes in it click the thumbs down button.



<https://interactive.barclaysliveskills.com/module/play-the-boss-teacher/>



Purpose of a CV



A great chance to showcase your skills and experience

To demonstrate that you meet the skills required for the course/ job

It can help you get that job or course that you want

Sell yourself!

**BELIEVE IN
YOURSELF.**

- At some point when you are looking for a job, you will have to describe yourself and what you can do.
- A lot of us are not very good at making the most of what we have to offer - we see it as boasting.
- **Using the right word can make a big difference**
- **If you are good at something or enjoy something then say so. Don't just be 'ok' or 'alright'.**
- **Complete page 3 and page 4 of your booklet – 10 minutes max**



ERRORS IN THE SAMPLE CV

- There are 10 errors/areas for improvement in the CV on page 6 of your booklet.
- How many can you find?

ERRORS IN THE SAMPLE CV

- Lower case 'L' in 'london'
- Inappropriate email address for an application
- Italics used for personal statement
- Missing BTEC and GCSE grades
- No date for mentoring, and no examples of how Alex used his skills here or achieved anything of note
- 'Achievemets' is spelled incorrectly (correct spelling 'achievements')
- No dates given for other accomplishments
- No other skills are demonstrated, e.g. ICT
- Interests are inappropriate and have not been used to demonstrate skills or qualities (and should also be bullet points)
- No referees or note that they can be provided on request

What to include?



Personal Details and Statement

- Name, Address, Telephone, Email
- *Personal Statement* – to convince the reader to carry on reading! We'll tackle this later.

Education and Qualifications

- Place in descending order (most recent first)
- Include: Name and Place, Dates, Qualifications and Grades.
- Mock or predicted grades will do until the summer

Work Experience

- Paid or unpaid – all experience counts!
- Give a brief description of the role and any responsibilities you held
- Relate any skills you have to your experiences

Skills, Qualities and Achievements

- Your selling points
- Any achievements you are proud of

Hobbies and Interests

- Employers are interested in you as a person too!
- Include details of any clubs you belong to, or any hobbies that you have

References

- Two references are usually required
- They are there to back up what you have said about yourself in your CV
- Ask your tutor, or head of house if they are happy to provide a reference for you
- Do not ask a friend or family member

What you shouldn't include

DOB, Religion, Sex, Marital Status, Disabilities, Political affiliations.

WHY?

Layout and presentation

- CVs should be easy to read
- Keep it simple
- No more than 2 sides of A4
- Use a simple font like Arial 10pt – 12pt
- Use headings and bullet points to break up text
- Keep it consistent
- Avoid too much white space
- Place dates in descending order (most recent first)



CV tips



Do

- Be positive and sell yourself
- Highlight your relevant skills and experience
- Use evidence
- Be brief and to the point
- Check spelling and grammar
- Change your CV to match each job you apply for



Don't

- Lie
- Use more than two pages or cram it all into one
- Include your date of birth, a photo, if you are male or female, or if you are married*
- Leave gaps in your school or work record
- Have any spelling or grammar errors

Your Personal Statement

- This is there to grab the reader and make them carry on reading.
- Sum yourself up in 5 — 6 lines!
- For now refer to a career you are interested in or you can **use one of the job adverts I have as a handout**. These are also on the following slides and contain local real jobs and more generic examples.
- Use examples of your activities to demonstrate your skills, talents and qualities.
- EXAMPLE built from page 11 of your booklet:

Who are you? *E.g. I am currently studying GCSEs at Wymondham High*

What skills do you have? *E.g. Practical and versatile, I enjoy seeing a task through from start to finish, ensuring a high standard of service.*

How can you demonstrate these? *Eg. As demonstrated by my project work in Resistant Materials technology classes....*

What are you looking for? *E.g. I am looking for a permanent job as a electrical technician with a company that offers good training, a high standard of service and excellent career prospects.*

Receptionist needed for busy doctor's surgery

Our busy surgery needs a new receptionist to deal with patient queries and appointments.

A good telephone manner, pleasant personality and the ability to cope under pressure are vital.

IT skills are preferable but not essential as training can be provided for the right person, but attention to detail is a must.

Web designer

You have a great eye for design, good knowledge of coding for the web, and you're up-to-date on all things digital.

Ready to roll up your sleeves, you can manage your own projects and build stunning websites on time and to meet our clients' needs.

We're a tight team and seek a bright personality with initiative, attention to detail and great communication skills.

The successful candidate will also need up-to-date experience of HTML/CSS, Javascript and Adobe Creative Suite.

Trainee teaching assistant required

We are looking to recruit a trainee teaching assistant to provide learning support for students aged 11–14.

The successful candidate will be able to demonstrate a strong ability to understand the needs of others and show patience and consideration.

They will need to have good numeracy and communication skills and work well within a team, as well as being able to manage their own time and priorities.

Telephony personal bankers – retail

Our contact centre provides the full portfolio of financial products to our customers. Here you could be making either outbound or inbound calls and helping us deliver the seamless customer service we're renowned for. It's a customer service role that's all about giving people great advice, listening to their needs and building relationships as well as suggesting solutions.

We're looking for people with a warm personality and some experience in a customer service environment.

Production Stream Team Leader

OSR - Industrial & Hospitality, Wymondham, Norfolk

Job id: LJA-18841541

Job type: Full-time, Permanent

Salary level:

£8.52 - £8.52 per hour

Published: 16/10/2015

Expires: 12/12/2015

Production Stream Team Leader

OSR Recruitment Services are now recruiting for a production stream team leader in a food production factory out near Wymondham. The successful candidate will lead the team in achieving goals and targets, with a key focus on team member safety. Product quality and production optimism.

Duties will include;

- Team performance
- Supporting production operations
- Training and managing
- Establish standard production procedures
- Execute continuous improvement within the department
- Identify, rectify and report any production issues
- Rota and shift management

Previous supervisory/management experience in a production environment would be advantageous.

The pay rate is £8.52 per hour and it is full time hours on a shift rotation.

Home Care Worker / Care Assistant / Carer -

Wymondham

Wymondham, Norfolk

Job id: LJA-20613710

Job type: Full-time, Permanent

Salary level:

£7.00 - £9.00 per hour

Published: 24/11/2015

Expires: 08/12/2015

Duration: PERMANENT **Description:**

Home Care Worker / Carer / Domiciliary Care Worker Required in Wymondham, Norwich and surrounding areas.

Hales Health and Social care is a long established provider of high quality homecare services throughout Eastern England. We are recruiting people to join our care team, no experience is needed as full training is given to people who are passionate, show dedication and are empathetic. The nature of this role means that you must have the right to work in the UK and have a full driving licence with access to transport. All positions are subject to enhanced DBS check

At Hales we understand that Care Workers are the heart of our business and we are looking for the right people to join our fast growing team. Could this be you?

We offer:

- Full time and part time hours- WEEKDAYS, EVENINGS and WEEKENDS
- Excellent rates of pay above the new National Living Wage
- Paid travel time
- Regular hours of work
- 28 days paid holiday pro Rata

- Induction Training- including Care Certificate
- Local Work in your community
- Pension Scheme
- Free uniform & PPE
- Travel & Subsistence Benefit Scheme
- Weekly or monthly pay

You will be dedicated, enthusiastic and hard-working. Joining Hales' team of Care Workers could be just the right choice for you!

Apply now and you can be on a training course next week! We will give you full training with supervision to equip you with the skills to do the job!

Our INDUCTION training is provided by our own internal training team so CARE EXPERIENCE IS NOT ESSENTIAL. You just need to be naturally caring and have the desire to make a difference!

Our care workers assist our service users :

- To remain in their own homes enabling them to be independent
- With personal care (washing, bathing and toileting)
- With shopping, meal preparation and light domestic duties
- With medication, mobility and other care needs
- With activities/outings, providing companionship

Customer Service / Sales Advisor

REEF Recruitment, Wymondham, Norfolk

Job id: LJA-20001934

Job type: Full-time, Temporary

Salary level:

£7.50 - £7.50 per hour

Published: 10/11/2015

Expires: 08/12/2015

Our client, based just outside Wymondham, is seeking Customer Service Advisors to take inbound sales enquiries regarding domestic fuel.

This is a 5 - 6 month temporary contract, until approximately March 2016, reflecting the uplift in their business over the Winter months.

Duties will include:

- Dealing with enquiries in a professional and calm manner
- Calculating quotes which will require some mental arithmetic
- Updating client information and orders on in-house CRM Database
- Working in what can be a very busy and hectic environment

Although this is a Customer Service role, there is a **degree of sales involved** as it is a competitive market and it is important to convert as many enquiries to sales as possible!

The role requires confidence, numeracy, good IT skills and the ability to work under pressure.

Due to the location you must have your **own transport** as the office is not accessible by public transport.

This is a great working environment and there may be a possibility of permanent employment at the end of the contract.

Immediate starts available!

Hours: Mon – Fri 9.00am – 5.30pm

Apprentice Chef

Wymondham, Norfolk

Job id: LJA-20048276

Job type: Full-time, Apprentice

Salary level:

£120 - £120 per week

Published: 11/11/2015

Expires: 06/12/2015

Apprentice Chef

Location -

The Green Dragon

6 Church Street

Wymondham

Norfolk

NR18 0PH

As an Apprentice chef, you will be expected to assist the head chef and other kitchen staff in food preparation. You'll be working alongside our experienced chefs.

Duties include:

- Preparing and cooking food.
- Maintaining hygiene in the kitchen.
- Clearing up and related duties as required.
- Preparing & cook vegetables, salads, sauces and deserts.

You will also be responsible in supporting kitchen staff in maintaining high culinary standards.

Hours of work - up to 40 hours across the week; with day release at college. You'll also be expected to work some weekends and evenings, but you'll get days off in Lieu. Shifts could be 10am - 3pm or 5pm - close.

Qualifications & Skills required - A good general education ideally 5 GCSE grades A-D or equivalent. Ideally you will have a Professional Cookery Qualification. Should be passionate about food.

Training via City College Norwich, on a day release basis, leading to City & Guilds Level 2 Professional Cookery (Competence qualification); City & Guilds Level 2 Principles of Professional Cookery (Knowledge qualification); Functional skills in Maths and English at Level 1; Employment Rights and Responsibilities.

Administration Apprentice

Norwich, Norfolk

Job id: LJA-20065218

Published: 12/11/2015

Job type: Full-time, Apprentice

Expires: 08/12/2015

Salary level:

£115.50 - £115.50 per week

Administration Apprentice

Location -

Empresa Limited

83-87 Pottergate

Norwich

Norfolk

NR2 1DZ

Hours of work - 35 hours per week, Monday to Friday, 9am - 5pm

Qualifications & Skills required - Good GCSE grades would be desirable (or equivalents) and with a keen interest in IT.

Training via City College Norwich leading to a BIIAB Level 2 Diploma in Business Administration, Employment Rights and Responsibilities (ERR) and Functional Skills in Maths, English and Information and Communications Technology (unless exempt).

Working in a website design, application development and consultancy agency.

The job role will incorporate a variety of duties centred on the delivery of excellent customer service, administration support and combining elements of IT support. Full training will be given. Key duties will include:

- Providing reception services
- Handling incoming calls with a high level of professionalism
- Ascertaining the callers need and handling / transferring / message taking efficiently.
- Meeting and greeting incoming visitors, ensuring excellent service.
- Use of email systems, and handling general enquiries
- Management and development of the social media presence
- Renewing website domains
- Assisting clients with technical queries
- Website administration on behalf of clients

The majority of the work is computer based.

Interviews – page 16

- Your CV has done its job and you have been invited for interview. Well done!
- But what do you think people look for at interview? What would you want to see if you were interviewing?
- What could go wrong?
- Have a chat about it and then watch this video:
[Part 1 https://www.youtube.com/watch?v=s-T_RO7DIJc](https://www.youtube.com/watch?v=s-T_RO7DIJc)
Part 2 <https://www.youtube.com/watch?v=tG-bxrCG0Nc>

After looking through the next 4 slides, try to come up with your Top Ten Tips for interviews

Preparing for an interview

- Find out as much as you can about the job or course.
 - Research on the internet
 - Telephone chat
 - Work shadowing
 - Read the job description and person specification carefully
- Decide how you will travel to interview and plan journey
- Decide what you are going to wear – look smart, clean and tidy!
- Check your C.V is up to date. Include things that show your strengths. Make sure you have read any covering letter you have sent.



At the interview

Manners

- Be polite to everyone – first impressions count
- Arrive early – shows good organisation
- Smile and say ‘Good Morning/Good Afternoon’
- Switch off your mobile phone
- Don’t smoke, eat or chew gum

Body Language

- Make eye contact
- Listen carefully and if you don’t understand – ask!
- Be attentive and try not to fidget
- Sit up straight but relax

Answering questions

- Give full, complete answers – avoid yes and no.
- Give examples
- Be keen – enthusiasm is infectious!
- Sound positive. End every answer on a positive note.



The Questions

- The impression you make during the interview with a possible employer or tutor is very important
- You will usually be asked between 5 – 10 questions which you should answer fully
- Don't rush – take your time and make sure you have understood the question
- Examples of questions you may be asked:
 - What qualities do you have?
 - What are your strengths and weaknesses?
 - Why do you want to work here/do this course?
 - What is your proudest achievement?
 - Where do you see yourself in ten years time?
 - What attracted you to this course/job?



Your turn! ...

Spend a few minutes thinking about possible questions you could ask at the end of your interview.

After the interview



- You will usually hear by phone or letter if you have got the job
- If you are offered the job always make sure you let the employer know that you will be taking it. You will need to agree a start date.
- **If you didn't get the job, don't be too downhearted. Treat it as a learning experience to help you with the next interview.**
- Make a note of the questions you have been asked. Think of better answers to any of which didn't go well or you didn't expect.
- Think about phoning the employer for feedback. Many employers keep interview notes which might help you with future job applications and interviews.

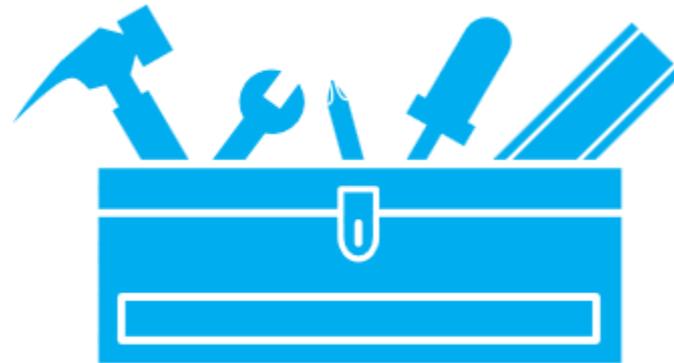
What employers are looking for

Enthusiasm
and initiative

Personal presentation

Time management
and organisation

Communication
and literacy



Numeracy

Integrity
(honesty)

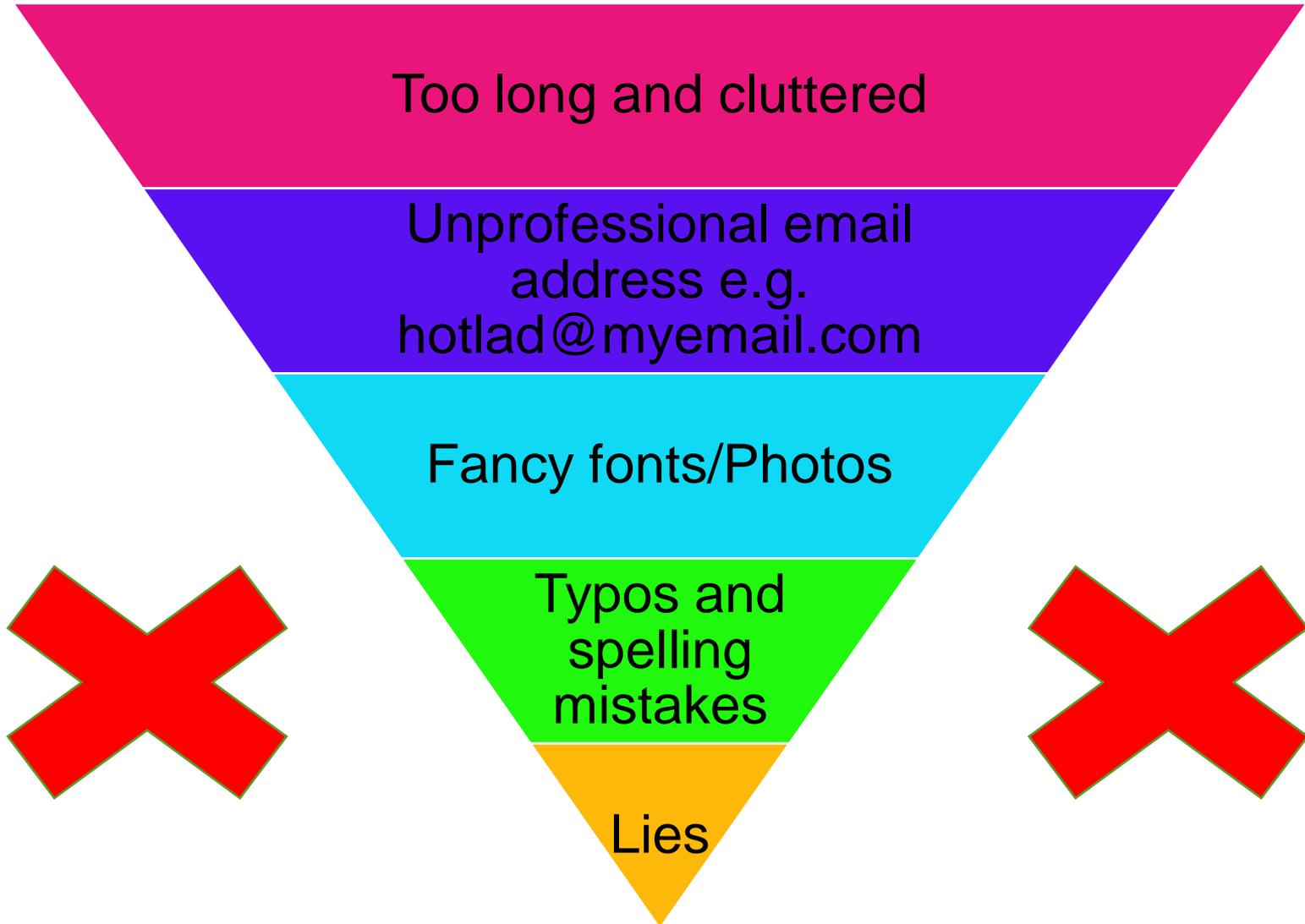
IT

Problem-solving
and creativity

Teamwork

Negotiation and
decision-making

Top CV mistakes!



... and you'll have done your best to get that all-important interview



- Highlight why you're the right person for the job
- Show you're interested and motivated
- Keep it short

4
Write a strong covering letter

- Identify what skills and experience the employer is looking for
- Think of examples that demonstrate these
- Make them prominent in your personal statement and across your CV
- Think of relevant experience to include

3
Tailor your CV

- Take time to reflect and find out about yourself
- Look for jobs that match your interests, personality and skills

2
Apply for the right jobs

- Demonstrate all your skills and experience
- Use evidence
- Be brief and to the point
- Be positive but honest

1
Start with a great basic CV