

TELL ME ABOUT Job Search

Searching for jobs

Writing a CV

Applying for jobs

Job application forms

Interview skills

This download is available as a printed publication from your nearest Connexions office. See list of offices on next page.



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For more information

Personal Advisers from Connexions Coventry & Warwickshire will give you individual help and advice. We have a network of offices throughout the city and the county. There are Connexions rooms in most schools and further education colleges. If you are not sure who to get in touch with, ring the office that's nearest to where you live:

Atherstone	01827 712482
Bedworth	024 7631 2846
Coleshill	01675 462245
Coventry	024 7660 7900
Leamington Spa	01926 468950
Nuneaton	024 7632 4620
Rugby	01788 577154
Stratford upon Avon	01789 296362

www.iyss.org.uk

Connexions Direct

This is a national helpline where you can reach a Personal Adviser even when local offices are closed. Ring 080 800 13 2 19 or log on to:

www.connexions-direct.com

Where to look for jobs

Jobs in the future

In the current economic climate it has become more difficult to find work. Searching for employment is very competitive and more than ever the emphasis is on gaining qualifications.

Some data shows that there will be 28,000 more jobs in 2017 in Coventry & Warwickshire, however these figures do not take into consideration or fully reflect upon the economic downturn. However, the current general trend is likely to continue with more managers and senior officials and more professional and technical occupations. There will be about the same number of administrative and secretarial positions. Fewer jobs will be available for the semi-skilled and unskilled and there will be fewer jobs in manufacturing. There will be an increase in occupations in personal service, sales and customer service.

Most people will work in small to medium sized firms rather than large companies and will change jobs several times, learning new skills and continuing in education throughout their working lives.

Get ready

- Talk through job ideas with your Personal Adviser (PA).
- Find out more about jobs by using information from Connexions.
- Check out entry qualifications and compare them to the exam grades you expect to get.
- Write a C.V. - see the section on "How to write a CV" in this booklet.
- Work out what to say in your application - see the sections on "How to apply for a job by telephone" and "How to complete a job application form" in this booklet.
- Make sure you have paper, stamps and envelopes.
- Keep details of any jobs you apply for and any responses you get.

Where to look for jobs

- Check in local newspapers - Thursday is usually a good day for job adverts.
- Look in specialist magazines linked to the kind of work you would like to do.
- Make sure everyone knows you are looking for work; tell friends, relatives and neighbours.
- Keep in contact with your Personal Adviser, so that you can be told of any suitable vacancies that may arise.

- Look in the local paper, especially the Business section, to see if any firms are expanding or new companies moving to the area. If you think they might be interested in you, write to them straight away.
- Go to the local Connexions website www.iyss.org.uk where jobs with training are advertised.
- Consider speculative enquiries, this means you can call in or write to a company to ask if they have any vacancies. You can use Yellow Pages to identify companies.
- If you are in your last year at school or college and want to apply for training or education ready for when you leave go to www.route14-19.co.uk where all opportunities are listed. This site lets you select the training or education you are interested in or the qualifications you want to work towards.
- Connexions can provide you with a list of local employment agencies, the age they take people on and the type of work they can offer. If you are under 18 the agency will ask for a letter from Connexions, which a Personal Adviser can provide.
- Connexions have job vacancies mostly for 16-19 year olds. Almost all of these are for full-time work, however occasionally part-time vacancies come up. These vacancies are available at any Connexions office or through www.iyss.org.uk
- Some of the main sources of part-time work are shops, supermarkets, restaurants and cafes, fastfood outlets, hotels call centres, cinemas, leisure outlets, local sports clubs and venues (and pubs if you are over 18).

Work based learning

This includes Apprenticeships and Entry to Employment (e2e). You are taken on by an employer or a training provider to learn about a particular kind of job. You get experience and work towards a National Vocational Qualification (NVQ).

You are either paid a wage or you apply for an Education Maintenance Allowance (EMA). If you are not ready to go into an Apprenticeship, ask your PA about e2e which will help you try out different kinds of work and build up your confidence.

To find out more about Apprenticeships go to

www.apprenticeships.org.uk

To check out local opportunities for Apprenticeships and e2e go to www.route14-19.co.uk

Right to time off for study or training

All young people aged 16-19 have the right to time off for study or training if they have not achieved qualifications to level 2 (that's the same as 4 - 5 GCSE grade A* - C). This means you can take time off to study for approved qualifications, e.g. NVQ 2.

This time is usually a few hours a week to go to college – but there might be other arrangements. Your employer must give you this time off during your normal working hours. You must get your normal pay for this time.

NVQs are on offer in lots of subjects and they are designed to improve your job prospects. If you do not reach level 2 before you leave school/college, ask your Personal Adviser about your Right to Time off for Study or Training. If your employer does not know about the scheme, your PA will talk to them for you.

Warning

The most important thing to remember is to look for a job with training. The worst thing you can do is leave school and do nothing or go into a job which has no proper training. The job may pay well but if the company doesn't spend time and money to train you, they won't care if they get rid of you later. If you are offered a job without training, speak to your Personal Adviser before deciding whether to take it. They might be able to get the company to offer you training.

Part-time jobs

Hours you can work

The hours you can work both during school term and holidays are limited by law. You cannot work before 7am or after 7pm. If you are aged 13-14 the laws are different for Coventry and Warwickshire.

Age 13 or 14

In Warwickshire you can work from the age of 13 for a maximum of 2 hours on a school day, outside school hours. On Saturdays a maximum of 5 hours. On Sundays a maximum of 2 hours and in school holidays a maximum of 5 hours a day, 25 hours a week.

In Coventry the same rules apply but you must be aged 14.

Age 15 or 16

During the school day you can work a maximum of 2 hours outside school hours. On Saturdays you can work a maximum of 8 hours. On Sundays a maximum of 2 hours and during school holidays a maximum of 8 hours a day, 35 hours a week.

Jobs for under 16s

Popular jobs for young people under 16 are newspaper rounds, leaflet delivery and work in shops, restaurants, supermarkets and hotels. Normally the employer needs to obtain a work permit until you reach school leaving age.

Some more casual jobs are not classed as employment and therefore you do not need a work permit. These are pet sitting, dog walking, gardening, cleaning, car washing and baby sitting. You can tell friends and neighbours what service you are offering, or produce a small advert or leaflet to put in neighbours' letterboxes or place in a local shop window.

However, think about your personal safety. Do not put your last name or address on any adverts. What about getting to the job? Make sure there is reliable public transport or an adult can take and collect you. Talk it through with your parents/guardians first.

There are some jobs you cannot do. They are selling cigarettes, alcohol or medicines, being involved in gambling, milk delivery, door to door sales and working with dangerous machinery or chemicals.

Places you cannot work include pubs and clubs, amusement arcades or fairgrounds, warehouses and factories, fish and chip shops, and kitchens.

What next?

- Don't get too fed-up if you don't get results straight away.
- Take copies of all your applications and your CV to your Personal Adviser and have a chat about what you could do to improve things.
- Keep on applying - the more jobs you try for, the more chances you have of success.

Remember

Qualifications alone won't get you a job. Skills you have acquired and developed through other activities such as work experience, voluntary work, Duke of Edinburgh's Award and other extra-curricular activities are a vital part of the package you offer an employer.

Job hunting is a job in itself. If you are unsure about what is best for you, keep your options open. You can apply for jobs and/or courses and leave the final decision until later on when you know what's on offer.

How to write a CV

What is a CV?

Many job adverts ask you to send a CV with your application. It is a summary of your experience and a good CV can improve your chances of getting an interview. Use it to show all your strong points so that employers can see quickly and easily whether you have something to offer them.

Making a good CV

It should be:

- **printed**
- **no longer than two sides of A4 paper**
- **sent with a short covering letter**
- **carefully and clearly laid out, so that it looks good at first glance**
- **checked for details (e.g. spelling, postcodes)**
- **positive and emphasise your strong points**
- **relevant to the job you are applying for**

Setting out your CV

Arrange it in sections and put all the information under separate headings.

Personal Details

The first thing an employer wants to see on your CV is your name, in a big bold font. Then you need to add your address and telephone numbers and any other details you may wish

to include (e.g.nationality). You can put your date of birth on a CV but you don't have to.

Profile

This is a brief statement of your main selling points.

Education, Training and Qualifications

List education only since the age of 11. Name the schools and colleges you attended with dates. List the exams you have taken with results, or with the results your teachers have predicted. If you have taken GCSEs you could for example put "8 GCSE's including Maths and English, grade range A - D". In other words you don't have to list every GCSE and grade if you don't want to.

Key Skills and Achievements

List any other additional skills, achievements or certificates you may have. This could include things you have done outside of school e.g. Duke of Edinburgh's Award.

Employment/Work Experience

This should include part-time jobs and any work experience programmes you have taken part in. Name the company with the dates you worked there and list the duties you were given and any training you received e.g. health and safety - do this by using bullet points.

Additional Information

Rather than list your hobbies, target this section by including anything you are doing/have done that is relevant to the position you are applying for. Remember to include anything you are doing or have done that is relevant to the position you are applying for. If you have IT skills don't forget to include these. If you have a driving licence include this. DO NOT say you like socialising or clubbing, it gives the wrong impression.

References

Give the names of two people willing to provide a reference for you. One must be academic e.g. a teacher, the other can be an employer or character reference e.g. a doctor, a youth club leader or anyone (not a family member) who knows you personally and can speak well for you. It should be someone you have known for at least two years. Don't forget to ask them if they are happy to be your referees. If you can't immediately think of two referees, you can put 'available on request' - this will buy you some time.

The covering letter

A covering letter should be typed and always sent with your CV. It should state either the type of job for which you are applying or the specific job title and reference number if you are responding to an advert.

If you don't know the name of the person to whom you want to send your letter/CV/application form, give the company a call and find out. Addressing a letter personally creates a much better impression and shows you have made that extra effort. End your letter with 'Yours faithfully' if you don't know the name of the person you are writing to or 'Yours sincerely' if you do.

(Examples of CV's and covering letters on the following pages)

Example CV of someone leaving school at 16

Harpal Janda

PERSONAL DETAILS

12 Wynner Street, Cressley, Rugby CV21 9LN

T: 01788 876431 M: 0789 0765892 Email: hjanda@hotmail.com

PROFILE

Looking for full-time employment in the IT or graphic design industry. I have taken a range of GCSEs and built up a lot of experience of graphic design software packages in my spare time.

EDUCATION

2004 - 2009 St. Cuthbert's School, Leaf Lane, Rugby CV21 7PR (GCSE subjects studied with predicted grades)

English Language	C
English Literature	C
Double Science Award	C,C
Maths	C
ICT	B
Graphics	A
RE	D

KEY SKILLS AND ACHIEVEMENTS

- Competent user of Adobe CS3 and Dream Weaver
- Proficient in Excel and Office 2000 word-processing packages
- Achieved Silver Duke of Edinburgh's Award and working towards Gold Award

WORK EXPERIENCE

2008 Year 11 School Work Experience with Concept Design Studios

- Development of layout and design of leaflets
- Shadowing designers
- Liaising with customers
- Learning how to specify requirements to printers

ADDITIONAL INFORMATION

- In my spare time I develop my skills using design software, and enjoy illustrating

REFERENCES

Mrs D. North (Year 11 Head)
St. Cuthbert's School,
Leaf Lane,
Rugby CV21 7PR
Tel: (01788) 223475

Mr. G. Jones (Duke of Edinburgh Group Leader)
19 Blackberry Grove,
Dunnsover,
Rugby CV22 4LK
Tel: (01788) 376229

Example CV of someone aged 18 with work experience

Jane Cross

PERSONAL DETAILS

10 Pangdene Drive, St. Agnes Park, Nuneaton CV19 3DR

T: 024 7632 6789 M: 07768 427363

PROFILE

Currently working full-time at Hadworth Sports Centre in Nuneaton. I am now seeking an Apprenticeship so I can gain NVQ qualifications to gain further experience.

EDUCATION

Alexander Green School, Tileburn Road, Nuneaton CV18 5TP (2002 - 2007)

GCSE's

English Language	C
Maths	C
Double Science Award	C,C
ICT	B
Art	B
PE	A
RE	C

EMPLOYMENT/EXPERIENCE OF WORK

2007 - present: Hadworth Sports Centre, Nuneaton.

Responsibilities include:

- Reception work
- Cash/card transactions
- Pool lifeguard
- Setting up courts and sports equipment

ADDITIONAL INFORMATION

- Competent user of Microsoft Suite including word, access, excel and powerpoint.
- St. John's Ambulance basic first aid certificate.
- Pool lifeguard qualification (NPLQ).
- In my spare time I enjoy circuit training and a member of Hadworth's squash team.

REFERENCES

Mrs K. Jeffs (Year 11 Head)
Alexander Green School,
Tileburn Road,
Nuneaton CV18 5TP
Tel: (024) 7636 9738

Mrs L. Lipton (Human Resources Manager)
Hadworth Sports Centre,
High Lane,
Nuneaton CV19 4TH
Tel: (024) 7633 4789

Examples of covering letters

A covering letter should always be sent with your CV. It should state either the type of job for which you are applying or the specific job title and reference number if you are responding to an advert. Keep it short. Use a good sized envelope, so that you don't have to fold the letter and CV several times.

<p>If you can't find out the name of the Manager or Human Resources contact address your letter to 'The Manager' if it's a small company or the 'Head of Human Resources' if it's a large company</p>	<p style="text-align: right;">45 Stoner Avenue Coventry CV3 8JT T: 024 7635 8945 M: 0798 3755461</p> <p style="text-align: right;">24th July 2009</p> <p>Head of Human Resources Edwards Department Store Ltd. High Street Coventry CV1 3PG</p> <p>Dear Sir or Madam,</p> <p>I am looking for a position in an accounts department and understand from an article in the Business section of the Coventry Telegraph on 23rd July 2009 that your company is planning to expand its accounting section in the near future.</p> <p>I should like to be considered for any suitable vacancies that may arise. Enclosed is a copy of my CV which gives details of my education and qualifications. I would be happy to attend an interview at any time.</p> <p>Yours faithfully</p> <p>(space for your signature)</p> <p>Susan Wheeler</p>	<p>Write your address at the top right hand side and the company address underneath on the left hand side</p>
<p>If you don't have a name write Dear Sir or Madam</p>		<p>If you have a recorded message on your mobile make sure it is professional and appropriate for an employer to hear</p>
<p>End with "Yours faithfully" if you use Dear Sir or Madam</p>		<p>Give brief details and say please see enclosed CV</p>
		<p>Hand write your signature with your name printed underneath it</p>
<p>If you've got a name use it in the address and write Dear Mr/Mrs/Miss</p>	<p style="text-align: right;">39 Dew Road Hillmorton Rugby CV21 7CF T: 01788 763098 M: 0759 4298111</p> <p style="text-align: right;">28th May 2009</p> <p>Mr. J. Robertson Alpha Computers Ltd. 10 New High Road Rugby CV21 8UE</p> <p>Dear Mr Robertson,</p> <p>I would like to apply for the Apprenticeship Accounting Clerk/Technician vacancy, (ref. TAB 67890456C) which was advertised in the Rugby Echo on 26th May 2009.</p> <p>I am currently in my final year of A levels at Kings High School in Rugby, where I am taking Maths, Physics and Business Studies. I am predicted grade B in all three subjects. I achieved 8 GCSE's at grades A* - C in July 2007.</p> <p>My career ambition is to work in accountancy and I would very much like to go straight into paid employment and gain experience and qualifications by working as a trainee with an accountancy firm.</p> <p>Please find enclosed my CV for further details.</p> <p>Yours sincerely</p> <p>(space for your signature)</p> <p>Sunil Grewal</p>	<p>Write your address at the top right hand side and the company address underneath on the left hand side</p>
<p>End with "Yours sincerely" if you are writing to a named person</p>		<p>If you have a recorded message on your mobile make sure it is professional and appropriate for an employer to hear</p>
		<p>Write the name of the job you are applying for and give the reference number if there is one</p>
		<p>Give brief details and say please see enclosed CV</p>
		<p>Hand sign your signature with your name printed underneath it</p>

How to apply for a job by telephone

Employers ask you to telephone when they want to fill their vacancy quickly, so if you see this sort of advert ring as soon as you can. Before you make that important call it's worth spending a few minutes to get ready.

This is your first contact with the employer so you want to make a good impression. This call could get you through to an interview.

You may just have to leave your name and address for an application form to be sent to you, or you could have a mini interview over the phone. So be prepared for either.

Before you phone

- Write down the name of the person you need to speak to and the name of the department if you know it.
- Make a note of the title of the vacancy and the reference number if there is one. Have the job advert in front of you if possible.
- List any questions you want to ask, for example, "What training will there be?" "What are the hours?"
- Make a note about what you have to offer the employer. Be ready to answer questions like, "Why you are interested in this vacancy?"
- Have your CV or copy of application form with you so you can answer questions about dates and qualifications.
- Have your diary with you in case you are asked to attend an interview.
- Have a pen and paper handy in case you need to take down any details.
- Once you are organised choose a time to phone when you are least likely to be interrupted by noise or friends.
- If you are going to use a 'pay as you go' mobile make sure you have enough credit.
- Try to avoid using your mobile in noisy areas and make sure it is fully charged.
- Stay calm and relaxed.

On the phone

- Speak clearly and confidently.
- Ask for the section or person you wish to speak to.
- Give your name.
- Explain why you are phoning, for example

**"I am ringing about the job of.....
advertised in the Coventry Telegraph on....."**

- Be prepared to answer any questions the employer may ask you.
- Don't be afraid to ask the person to repeat something if you don't catch what has been said or if you don't understand any questions.
- Make sure you ask any questions that you want answered.
- If you are offered an interview, make a note of the time, date, place and the name of the person you are to see.
- Check that you have noted the details correctly - you can always read the information back to the person you have spoken to.
- Make sure you know where to go and don't be afraid to ask for directions, about bus routes or car parking.
- Thank the employer for talking to you.
- If the vacancy has already been filled, ask if there is any chance of another one in the near future.
- Find out if it is worthwhile ringing again in a few weeks to check the recruitment situation.

How to complete a job application form

The application form

- Companies ask you to complete an application form so that they can find out the same facts about each person who is applying for work. You have to show that you have the qualifications, skills and enthusiasm to do the job. Your form must convince the employer that you are worth interviewing.
- Always use the form you are sent, never send your CV instead.
- The presentation of your application form is very important - if it looks messy, the employer may not even bother to read it.
- Before you put pen to paper, read the form right through so you've got a rough idea of what you need to put in each section.
- Check to see if there are instructions like "please complete in capital letters".
- Always use a black pen so the form can be easily photocopied.
- Always plan your answers in rough first. It is a good idea to photocopy the form and practice on the copy.
- Write clearly and neatly.
- Ask someone to check it for spelling mistakes.

- Avoid leaving blank spaces. If a section doesn't apply put N/A (not applicable).
- Once you have given time and thought to creating a good application form, you may find you can use the information again and you may need to refer to it again at the interview, so keep a copy to take with you.
- Remember to sign and date it.
- Use a good sized envelope so the form doesn't have to be folded too many times.
- Make sure you post the form in time for it to arrive before the closing date.

Personal details

This is the easy part as it's just facts about you - your name, address, etc. Under the 'education' heading you should name the schools and colleges you attended with dates in chronological order and list any exams you've taken or are going to be taking with grades or estimated grades.

Activities and interests

Put here the type of activities and interests you have and the amount of time you give to them. Include your hobbies, sports or any clubs or associations you belong to. Employers don't want to see a long list of hobbies. Adapt your list to appeal to the employer, taking into account the position you are applying for, e.g. if you are applying for a position at a health club mention any sporting activities you are involved in.

Employment experience

You need to list any work experience you have done with the dates. Also include any part-time jobs. Most forms ask you to give brief details of the type of work you have done - try to think which parts of your previous work will be useful in the job you are applying for now and put these first.

Those 'difficult' questions

Most application forms have a section which asks you to say why you are applying for that particular job. Look at the advert for clues as to the type of person they are looking for. Write down any qualities or experience you have that may be relevant to the job. Your form might include statements like:

"I pay a lot of attention to detail. During my work experience at Ace Insurance, I was given the opportunity to work in the Accounts Department where I was entrusted to check that figures balanced".

"I feel I could work well as part of a team as I am on the fixtures committee of the local under 18's Sunday League Football Club".

"I believe that I would be confident and helpful as a hotel receptionist because I am used to communicating with members of the public and dealing with their requests in my Saturday job at Homedecor DIY store.

References

You are usually asked to give the names of two people willing to provide a reference for you. One of these could be a teacher or college tutor. The other could be someone you work for like the manager of a shop. If you do not have an employer, the other character reference could be someone who knows you well, like a youth club leader or doctor but not a family member.

Don't forget to ask these people if they are willing to give a reference for you before you add their names to the application form.

If you need help filling in a form your Personal Adviser will be happy to help.

How to improve your job interview skills

Interviews are held to find out if you will fit in to an organisation. Employers may want to test your knowledge or talk about your qualifications, skills, ambitions and interests.

An interview might last ten minutes where you just chat with one person or you might spend half an hour with a panel of people who ask you a set of questions.

If you are well prepared you will give yourself confidence and a headstart on the day.

Write down questions you would like to ask the interviewer e.g. about the job itself, about training and qualifications such as NVQs, prospects for promotion, or about the products of the company.

Don't ask for details about holidays and wages; if you are offered the job, you can ask about these things before deciding whether to accept.

Try practising your questions and answers by asking a friend to "interview" you.

Plan ahead

- Find out as much as you can about the company. If possible get copies of any company literature and look at their website.
- Read the advert and any information you've been sent about the job, such as the job description so that you know exactly what skills the work requires.
- Read your CV or application form and imagine what kind of questions you might be asked about it.
- Think about the types of questions you may be asked and how you will answer.

SOME FAVOURITE QUESTIONS OFTEN ASKED INCLUDE:

"Why are you applying for the job?"

"What are your personal strengths?"

"What are your weak points?"

“Do you get on well with other people?” (Make sure you can give examples if you say yes).

“Why do you think you would be suitable for this job?”

“What responsibilities did you have during your work experience?”

“What do you do in your spare time?”

“What do you know about our company?”

“What are your job or career plans for the future?”

Prepare yourself

Check the time and date of the interview. It will look better if you can confirm your attendance in writing.

Check your travel arrangements. Make sure you know which bus/train to catch, where from, the timetable and how long the journey will take. If you are going by car, plan your route. A ‘trial run’ might be worthwhile.

Gather all the documents you may need. This could include company literature, exam certificates, your CV, your Record of Achievement/Progress File and the interview letter. Take a mobile phone, plenty of change or a phonecard in case you need to phone the company, for example if you miss the bus or your car breaks down.

On the day

You should dress smartly and be well presented. Don't wear jeans or trainers. Make sure your hair is clean and tidy and your shoes polished. Don't smoke or chew gum. Remember first impressions are lasting impressions.

Arrive in plenty of time so you can get a feel for the place and gather your thoughts.

Turn off your mobile phone. Don't just put it on silent.

Body language can be important, so be prepared to shake hands firmly, look the interviewer in the eye and be as relaxed as possible without being too formal. If there's more than one person interviewing you, look at each in turn.

Listen carefully to questions and don't be afraid to ask for questions to be repeated.

Take your time to answer. You should never waffle, but if you only say yes or no to everything, the employer isn't going to find out much about you. Try to answer the question clearly. If you don't know the answer, say so.

Don't oversell yourself, but make sure you've told the employer about all your best points.

Always be honest.

Afterwards

If you are offered a job, confirm your acceptance with a short letter. If you have any queries about the terms and conditions you are offered make sure you get these checked with the employer before you accept.

Not everyone will be successful - they can only give the job to one person. If you are not the one chosen, remember it may be for a variety of reasons. Try to see the interview as an experience that you can learn from. Call the company and ask to speak to the interviewer for feedback on your performance, so that you can do even better next time. Don't be afraid to do this, most employers are happy to give positive feedback.