

# Employment and Learning Advice Service information booklet

**A guide to help you find employment**

## Introduction

The more you put in to your job search the better the chance of getting the result you want.

The job market is very competitive and other people will often be after the opportunity you are going for, so it is essential to give yourself an edge.

The employment and learning team have produced this booklet to give you practical advice on how to present yourself in the best possible way on your CV, application form or at interview.

We also give you some tips on where to find the vacancies and how to write speculative letters.

## Job clubs in Slough

Job clubs help with: job searching, CV writing, interview techniques, filling in job application forms, careers advice, submitting online job applications, volunteering opportunities, short courses and local job vacancies.

### Tuesday

- Slough Library, 10am-12 noon
- Langley Library, 2pm-4pm\*

### Wednesday

- Thomas Gray Centre, 10am-12 noon
- Langley Longwood Radian, 12pm-2pm

### Thursday

- Thomas Gray Centre, 10am-12 noon
- Britwell Library, 10am-12 noon
- Cippenham Library, 2pm-4pm\*

\*appointment only

For more information or to book an appointment with an adviser please contact the employment and learning advice team on **01753 476611** or email [ela@slough.gov.uk](mailto:ela@slough.gov.uk).

## What is a CV?

CV stands for curriculum vitae and it is your chance to show an employer the best of what you have. It is about selling your skills and experience, and showing them you are the right person for the job. Initially, your CV is likely to only to receive a 15/30 second glance by the recruiter, therefore first impressions are important.

How you write your CV is up to you and there is no right way; but there are some basic rules to follow if you want to create the best impression.

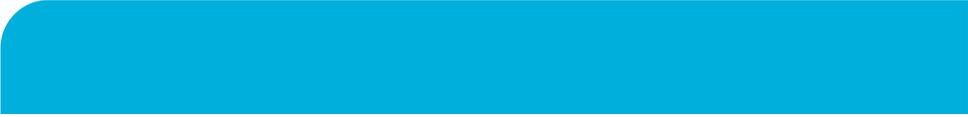
### Golden rules of CV

- Easy to read.
- Concise layout.
- No more than two sides of A4.
- Original/interesting.
- Honesty/positive.
- Friendly font/font size between 10-12.
- Use bold to highlight.
- Use bullet points.

- Account for all gaps in employment; for example if you have been at home with your children put 'homemaker' as your title and bullet point your responsibilities.

### What to include:

1. Personal details - section consists of full name, address, email and telephone number.
2. Personal profile - is a short piece of writing about yourself, including career ambitions and your personal qualities.
3. Key skills - highlight your skills which are relevant to the job that is advertised. Please see CV hand book for further information.
4. Employment history - most recent job should go down first and work backward. Give the dates, company name and job title. This should then be followed by a short job description.
5. Voluntary work - employers are always impressed with unpaid work so add them to your CV.

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6. Education history - most recent qualification goes down first; add all secondary school, colleges and university. Include dates attended, name and town of school and any qualifications gained.
  7. Hobbies and interests - two to three sentences about your hobbies. This highlights to employers about your social skills.
  8. Reference available upon request - at least one referee should be work-related. Or, if you haven't worked for a while, you could use another responsible person who has known you for some time. You can list your referees on your CV or put 'references available on request'. If you decide to include their details you should state the relationship of each referee to you - for example 'John Turner, line manager'.

### What not to include:

1. Do not make it too long.
2. Do not put marital status, age, gender, visa status and ethnic origin.
3. Avoid unnecessary use of coloured paper, images, photographs (unless specifically requested) and an over elaborated format.
4. Keep negative information such as salary, age, health, time unemployed out of your CV.
5. Do not make common mistakes such as use of jargon, abbreviations, complicated sentences and irrelevant words.

Amanda Smith  
1 The Lane, Godalming  
GU1 3SY  
Tel: 01234 567890 Mobile: 07766889900  
Email: amandasmith@net.com

### **Profile**

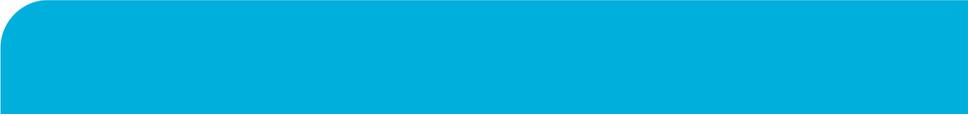
An experienced book keeper and administrator. An enthusiastic team player with a flexible attitude who has project management experience. During career break, has taken the opportunity to further develop computer skills and is now seeking to resume full-time employment within an accounts environment.

### **Skills**

- Experienced in all aspects of Accounts and Financial Planning.
- Excellent all-round IT skills including experience of Microsoft Word, Excel, PowerPoint and Access.
- Proficient in the use of Sage computerised accounts software.
- Knowledge and understanding of staff supervision and training.
- Carried out a cost analysis project resulting in 30% profit increase.
- Eye for detail whilst adopting a methodical approach to work tasks.

### **Employment History**

- 2009 to date                      Accounts and Company Secretary, Godalming Arts Centre, Surrey
- Voluntary position involving financial planning and sponsorship, promotional work and assisting with the box office. Use of Sage software for accounts preparation.
- 2007 to 2009                      Playgroup Leader, Godalming Under Fives Playgroup, Surrey
- Achievements included building the playgroups reputation where it became the most subscribed to in the area. Additional funds were secured from the local government to expand the premises, having completed the relevant paperwork to a high standard to a strict deadline.



2002 to 2007                      Raising family

- Responsibilities included multi-tasking, managing the household budget, teaching and supporting the children.

1993 to 2002                      Accounts Manager, A1 Fashions, Basingstoke, Surrey

- Responsibilities included supervising the office of a busy fashion wholesale warehouse including all accounts and administration, using a computerised accounting system. Supervised and trained a team of eight, motivating and supporting others to achieve targets set.

### **Education and training**

2010 to date                      Studying part time for European Computer Driving Licence (ECDL)

2002                                      Introduction to IT and Windows (City & Guilds)

1998 - 2000                      Diploma in Management Accounts (City & Guilds)

1991 - 1993                      City & Guilds III Accounting Practice

1986 - 1991                      4 O Levels including English and maths, High School, Guildford

### **Volunteering**

- Treasurer for the local Parents Teachers Association.
- Coach for Guildford Netball Team.

### **Hobbies**

Arts and crafts, enjoys swimming and cycling with the family.

**References available on request**

Neil Smith  
45 Hunger Way  
Slough  
Tel: 07890765435  
Email: neil.smith123@hotmail.co.uk

### **Personal profile**

An effective, reliable and efficient individual with excellent team working and organisational skills. In addition possesses well-developed communication and interpersonal skills along with a high degree of self-motivation, competence and commitment towards quality of work produced. After raising a family is now seeking a challenging position within a proactive organisation where these skills and achievements can be utilised to maximum effect and would allow self-development into other key areas.

### **Key skills**

- Enthusiastic, with the proven ability to respond positively to pre-determined targets and personal goals.
- Flexible and adaptable with the ability to work well under pressure, learn new skills quickly and to motivate others.
- Excellent interpersonal skills which have been demonstrated whilst working in target driven, pressurised production environments.
- The ability to plan and manage own workload and meet strict deadlines with efficient time management skills.
- Experience of working in successful teams to meet individual and organisational targets.

## Employment history

May 2010 - Oct 2013      Production Operative, Goldstar Ltd, Ascot.

- Working on the factory floor manufacturing products for despatch to customers.
- Complying with strict health and safety guidelines in the workplace.
- Ensuring that the production line was kept clean and any faults were reported.

2000 - 2010      Factory Worker, Sailsway Ltd, Windsor.

- Working as part of a successful team to manufacture products within set timescales.
- Ensuring that the factory and workstation were kept clean and tidy.
- Responsible for meeting targets for manufacturing company products.

## Training

2010      Health and Safety Awareness, Goldstar Ltd.

## Leisure interests

Enjoys walking and generally keeping fit, reading, cinema, listening to music and spending time with family and friends.

**References available upon request**

## Key skills examples

- Positive and responsive attitude.
- Comfortable working hard to meet challenging targets and deadlines.
- Able to quickly form productive working relationships with colleagues/and or clients/ customers.
- Strong/or good communication skills.
- Excellent communication skills - both verbally and in writing.
- Flexible attitude to acquiring new skills at work.
- Comfortable working as part of a team and independently, managing my own time.
- Trustworthy with the ability to work well unsupervised.
- Proven ability to work independently on own initiative and as part of a team.
- Good team working skills.
- Able to liaise/experience liaising/ with various departments/and or customers and suppliers.
- Able to work under pressure whilst being fast and efficient.
- Strong awareness of hygiene, health and safety.
- Good awareness of health and safety.
- Manual handling skills.
- Forklift truck driving skills and/or experience and/or CSCS card.
- Strong IT skills with good knowledge of Microsoft Office packages.
- Proficient in the use of IT including:
- Computer and administrative skills.
- Good administrative skills including appointment bookings and data management.
- Experienced in entering information on to a computer database.
- A tactful and diplomatic manner.
- The proven ability to motivate and manage staff.
- Strong customer service skills.
- A genuine interest in helping customers.
- The ability to handle complaints and difficult situations.
- A polite, tactful and friendly attitude.
- The ability to remain calm under pressure.
- Patience and calmness under pressure.
- The ability to work accurately with figures and manage a budget.
- Bookkeeping, cash handling and reconciliation.
- Processing payments and wage calculations.

- A well organised and methodical approach.
- Able to give information to help solve problems.
- Experienced in selling products or taking orders.
- Experienced/able to arrange services for customers/staff/ management, such as booking tickets or setting up insurance policies.
- Arranging and co-ordinating meetings.
- Confidence when liaising with individuals/customers/clients/ over the telephone.
- Confidence when dealing individuals/customers/clients in person.
- Ability to handle complaints, referring to a manager if necessary.
- Cash handling and/or payment handling skills.
- Able to issue refunds and/or experienced in issuing refunds.
- Presentation skills - written and oral.
- Organisation and planning skills.
- Time management skills.
- Able to motivate others and/or coach staff and/or manage others.
- Training and staff development.
- Performance management.

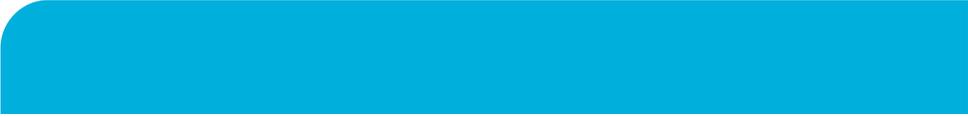
- Manual handling skills.
- Research and analytical skills.
- Stock control and purchasing supplies within a budget.

### More details key skills

- IT literacy - competent in the use of Microsoft Office, internet and email.
- Foreign languages - multi-lingual.
- Enthusiastic, with the proven ability to respond positively to pre-determined targets and personal goals.
- Flexible and adaptable with the ability to work well under pressure, learn new skills quickly and to motivate others.
- Extensive experience in a customer orientated environment where self-motivation and commitment were essential to the overall team success.
- Excellent interpersonal and communication skills which have been demonstrated in oral presentations, written reports and group projects.
- The ability to plan and manage own workload and meet strict deadlines with efficient time management skills.
- Leadership - ability to motivate and coach others.
- Numeracy skills.

## Profile examples

1. A qualified healthcare worker with experience of working with the elderly and disabled. Hard working, reliable and flexible with the ability to work well unsupervised and as part of a team. Thoroughly enjoys working with people at all levels. Now looking for a challenging and rewarding position in the care sector.
2. I am an enthusiastic Level 3 Beauty Therapy student looking for an opportunity to practice what I have learnt in an vibrant and friendly salon. I enjoy team work but can work on my own initiative. I am confident in advising clients. Now looking for a challenging role as a beauty therapist.
3. A reliable, punctual and hardworking individual who is capable of working alone unsupervised or with others in a team situation. Works responsibly and methodically with a proven ability to work towards and accomplish deadlines. Being flexible, adapts quickly to a variety of tasks within the workplace meeting required standards.
4. A motivated individual who has excellent communication skills. Able to contribute well to team working and is equally competent working on own initiative. Has a range of practical skills and is able to pick up new skills with ease. An adaptable and flexible person who is willing to undertake further training where required. Now looking for a practical job and is open to opportunities in a variety of areas.
5. An experienced, enthusiastic and dedicated person who thrives on hard work and enjoys a challenge. Reliable with excellent time management skills and team working abilities. Shows initiative in all tasks with a solid customer focus.

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6. A professional, committed and loyal individual with a flexible attitude to work and the ability to quickly build productive working relationships with colleagues and clients. With a range of transferable skills and a willingness to adapt to different working environments, would add value to a new position. Now seeking a new role to utilise existing skills whilst continuing to develop new ones.
  7. A hardworking, reliable and loyal individual with an unbroken work history and experience in a printing environment. Possesses a flexible attitude to work with the ability to adapt quickly to new working environments. Now seeking a new role in which I can use my existing skills and continue to develop my career further.
  8. I am committed and hard-working person, who gives due attention to any task, big or small. Looking after a household with children, has given me the skills of budgeting, time management, weekly planning as well as providing support and continuity. Looking for job opportunity so my personal qualities can be used effectively. Ready, willing and able to play a key role in the workplace.

## Covering letter

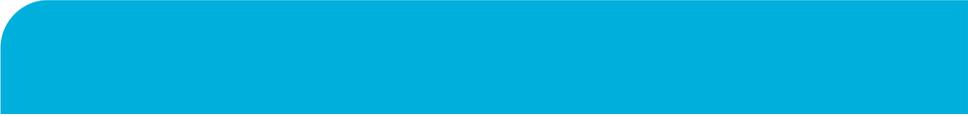
It is particularly important to enclose a covering letter if sending a CV, because you can address the letter to a specific person and it gives you the opportunity to highlight any important issues that have not been covered in the CV.

### Golden rule for a covering letter:

- Confine letter to only one side A4.
- Write in a letter format.
- Or if you are sending via an email send the letter on the body of the email.
- In the letter add your and employer's address.
- Add 'job ref' - this includes the job title.

### What to include in a covering letter

- Paragraph 1 - state what you are applying for and where you learned of the position. Include any reference numbers indicated in the advertisement.
- Paragraph 2 - state why you are interested in this position.
- Paragraph 3 - state your relevant, backed up by examples and if possible achievements. Remember skills can come from academic studies, work interest and life in general. Refer to the job description and use those skills highlighted by the employer. Also state why you would like to work for the organisation.
- Paragraph 4 - closing paragraph which clearly closes the letter.



*Example of a covering letter*

Circle Services  
12 Spine Road,  
Reading, Berkshire  
RG12 78Y

Harry Smith  
5 Stoke Close  
Slough, Berkshire  
SL1 4PN

25/10/2013

Job Ref: Health Care Assistant

Dear Sir/ Madam,

I am interested in the position as a Health Care Assistant; as advertised by Circle's Website.

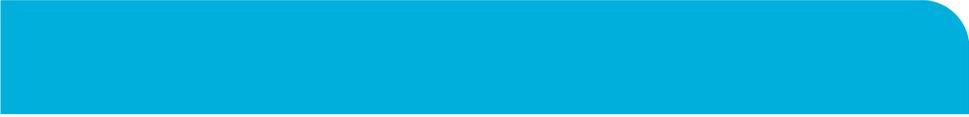
Circle has an excellent reputation with the local community for providing high quality care. I know I can make a valuable contribution to this team and continue to develop my own skills and knowledge.

I will be a suitable candidate for this position because I have completed a Level 3 in Health and Social Care; this has given me an excellent understanding of the role and responsibilities of a health care assistant. More so I have undertaken voluntary work in my local hospital and residential care home, to provide a range of support. The most rewarding aspect of this role was working on a one-to-one basis with patients.

I have delivered a high quality care and based on the needs and interests of the patients. I have promoted positive relationships with patients, carers, parents, colleagues and other professionals. I ensure health, safety and wellbeing of the patients

I have enclosed my CV and would be grateful for the opportunity to discuss my skills and experiences with you. I look forward to hearing from you.

Kind regards,  
Harry Smith



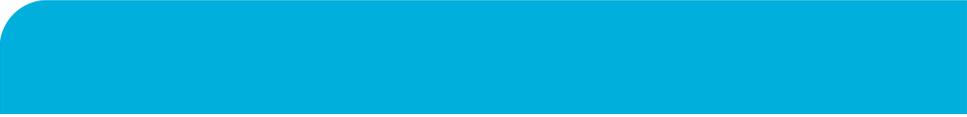
## Speculative letter

It has been estimated that 70% of jobs are not advertised. One way of tapping into these jobs is to send a speculative letter and your CV to companies you would like to work for. A speculative letter asks the employer to consider you for any vacancies the company may have now or in the future.

The letter introduces you to the employer and sets out the reasons why you are applying and what you have to offer the employer. You can use the internet to find companies offering the sort of work you are interested in.

### Golden rules for a speculative letter

- Keep the letter short.
- Make sure you sell yourself to the employer.
- Research the company.
- Obtain a name and address.



*Example - speculative letter*

Nicole Simpson  
24 King Road  
Slough, Berkshire  
SL3 4PU

Mrs Johnson  
Slate Lane School  
Richmond High  
Reading

12/11/2013

Reference: Possible Nursery Assistant Position

Dear Mrs Jones,

I am enquiring as to whether you have any nursery assistant opportunities available within your school? I am particularly interested in supporting children with complex learning and behaviour needs.

Slate Lane School has an excellent reputation with local parents for supporting children with learning difficulties. Your recent Ofsted Report suggests your designated unit for pupils with severe autistic spectrum disorders has a strong pool of teaching assistants who provide support. I believe I can make a valuable contribution to this team and continue to develop my own skills and knowledge.

During my two years on maternity leave I have undertaken voluntary work in my local Surestart Centre, working with children up to the age of five. The most rewarding aspect of this role was working on a one-to-one basis with children with challenging behaviour. I recently completed an introduction to teaching assistant course, which has provided me with a good understanding of the role and responsibilities of a teaching assistant.

I have enclosed my CV and would be grateful for the opportunity to discuss my skills and experiences with you and to learn more about your school. I will call next week to see if we can arrange a convenient meeting.

Yours sincerely,  
Nicola Simpson

## Application forms

Some employers prefer you to fill in an application form rather than send a CV, particularly for public sector jobs. The main rules are to follow the application instructions, present the information neatly, ideally in a typed format, and sell your most relevant skills. Read on to find out how you can make your application form stand out.

### Job application forms

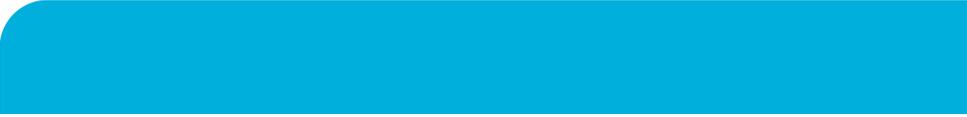
Many employers prefer application forms to CVs. Forms are easier to compare because, unlike CVs, they follow the identical format. If you are filling in an application form, you will still need to work out the best way to present your skills and experience. This is why completing an application form often takes just as much time and effort as writing a CV and covering letter. However, the more forms you fill in, the quicker you will get at doing it. Try and match your experience with the person specification and give examples of when you have demonstrated this skill in the past. This can be from any area of your life and not just in a workplace. Keep a copy of your form to refer back to in case you are called to interview.

Some jobs ask you to apply online, which you might not have done before. Read the instructions on the form very carefully and follow them. Taking it step by step and using the guides on this site will help you to give it your best shot.

### Online application forms

If the form is online, draft your application offline first - in a word processing package like Word - and save it to your computer. This way you'll be able to run a spell check before you copy the information into the online system. It also means you will have a back-up if there's a problem with the form. More and more sites offer the option of storing your application online and coming back to it. If you do this in more than one sitting, keep a record of any usernames and passwords so that you can get back in.

Online forms can be longer and more complicated than paper forms - follow the instructions carefully and check how many screens you have to fill in before you can submit your application. Some employers will ask for a 'personal statement'.



If necessary, copy all the questions into an offline document - that way there's no danger of submitting an incomplete application.

### Paper application forms

If you are filling in a form by hand, write as neatly as you can in black ink. Use block capital letters if the form asks you to. A good way to avoid mistakes and crossings-out on the final form is to photocopy the original and practice filling in this copy first. Take care of the original form - do not spill anything on it or leave it in your bag to get creased!

### Golden rule - check and recheck

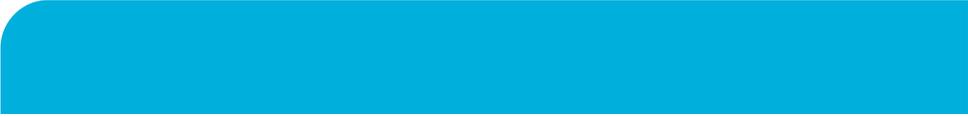
Get it right - whether your form is online or on paper you should:

- Read it over a few times to check for spelling and grammatical errors - these are one of the most common reasons applications are rejected.
- Ask someone else to proofread it and check it for you.
- Check you've filled in all the boxes that are relevant to you. If you leave an empty box the employer might think your form is incomplete. If a box isn't relevant, put 'N/A' (not applicable) in the space provided.
- Photocopy or print out the finished form, so that you have a record of what you've written. You'll need to be able to refer back to it at the interview stage.
- Take note of the closing date and send your application form to arrive in good time.
- Keep a copy of your application for your own reference.

## Job searching

There are many different places and ways to look for jobs. The more ways you try and the more jobs you apply the better chances of securing a job. It is advised to apply for at least five jobs a day. Use the links below to get started on your job searching:

1. **Job centre** - Jobcentre Plus is for all people of all ages out of work however they primarily focus on 18+ years but they advertise all their job vacancies online on <https://www.gov.uk/jobsearch>.
2. **Newspaper** - make a habit of buying local newspapers on a weekly basis or go to the library.
3. **All council websites** - all local council's advertise jobs online, log onto Slough Borough Council, Windsor & Maidenhead Council, Reading Borough Council, Bracknell Forest Council and other local council to view jobs or try [www.jobsgopublic.co.uk](http://www.jobsgopublic.co.uk).
4. **Schools, colleges and university** - all local education providers advertise jobs on their website.
5. **NHS jobs** - view hospital vacancies on <http://www.jobs.nhs.uk/>.
6. **Think outside the box** - all companies advertise jobs on their websites:
  - local hotels, pubs and bars
  - sports gyms
  - theme parks - Legoland and Thorpe Park
  - Heathrow Airport
  - banks
  - Boots, Argos, John Lewis, Tesco, Superdrug and so on.
7. **Word of mouth/speculative letters** - some jobs are never advertised. They are filled by people who have applied after hearing about the vacancy from friends, relatives or other contact. Let people know you are looking for a job and ask them to let you know of any opening where they work.

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8. **Social media websites** - business networking sites such as LinkedIn and Twitter are very popular among jobseekers who want to promote their skills. These sites allow you to develop relationships that can lead to finding unadvertised vacancies. A little bit of self-promotion can go a long way.
  9. **Networking/speculative letter** - This might surprise you: only around 30% of jobs are advertised. That means that the majority of jobs are filled without advertising - by word of mouth or by networking. Let people know you are looking for work or make direct contact with companies with a speculative letter clearly stating what position you are looking for.
  10. **Online websites** - the internet and online job hunting has transformed the way we look for jobs, making our searches quicker, easier and often a lot wider. If you want to avoid checking through hundreds of vacancies, it is important to make your search as targeted as possible. But there's an art to looking for work, check the deadline or closing date for applications.

## Useful job search websites

### All job

<https://www.gov.uk/jobsearch>

### Accounts

[www.cityjobs.co.uk](http://www.cityjobs.co.uk)

[www.ft.com](http://www.ft.com)

[www.reed.co.uk](http://www.reed.co.uk)

[www.accountancyagejobs.com](http://www.accountancyagejobs.com)

### Admin/office

[www.brookstreet.co.uk](http://www.brookstreet.co.uk)

[www.officeangels.com](http://www.officeangels.com)

[www.justlondonjobs.co.uk](http://www.justlondonjobs.co.uk)

[www.officerecruit.co.uk](http://www.officerecruit.co.uk)

[www.tempz.com](http://www.tempz.com)

[www.gumtree.co.uk](http://www.gumtree.co.uk)

[www.workthing.com](http://www.workthing.com)

[www.strategicplacements.com](http://www.strategicplacements.com)

### Beauty

[www.hairandbeautyjobs.com](http://www.hairandbeautyjobs.com)

[www.leisurejobs.com](http://www.leisurejobs.com)

[www.toniandguy.com](http://www.toniandguy.com)

### Catering/hotels

[www.hotel-jobs.co.uk](http://www.hotel-jobs.co.uk)

[www.caterer.com](http://www.caterer.com)

[www.londonpubjobs.co.uk](http://www.londonpubjobs.co.uk)

[www.barzone.co.uk](http://www.barzone.co.uk)

### Child care

[www.kiddykare.co.uk](http://www.kiddykare.co.uk)

[www.nurseryworldjobs.co.uk](http://www.nurseryworldjobs.co.uk)

[www.daynurseries.co.uk/jobs](http://www.daynurseries.co.uk/jobs)

[www.childcare.co.uk](http://www.childcare.co.uk)

[www.childcarevacancies.com](http://www.childcarevacancies.com)

### City

[www.cityjobs.com](http://www.cityjobs.com)

[www.justlondonjobs.co.uk](http://www.justlondonjobs.co.uk)

[www.londonjobs.co.uk](http://www.londonjobs.co.uk)

### Construction/manual

[www.careersinconstruction.co.uk](http://www.careersinconstruction.co.uk)

[www.jobsinconstruction.co.uk](http://www.jobsinconstruction.co.uk)

[www.ukconstruction.com](http://www.ukconstruction.com)

### Council

[www.slough.gov.uk](http://www.slough.gov.uk)

[www.rbwm.gov.uk](http://www.rbwm.gov.uk)

[www.reading.gov.uk](http://www.reading.gov.uk)

[www.bracknell-forest.gov.uk](http://www.bracknell-forest.gov.uk)

[www.ealing.gov.uk](http://www.ealing.gov.uk)

[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

[www.oxford.gov.uk](http://www.oxford.gov.uk)

[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

[www.lbhf.gov.uk](http://www.lbhf.gov.uk)

[www.southbucks.gov.uk](http://www.southbucks.gov.uk)

[www.harrow.gov.uk](http://www.harrow.gov.uk)

## Charity

[www.charityjob.co.uk](http://www.charityjob.co.uk)  
[www.charitypeople.co.uk](http://www.charitypeople.co.uk)  
[www.jobsincharities.co.uk](http://www.jobsincharities.co.uk)  
[www.cancerresearchuk.org](http://www.cancerresearchuk.org)  
[www.obs.thirdsector.co.uk](http://www.obs.thirdsector.co.uk)

## Disabled

[www.employers-forum.co.uk](http://www.employers-forum.co.uk)  
[www.radar.org.uk](http://www.radar.org.uk)

## Education

[www.alpsp.org.uk](http://www.alpsp.org.uk)  
[www.education-jobs.co.uk](http://www.education-jobs.co.uk)  
[www.jobs.ac.uk](http://www.jobs.ac.uk)  
[www.fejobs.ac.uk](http://www.fejobs.ac.uk)  
[www.eteach.com](http://www.eteach.com)

## Engineering

[www.jimfinder.com](http://www.jimfinder.com)  
[www.engineeringjobs.co.uk](http://www.engineeringjobs.co.uk)  
[www.justengineers.net](http://www.justengineers.net)

## Fashion

[www.uk.fashionjobs.com](http://www.uk.fashionjobs.com)

## Finance/accounting

[www.accountancy.jobserve.com](http://www.accountancy.jobserve.com)  
[www.badenochandclark.com](http://www.badenochandclark.com)  
[www.bankrole.com](http://www.bankrole.com)

[www.fsa.gov.uk](http://www.fsa.gov.uk)  
[www.ft.com](http://www.ft.com)  
[www.gaapweb.com](http://www.gaapweb.com)  
[www.hays-ap.com](http://www.hays-ap.com)  
[www.jobsfinancial.com](http://www.jobsfinancial.com)

## Multilingual/multi ethnic

[www.boycererecruitment.co.uk](http://www.boycererecruitment.co.uk)  
[www.eurlondon.com](http://www.eurlondon.com)  
[www.languageline.co.uk](http://www.languageline.co.uk)  
[www.languagematters.co.uk](http://www.languagematters.co.uk)

## Graduates

[www.eurograduate.com](http://www.eurograduate.com)  
[www.graduate-recruitment.com](http://www.graduate-recruitment.com)  
[www.graduatebase.com](http://www.graduatebase.com)  
[www.prospects.ac.uk](http://www.prospects.ac.uk)  
[www.topgrads.co.uk](http://www.topgrads.co.uk)

## Healthcare

[www.jobs.nhs.uk](http://www.jobs.nhs.uk)  
[www.mediplacements.co.uk](http://www.mediplacements.co.uk)  
[www.tpp.co.uk](http://www.tpp.co.uk)

## Media/arts

[www.bbc.co.uk/jobs](http://www.bbc.co.uk/jobs)  
[www.freelancers.ent](http://www.freelancers.ent)  
[www.majorplayers.co.uk](http://www.majorplayers.co.uk)

## Outdoor activity

[www.travelclass.co.uk](http://www.travelclass.co.uk)  
[www.legoland.co.uk](http://www.legoland.co.uk)  
[www.thorpepark.com](http://www.thorpepark.com)

## Pets

[www.ukpets.co.uk](http://www.ukpets.co.uk)  
[www.animal-job.co.uk](http://www.animal-job.co.uk)  
[www.animaljobsdirect.com](http://www.animaljobsdirect.com)

## Pharmaceutical

[www.pharmiweb.com](http://www.pharmiweb.com)  
[www.pharmajobs.co.uk](http://www.pharmajobs.co.uk)

## PR

[www.agencycentral.com](http://www.agencycentral.com)  
[www.guardianjobs.co.uk](http://www.guardianjobs.co.uk)

## Psychology

[www.bps.org.uk](http://www.bps.org.uk)  
[www.psychminded.co.uk](http://www.psychminded.co.uk)

## Public sector

[www.cabinet-office.gov.uk](http://www.cabinet-office.gov.uk)  
[www.guardianunlimited.co.uk](http://www.guardianunlimited.co.uk)

## Retail

[www.hotrecruit.co.uk](http://www.hotrecruit.co.uk)  
[www.inretail.co.uk](http://www.inretail.co.uk)  
[www.retailcareers.co.uk](http://www.retailcareers.co.uk)  
[www.retailmoves.com](http://www.retailmoves.com)

## Sales

[www.simplysalesjobs.co.uk](http://www.simplysalesjobs.co.uk)

## Security

[www.londonjobs.co.uk](http://www.londonjobs.co.uk)  
[www.g4s.com/en/Careers/](http://www.g4s.com/en/Careers/)  
[www.get-licensed.co.uk](http://www.get-licensed.co.uk)

## Space

[www.spacelinks.com](http://www.spacelinks.com)  
[www.tes.co.uk](http://www.tes.co.uk)

## Sport/leisure

[www.activeconnection.co.uk](http://www.activeconnection.co.uk)  
[www.synergyclubs.co.uk](http://www.synergyclubs.co.uk)  
[www.sloughgymnastics.co.uk](http://www.sloughgymnastics.co.uk)

## Television

[www.bbc.co.uk/jobs](http://www.bbc.co.uk/jobs)  
[www.cnvi.com/applause](http://www.cnvi.com/applause)  
[www.workforsky.com](http://www.workforsky.com)  
[www.talentcircle.com](http://www.talentcircle.com)

## Voluntary

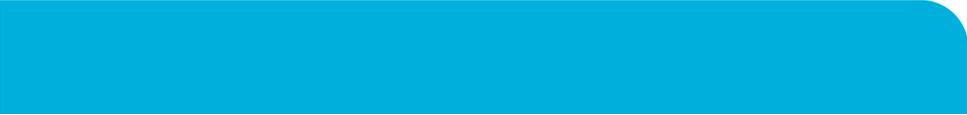
[www.do-it.org.uk](http://www.do-it.org.uk)  
[www.vso.org.uk](http://www.vso.org.uk)

# Interview

It is normal to feel nervous when you have an interview because you want to do your best. With preparation and practice you can get the better of your nerves and give yourself the best chance of getting the job. An interview is a discussion between you and an employer to find out if you can do the job. It is your chance to make a good impression. However, there are certain rules you should follow in interviews.

## Top tips for interview:

- Dress smartly, look bright and attentive, and speak clearly and confidently.
- Don't forget that the first few minutes of an interview are really important. Some experts suggest that only 7% of the interviewer's opinion of you is formed by what you say - the rest is judged on how you look, act and sound - so be aware of your own body language.
- Find out where the venue is beforehand, how to get there and how long it takes - do a practice run if you can.
- Get your outfit ready the night before.
- Find out what kind of interview it will be so you can prepare.
- Examine the person specification and your CV/application form, and think about what type of questions they will ask you.
- Prepare answers for the main questions - for example, why do you want the job, what are your strengths and weaknesses, what are the main tasks in this job?
- Make about three or four points in each answer - use the 'STAR' model (see later).
- Quote real examples of when you've used certain skills - just saying you've got a skill isn't enough.
- Take your time when answering the questions: make sure you understand the question and take your time if you need to think.
- Sell yourself: no one else is going to! Be positive about yourself and your experiences.

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- Prepare some questions to ask at the end of the interview - use it as an opportunity to find out more about the role and the company.
  - When discussing salary, know your market worth and start by quoting a little higher than this.
  - Get feedback on your performance, whether you were successful or not.
  - Turn off your mobile phone: treat the interviewers with respect and give them your undivided attention.
  - Keep your answers focused on what you can do for the employer, not what they can do for you.

## Using the STAR technique

A good way to avoid waffling at an interview and to be sure you are sticking to the question is to use a formula to structure and present your answers. Here are a couple of examples of how to do this:

- A popular type of questioning is competency style questioning.
- This means giving a specific example of a skill or competency you have used in the past.
- A good framework to answer this question is **STAR** - **situation, task, action, result**.

For example if you get asked:  
**“Give me a time you have had to deal with a difficult customer?”**

**S** - I was working at a high street retailer selling branded menswear, on this day I was based at the till. A gentleman came to the counter and told me he had only bought the suit a month ago and it was falling apart.

**T** - I listened to the gentleman and sympathised with his situation and requested to have a look at the suit. I saw there was an issue and asked what action he would like us to take. He wanted a refund.

**A** - I request proof of purchase and explained that was company policy. He handed it over and I swiftly gave him a refund and gave a 10% discount for his next purchase in the shop.

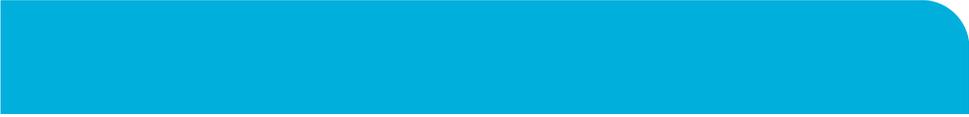
**R** - As a result the gentleman went away satisfied and came back to use his discount voucher.

### Another formula is the 20/60/20 rule:

You can structure your answer so that:

- The first 20% is reflecting back that you understand the question.
- The next 60% is what you did in the situation with some detailed description.
- The last 20% is the results of what happened, your analysis of why the action you took was successful.
- These are good ways of answering the inevitable ‘tell us about a time when.....’ type questions.

**Remember:** an interview is a two way process, see it as an interesting challenge and a good opportunity to spend some time talking about how brilliant you are!



## Common interview question

1. Why do you want this job?
2. What are your strengths and weaknesses?
3. What do you know about our company?
4. What are your goals?
5. Where do you see yourself in five years' time?
6. Why did you leave your last job?
7. Give an example of situation when faced with a challenging customer?
8. How do you priorities your work load?
9. What skills would you bring to this role?
10. What motivates you?
11. What makes a good team member?
12. What support do you think you might need if the job was offered too you?
13. How would you describe yourself?
14. How would your friends describe you?
15. If you were a biscuit/animal/colour, what type of biscuit/animal/colour would you be and why?

This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in large print.

For more information or to book an appointment with an adviser please contact the employment and learning advice team on 01753 476611 or email [ela@slough.gov.uk](mailto:ela@slough.gov.uk).

## Employment and Learning Advice Service information booklet

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 476611.

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