

NEW EDITION  
Updated April 2020

# JOB HUNTING PACK



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Star House, 41 Division Street, Sheffield, S1 4GL  
Sheffield Futures, registered charity in England and Wales (1044940)

## THIS IS WHERE YOU WANT TO BE ...



**Applying for jobs, writing a CV, filling in application forms and writing letters are all part of the job-hunting process.**

**Here we concentrate on how to find job vacancies, and what support there is for you at Sheffield Futures, Libraries, Job Centres and on-line.**

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# Star House

## Duty Service

### **Support for 16-19-year olds looking for Work, Training or Education**

If you are not currently studying, working or training, then come along and have a chat to our Duty Team. You can find out about:

- Apprenticeships, Traineeships and Study Programmes
- Job Seeking Support i.e. CVs, job applications and job-hunting advice
- Benefits Advice for Under 18-year-old

Our Drop-In times are 11am to 3pm, Monday to Friday

If you are seeking Careers Guidance, we can offer you an appointment between 1pm-3pm. Please ring 201 2800 to book in advance.

Find us here:

Sheffield Futures, Star House, 43 Division Street, Sheffield S1 4GE.

Tel: 0114 201 2800 or Email: [enquiries@sheffieldfutures.org.uk](mailto:enquiries@sheffieldfutures.org.uk)

You can also check out our website [www.sheffieldfutures.org.uk](http://www.sheffieldfutures.org.uk)

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# SHEFFIELD CENTRAL LIBRARY

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## Contact Details:

Web: <https://www.sheffield.gov.uk/home/libraries-archives/the-elibrary>  
Email: [central.lending@sheffield.gov.uk](mailto:central.lending@sheffield.gov.uk) or [information.library@sheffield.gov.uk](mailto:information.library@sheffield.gov.uk),  
Ring: 0114 273 4727 or 0114 273 4712.  
Address: Central Library, Surrey Street, Sheffield, S1 1XZ  
Opening: M, Tu, Th, F: 9:30am to 5:30pm; Weds: 1 – 8pm; Sat: 10 – 4pm.

The Sheffield e-Library is free to use for Sheffield Libraries members and is available 24/7. It can provide books, film, music, computers, reading groups, free wi-fi, journals, directories, study space, computers, 'Reading Room', Business & IP Centre.

To use the library facilities, you need to register using your library card number. If you need to join the library, you will need the following identification:

- adults – need to show one form of identification, containing a photo or address
- children under 16 – no identification is required, but you will need a parent or carers signature

## **Sheffield Central Library computer facilities help and support**

Computers are free of charge, but you need to be a member of the library. You can use the service as a visitor, but you will be charged £1.50 for up to one hour's use. Additional time (if available) will be charged at the same rate, and you will need to provide proof of your name. You will be issued with a 'guest' log-in by a member of staff.

On the People's Network you can use:

- Microsoft Office 2010 – including Word (word processing), Excel (spreadsheets), PowerPoint (presentations), Access (databases), Publisher (creating publications)
- Internet Explorer or Google Chrome for browsing the web
- web-based email accounts – library staff can help you if you want to create one
- USB sticks, CD/DVD drive, floppy disk drives
- sound – please bring your own headphones
- Printing (black and white – 10p per side; colour – 50p per side)

Each library has:

- a flat-bed scanner connected to a computer with Adobe Photoshop Elements Version 8 editing software and a computer on a height-adjustable desk
- All access is filtered, and children's access is filtered to a higher level.

Library staff are happy to help but they cannot give tuition.

## **Computer Classes – Regular Sessions for Beginners**

Beginner's computer classes are held at the following locations, in partnership with other organisations. Places are free but must be booked. Contact the library for the latest times and dates.

- Central Library
- Chapeltown
- Crystal Peaks Library
- Darnall Library
- Firth Park Library
- Highfield Library
- Hillsborough Library
- Manor Library
- Parson Cross Library
- Woodseats Library

In addition, you can also use this:

## **Driving theory practice – Theory Test Pro**

- Theory Test Pro is a realistic online simulation of the UK's driving theory test.
- It contains the entire official test question bank, hazard perception video clips and an online version of the Highway Code.
- Theory Test pro is licensed from the DVSA.
- You will need an email address to set up a free account to record your scores and learning progress.
- You also need to be a library member.

# SHEFFIELD ONLINE LEARNING

## Free Computer Classes and Employability Skills

*The Digital Inclusion Project works to tackle the problem of digital exclusion across Sheffield. There are no start or end dates, just ongoing advice and support tailored to the needs of individual learners. The project is funded by Sheffield City Council and delivered by Heeley Trust.*

Across Sheffield there are several venues offering free drop-in computer classes. At these classes you can learn to use computers and other devices, from the very basics, to get you up to speed in the digital age. Do not worry if you have never used a computer before, tutors are there to guide you through every step.

### Libraries:

<b>Firth Park</b>	- Mon 10.00 – 12.00	<b>Woodseats</b>	- Wed 13.00 – 15.00
<b>Manor</b>	- Mon 14.00 – 16.00	<b>Walkley</b>	- Weds 13.30 – 15.30
<b>Totley</b>	- Tues 10.00 – 12.00	<b>Crystal Peaks</b>	- Thurs 10.00 – 12.00
<b>Central</b>	- Tues 10.00 – 12.00	<b>Greenhill</b>	- Fri 10.00 – 12.00
<b>Burngreave</b>	- Tues 13.00 – 15.00	<b>Chapelton</b>	- Fri 10.00 – 12.00

Our main centre is **Meersbrook Hall, Meersbrook Park, Brook Road, S8 9F**

- Tues, Weds & Thurs 1-4pm; plus Weds 9am-12pm & 1-4pm

### Other venues across Sheffield:

Balfour House – Horner Close, Stockbridge, S36 1LQ. Tues 10-12pm. (£2 per session).

Emerson Community Room - rear of 187 Emerson Crescent, S5 7SY. Mon 10-12pm.

Greenland community centre - adjacent to 83 Greenland View, S9 5GD. Fri 10-12pm.

Hanover Tara - 345 Exeter Drive, S3 7UE. Mon, Thurs 12-4pm.

Stannington Tara - Hall Park Head Centre, S6 5QU. Thurs 10-12pm.

### CV Advice

A friendly, confidential service offering individual sessions for advice and CV writing help.

FREE on Weds, 2-3.30pm at Meersbrook Hall, Brook Road, S8 9FL

Booking essential – call 0114 399 1070

### Device Doctor

Is your PC/laptop/smartphone/tablet feeling unwell? Our free drop-in session may help.

FREE on Weds 1-3pm, booking essential. Call 0114 399 1070.

Meersbrook Hall, Brook Road, S8 9FL

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# USEFUL INFORMATION FOR JOB SEEKERS

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## **Disclosure and Barring Service (DBS Checks)**

### **Request a basic DBS check**

Apply for a basic Disclosure and Barring Service (DBS) check to get a copy of your criminal record. This is called 'basic disclosure'. It costs £23. It is available for people working in England and Wales.

- The check will only show convictions that are not 'spent', for example some types of caution will disappear after 3 months.
- You must be 16 or over to apply.
- It usually takes up to 14 days for you to receive your certificate.
- The service is available from 8am to 11:30pm.
- You can pay with a debit or credit card. You can also use Google Pay or Apple Pay.

### **To apply for a basic DBS check you will need:**

- all your addresses for the last 5 years and the dates you lived there
- your National Insurance number
- your passport
- your driving licence

**Before you start** – Make sure a basic DBS check is the correct one for you. For certain roles, your employer may need to apply for a higher level of criminal record check. Find out if you need a basic DBS check or ask your employer if you are not sure.

**Get help to use the online service** – If you need support to apply online, call the DBS helpline on 03000 200 190 and select option 2 and then option 1.

**Other ways to apply** – You can also choose to apply through other companies. DBS has a [list of companies](#) you can apply through.

### **Transgender applications**

Contact the DBS transgender applications team if you are a transgender applicant and you do not want to reveal details of your previous identity to a potential employer.

- **DBS transgender applications team** [sensitive@dbb.gov.uk](mailto:sensitive@dbb.gov.uk)  
Telephone: 0151 676 1452; Monday to Friday, 9am to 5pm

### **For full information**

please go the Gov.uk Website – <https://www.gov.uk/dbb-check-applicant-criminal-record>

## **Job Centre Plus**

Jobcentre Plus is an agency by the DWP that helps people who are currently out of work to find work, assist with living costs through benefits. They can help with the financial side of travelling to and from interviews and the costs involved such as a suit or other uniform that their client would not be able to afford on the benefits they receive.

To find out more about how Job Centre Plus can help you call 0800 055 6688

## **Local Jobcentres:**

- **Cavendish Court Jobcentre**, Cavendish Court, 9 Bank Street, S1 2DR. Tel: 0800 169 0190
- **Bailey Court Jobcentre**, Bailey Court, 112 West Street, Sheffield City Centre, S1 3SY. Tel: 0800 169 0190
- **Hillsborough Jobcentre**, Cavalry & Lancer Court, 639-641 Penistone Road, S6 2GG. Tel: 0800 169 0190

## **Find a job – GOV.UK**

Use the online website 'Find a job' service to search and apply for jobs. This is a free service where you can find full or part-time jobs in England, Scotland, and Wales. This service has replaced Universal Jobmatch.

You can search for jobs without an account but to apply you need to create an account or sign in. <https://www.gov.uk/find-a-job>

## **If you are aged 19+**

If you would like an appointment regarding work, study, or training, then for adult clients you can ring the National Careers Service for an appointment to suit you.

Please ring this number: 0191 731 4750. You will then be offered an appointment at various locations in Sheffield at a time and place to suit you.



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# NATIONAL INSURANCE NUMBERS

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## **National Insurance Number**

### **If you are a UK resident aged 19 or under**

You will normally be sent a National Insurance number automatically, in the 3 months before your 16th birthday, if both the following are true:

- you live in the UK
- a parent has filled in a [Child Benefit](#) claim form for you

Call to get advice if:

- you are between 15 years and 9 months and 20 years old and have not received a National Insurance number.
- you cannot register for a new personal tax account to view your National Insurance number or print the confirmation letter.
- you are over 20 years old and have not got a National Insurance number.

### **If you are moving to the UK**

- You may already have a National Insurance (NI) number which will be printed on the back of your [biometric residence permit \(BRP\)](#).
- If you do not have one, you must apply for a National Insurance number if you plan to work, apply for a student loan or claim benefits. You can only apply once you are in the UK.

HMRC will not tell you your National Insurance number over the phone. They will post it to you, and it will arrive within 15 working days.

Telephone: **0300 200 3500**

### **If you are applying for benefits or a student loan**

- You can apply for a National Insurance number as part of your application for benefits or a student loan.
- You will not need to call the National Insurance number application line. But you might need to attend an interview at Jobcentre Plus (or a processing centre if you are in Northern Ireland)

### **National Insurance number application line (England, Scotland, and Wales)**

Telephone: 0800 141 2075

Textphone: 0800 141 2438

Monday to Friday, 8am to 6pm

## USEFUL INTERNET SITES

These are just a few of the most popular job-hunting websites that you may find useful. Please use directories or search engines for more sites.

Local Job-Hunting Websites	
<b>Sheffield Futures –</b> Apprenticeships, Study Programmes, Traineeships Volunteering	<a href="https://www.sheffieldfutures.org.uk/find-a-job/">https://www.sheffieldfutures.org.uk/find-a-job/</a>
<b>Apprenticeships</b>	<a href="https://www.gov.uk/apply-apprenticeship">https://www.gov.uk/apply-apprenticeship</a>
<b>Find a Job</b> <i>(Replaces Universal Jobmatch)</i>	<a href="https://www.gov.uk/find-a-job">https://www.gov.uk/find-a-job</a>
<b>Local Volunteering &amp; Jobs</b>	<a href="http://www.vas.org.uk">http://www.vas.org.uk</a> <a href="http://www.do-it.org.uk">http://www.do-it.org.uk</a>
<b>Shopping Centres</b> <ul style="list-style-type: none"> <li>- Meadowhall</li> <li>- Crystal Peaks</li> <li>- Parkgate</li> <li>- Fox Valley</li> <li>- Orchard Square</li> </ul>	<a href="https://www.meadowhall.co.uk/jobs">https://www.meadowhall.co.uk/jobs</a> <a href="https://www.crystalpeakscentre.com/jobs/">https://www.crystalpeakscentre.com/jobs/</a> <a href="https://www.parkgateshopping.co.uk/vacancies/">https://www.parkgateshopping.co.uk/vacancies/</a> <a href="https://www.foxvalleysheffield.co.uk/jobs">https://www.foxvalleysheffield.co.uk/jobs</a> <a href="https://orchardsquare.co.uk/jobs/">https://orchardsquare.co.uk/jobs/</a>
<b>Local Vacancies –</b> these are just a few, you will find more on the internet	<a href="https://www.networxrecruitment.com/">https://www.networxrecruitment.com/</a> <a href="https://www.totaljobs.com/jobs/in-sheffield">https://www.totaljobs.com/jobs/in-sheffield</a> <a href="https://www.jobsite.co.uk/jobs/in-sheffield">https://www.jobsite.co.uk/jobs/in-sheffield</a> <a href="https://www.indeed.co.uk/jobs-in-Sheffield">https://www.indeed.co.uk/jobs-in-Sheffield</a> <a href="https://www.reed.co.uk/jobs/jobs-in-sheffield">https://www.reed.co.uk/jobs/jobs-in-sheffield</a> <a href="https://www.fish4.co.uk/jobs/sheffield/">https://www.fish4.co.uk/jobs/sheffield/</a> <a href="https://www.thestar.co.uk/jobs">https://www.thestar.co.uk/jobs</a> <a href="https://www.jobstoday.co.uk/jobs/sheffield/">https://www.jobstoday.co.uk/jobs/sheffield/</a> <a href="https://www.sheffieldrecruit.co.uk/">https://www.sheffieldrecruit.co.uk/</a>

<b>Local Universities</b>	
<b>Sheffield Hallam University</b>	<a href="https://www.shu.ac.uk/About-us/Jobs">https://www.shu.ac.uk/About-us/Jobs</a>
<b>University of Sheffield</b>	<a href="http://www.shef.ac.uk/jobs">http://www.shef.ac.uk/jobs</a>
<b>Local Colleges of FE – South Yorkshire</b>	
<b>Sheffield College</b>	<a href="http://www.sheffcol.ac.uk/working-at-the-sheffield-college">http://www.sheffcol.ac.uk/working-at-the-sheffield-college</a>
<b>Barnsley College</b>	<a href="https://www.barnsley.ac.uk/about-us/staff-area/">https://www.barnsley.ac.uk/about-us/staff-area/</a>
<b>Chesterfield College</b>	<a href="https://www.chesterfield.ac.uk/jobs/">https://www.chesterfield.ac.uk/jobs/</a>
<b>Doncaster College</b>	<a href="http://www.don.ac.uk/jobs">http://www.don.ac.uk/jobs</a>
<b>Rotherham RNN Group</b> (Rotherham, North Notts and Dearne Valley College)	<a href="https://www.rnngroup.co.uk/careers/vacancies/">https://www.rnngroup.co.uk/careers/vacancies/</a>
<b>Local Authority Websites – South Yorkshire</b>	
<b>Barnsley</b>	<a href="https://www.chesterfield.ac.uk/jobs/">https://www.chesterfield.ac.uk/jobs/</a>
<b>Derbyshire</b>	<a href="https://www.derbyshire.gov.uk/working-for-us/jobs/find-a-job-with-us.aspx">https://www.derbyshire.gov.uk/working-for-us/jobs/find-a-job-with-us.aspx</a>
<b>Doncaster</b>	<a href="https://www.doncaster.gov.uk/services/work-jobs-training/working-for-the-council">https://www.doncaster.gov.uk/services/work-jobs-training/working-for-the-council</a>
<b>Rotherham</b>	<a href="https://www.rotherham.gov.uk/council-vacancies/council-jobs">https://www.rotherham.gov.uk/council-vacancies/council-jobs</a>
<b>Sheffield City</b>	<a href="https://www.sheffield.gov.uk/home/job-vacancies">https://www.sheffield.gov.uk/home/job-vacancies</a>
<b>NHS Vacancies</b>	
<p>Current job vacancies are advertised on the National NHS jobs website where applicants can view vacancy information and apply online. <a href="http://www.jobs.nhs.uk">www.jobs.nhs.uk</a></p>	

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# EMPLOYMENT AGENCIES

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As a brief guide and before registering with an agency it is worth considering the following points and asking some of the following questions.

- Which type of vacancy does the agency deal with?
- Is there a contact person for a certain area of work?
- Do they offer permanent employment, or do they only deal with temporary staff?
- What level of qualifications are they looking for?
- How do you register? i.e. online with CV; by application form; telephone

The Recruitment & Employment Confederation (REC) has a site full of information about recruitment agencies at: <https://www.rec.uk.com/membership/member-directory>.

REC sets standards, helps maintain quality of performance and is a trusted source of information and guidance on many aspects of employment law and practice. The site enables you to search for a place and a type of occupational area, e.g. search 'Sheffield' and 'Accountancy' and it will give you the details of reputable specialist agencies in Sheffield.

## Finding Recruitment Agencies in Sheffield

One of the quickest ways to find out about where recruitment agencies are, is to just google e.g. 'recruitment agencies Sheffield city centre' – you will get a list like this.

*NB: This is **not** a complete list of all recruitment agencies in Sheffield).*

<b>A For Appointments</b>
Office S4 Globe Works, Penistone Road, Sheffield, S6 3A. Tel: 0114 275 7744 Website: <a href="http://www.aforappointments.com/">http://www.aforappointments.com/</a>
<b>Adecco</b>
3 <sup>Rd</sup> Floor, The Synergy Building, Campo Lane Sheffield, S1 2EL. Tel: 0114 228 8080 Website: <a href="http://www.adecco.co.uk/">http://www.adecco.co.uk/</a>
<b>Benchmark Recruitment</b>
The Workstation, 15 Paternoster Row, Sheffield, S1 2BX. Tel: 0114 221 0550 Website: <a href="http://www.benchmarkrecruit.co.uk/">http://www.benchmarkrecruit.co.uk/</a>
<b>Blue Arrow</b>
2 <sup>nd</sup> Floor, 11 Leopold Street Sheffield, S1 2GY. Tel: 0114 272 2600 Website: <a href="https://www.bluearrow.co.uk/find-a-job">https://www.bluearrow.co.uk/find-a-job</a>

<p><b>Forde Recruitment Ltd</b>  39 Townhead St, Sheffield City Centre, Sheffield, S1 2EB. Tel: 0114 276 0501  Website: <a href="http://www.forde-recruitment.co.uk/">http://www.forde-recruitment.co.uk/</a></p>
<p><b>Hays Accountancy &amp; Finance</b>  Ruskin Buildings, Tudor Square, Sheffield, S1 2LA. Tel: 0114 273 8775  Website: <a href="https://www.hays.co.uk/local-jobs/sheffield">https://www.hays.co.uk/local-jobs/sheffield</a></p>
<p><b>Manpower UK Ltd</b>  Orchard Chambers, 25 Church St, Sheffield S1 2GJ. Tel: 0114 272 8845  Website: <a href="https://www.manpower.co.uk/">https://www.manpower.co.uk/</a></p>
<p><b>Michael Page Recruitment</b>  Ground Floor, Ventana House, 2 Concourse Way, Sheffield Digital Campus, Sheffield S1 2BJ  Tel: 0114 270 3755  Website: <a href="https://www.michaelpage.co.uk/job-search">https://www.michaelpage.co.uk/job-search</a></p>
<p><b>Office Angels</b>  3<sup>rd</sup> Floor, Synergy Bldg., Campo Ln, Sheffield City Centre, Sheffield S1 2EL. Tel: 273 0888  Website: <a href="https://www.office-angels.com/jobseekers">https://www.office-angels.com/jobseekers</a></p>
<p><b>PK Education (Supply teaching)</b>  7<sup>th</sup> Floor, St James House, Vicar Lane, Tel: 0114 272 2212  Website: <a href="https://www.pkeducation.co.uk/branches/south-yorkshire-office/">https://www.pkeducation.co.uk/branches/south-yorkshire-office/</a></p>
<p><b>Randstad</b>  Orchard House, 55 Leopold Street, Sheffield S1 2GY. Tel: 0114 272 4122  Website: <a href="https://www.randstad.co.uk/">https://www.randstad.co.uk/</a></p>
<p><b>Reed Recruitment</b>  Unit 7b, Leopold Square, Sheffield S1 2JG. Tel: 0114 228 8901  Website: <a href="https://www.reed.co.uk/jobs/jobs-in-sheffield">https://www.reed.co.uk/jobs/jobs-in-sheffield</a></p>
<p><b>Search Consultancy – Sheffield</b>  Velocity 1, 2 Tenter Street, Sheffield S1 4BY. Tel: 0114 349 2100  Website: <a href="https://www.search.co.uk/jobs">https://www.search.co.uk/jobs</a></p>
<p><b>Sue Ross Recruitment Ltd</b>  19-29 York St, Sheffield S1 2ER. Tel: 0114 278 6600  Website: <a href="http://www.suerossrecruitment.co.uk/">http://www.suerossrecruitment.co.uk/</a></p>

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# COMPLETING APPLICATION FORMS

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1. Read all the details that you are sent; either attached to the email or paper-based information. This will include the job description advert, job specification, how to complete the applications form, and details about the application process. It is a good idea to do this before you start completing the application form.
  
2. Make sure you understand all the instructions before starting the application. Make a copy of the form and practice filling it out before you do the final version. Drafting a good application takes a great deal of time and thought. Do not send a copy of your CV if they have asked you to complete their application form, this will not be considered by the employer.
  
3. Before submitting the form, make sure you have filled in all the sections required. Also make yourself a copy of the application form so that if you are invited for interview, you know what you have sent the employer.
  
4. Do not use the same application form for different jobs. It is important to adapt your application to the job specification you are applying for so that you can highlight your strengths for the role.
  
5. Employers are looking for individuals who can:
  - show that they understand what the job is about
  - demonstrate relevant skills and qualities required for the job
  - can relate their experience to the requirements of the job
  - demonstrate they understand the organisation and share its aims and ethos.
  - Meet the job specification
  
6. Among the general skills employers look for are:
  - Communication in speech and writing
  - Ability to learn quickly
  - Ability to organise and prioritise tasks
  
7. Explain what attracts you to the job for which you are applying and offer evidence of your suitability. You can do this by giving the employer examples of situations within your current or previous roles, or relevant experience you have. Relate your answers to your skills and the Person Specification.

8. List your education and training in reverse chronological order unless the application form asks otherwise. Give detailed information about relevant courses or training and little about others e.g. NVQ / GCSE results.
9. List previous employment in reverse chronological order unless the application form asks otherwise. Make sure you detail clearly, aspects of your work experience which will help the employer to understand if you are suitable for the role you are applying for.

On the question of leaving previous jobs the following are acceptable: promotion opportunity (related to responsibility or challenges, rather than money), redundancy, change of career (if you say what prompted this), lack of job security, company relocation (as long as the job for which you are applying doesn't require mobility!).

The following reasons ought to be avoided: overwork, boredom, personality clashes, interference with social life, being passed over for promotion or unspecified personal reasons. You should not criticise or be negative about your previous employer.

10. Under 'Activities and Interests' it is not so much the content of the pursuit which interests the employer but more the type of activity (team or individual) and the level of involvement.
11. References should include your last employer. Personal references are less helpful as the employer wants to know about your reliability and work ethic rather than social details.

## PROMPT LIST

Consider the following words when preparing your CV or completing your application. They will help you to make a positive favourable impression on the potential employer.

### Positive/Action Words to Use:

Achieved	Developed	Instigated	Realistic
Administered	Directed	Led	Reasonable
Analysed	Economical	Managed	Repaired
Attained	Effective	Methodical	Resourceful
Built	Efficient	Monitored	Sensible
Capable	Encouraging	Optimistic	Skilled
Communicated	Engineered	Organised	Specialised
Competent	Established	Participated	Stable
completed	Expanded	Positive	Successful
Consistent	Experienced	Processed	Supervised
Constructive	Gifted	Productive	Talented
Controlled	Guided	Proficient	Targeted
Co-ordinated	Implemented	Profitable	Trained
Created	Improved	Qualified	Versatile
Designed	Initiated	Recognised	Wide Background

### Expanding your list of Personal Skills: -

Achieving targets	Dispensing information	Networking
Advising Individuals	Drafting reports	Operating equipment
Arranging social events	Editing documents	Organising people
Calculating numerical data	Evaluating situations	Repairing equipment
Checking for accuracy	Following instructions	Reviewing
Classifying records	Handling customer complaints	Running meetings
Coaching individuals	Increasing productivity	Running production line
Compiling figures	Inspecting	Selling products
Constructing buildings	Interpreting data	Serving the public
Co-ordinating events	Interviewing people	Speaking in public
Counselling people	Liaising with others	Supervising staff
Customer Focused	Maintaining records	Supporting staff
Delegating responsibility	Managing staff	Teaching others
Developing guidelines/staff	Mediating between people	Training colleagues
Diplomatic in negotiations	Motivating others	Networking



# IDENTIFYING AND PROMOTING YOUR SKILLS

## What are your skills?

Your skills are simply the things you do well. Everyone uses a wide variety of skills both in the workplace and at home and it is important to know your skills as these are a main feature of a good CV. These key skills are really valued by employers.

Skills can be transferred from one job to another. There are key skills that underpin many different types of work such as knowledge, application of information, communication, technology, teamwork, problem solving and application of numbers.

<p><b>People based skills:</b></p> <ul style="list-style-type: none"> <li>• Talking and listening to people</li> <li>• Explaining things to people</li> <li>• Dealing with complaints or enquiries</li> <li>• Putting people at ease</li> <li>• Organising people</li> <li>• Selling, persuading, negotiating</li> <li>• Motivating others</li> <li>• Being supportive to people</li> <li>• Training or tutoring</li> <li>• Managing supervising or leading</li> <li>• Working effectively in a team</li> <li>• Supporting and communicating with staff</li> </ul>	<p><b>Practical Skills:</b></p> <ul style="list-style-type: none"> <li>• Using a keyboard</li> <li>• Using hand tools</li> <li>• Operating powered equipment</li> <li>• Maintaining equipment or machinery</li> <li>• Mending and repairing equipment</li> <li>• Diagnosing faults and testing equipment</li> <li>• Using physical strength</li> <li>• Doing physical tasks e.g. gardening, landscaping, building</li> <li>• Handling materials or equipment with precision and speed</li> <li>• Using IT – Word-processing, databases, spreadsheets, and internet</li> </ul>
<p><b>Thinking Skills:</b></p> <ul style="list-style-type: none"> <li>• Coming up with new ideas</li> <li>• Evaluating different ideas</li> <li>• Thinking of improvements or alternatives</li> <li>• Planning and setting goals</li> <li>• Developing other people's ideas</li> <li>• Sizing up a situation quickly</li> <li>• Deciding between different courses of action</li> <li>• Working out how to deal with things that have gone wrong</li> <li>• Developing projects and ideas</li> <li>• Being creative/artistic</li> <li>• Able to adjust to situations, and think on your feet</li> </ul>	<p><b>Skills using numbers/data/information:</b></p> <ul style="list-style-type: none"> <li>• Keeping accurate records</li> <li>• Making accurate measurements</li> <li>• Following written instructions or diagrams</li> <li>• Working out costs and budgeting</li> <li>• Writing letters memos and reports</li> <li>• Extracting information from reports, books, or manuals</li> <li>• Organising paperwork systems or classifying information</li> <li>• Providing information verbally or in writing</li> <li>• Researching information</li> <li>• Analysing numerical information</li> <li>• Prioritising workloads and managing time effectively to meet deadlines</li> </ul>

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# CURRICULUM VITAE HINTS AND TIPS

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The purpose of a CV is to get you a job interview not to get the job itself. A CV is your opportunity to sell yourself to an employer.

The Curriculum Vitae or CV is a summary of your career history and should detail the relevant skills and experience you have gained and present these qualities in a clear and concise manner. Personal details such as: education, qualifications, employment or work-related experience, and any skills and achievements will be included.

Your CV will show that you have:

- the specific skills needed for the job
- the right sort of experience for the job
- the personal qualities required for the position
- an understanding of the specific requirements of the job

Instead of writing out your details each time you send a letter applying for a job, you should prepare a CV. You will then be ready to apply for jobs when they become available and use your CV:

- To send with a short covering letter of application
- In response to a specific job advertisement
- In a speculative approach to an employer
- To give to an interviewer
- To upload onto a job vacancy board

## What style of CV should I produce?

The easier to read the better. If you keep it simple the employer will be able to digest it immediately and will be able to decide to interview or not.

- Keep it short - no more than 2 A4 pages
- Keep it clear and easy to read, preferably done on computer and printed and laid out with clear section headings in a logical, well presented format
- Keep it relevant – the employer needs to consider -Is this person able to do the job? and Will this person fit in with existing staff?

## What should I include in a CV?

- **Personal profile** - the profile distinguishes an individual from the rest of the applicants. It should be a brief outline of you and should characterise what kind of person you are.
- **Skills and experience, knowledge, and capabilities** – your relevant experience and competence are the most important things to put in your CV. Match them as closely as possible to those required by the job.
- **Skills and qualifications that feature in the job advertisement** – if you are answering an advertised vacancy, or if you have a comprehensive job description, make use of it.
- **Your achievements** – a CV is a chance for you to be positive about your achievements and to spell out your achievements clearly. Employers want to see immediately what you can offer them.
- **Put the most important information on the first page** – if your CV runs to 2 pages, make sure the first page is the most interesting and highlight your key points.

## Checklist before sending your CV

<p><b>Your CV should be:</b></p> <ul style="list-style-type: none"> <li>• On plain A4 sized paper</li> <li>• Clear typeface in Black ink</li> <li>• No more than 2 sides</li> <li>• Neat and well laid out</li> <li>• Positive tone / Kept up to date</li> <li>• Checked and proofread for grammar and punctuation</li> <li>• Relevant to the job you are applying to</li> <li>• Submitted before the closing date</li> <li>• Make sure all information is correct and no false statements</li> </ul>	<p><b>You should avoid:</b></p> <ul style="list-style-type: none"> <li>• Sending poor photocopies</li> <li>• Gimmicks or jokes</li> <li>• Spelling and grammatical mistakes</li> <li>• Alterations and amendments, crossed out changes</li> <li>• Unnecessary personal details such as date of birth, marital status</li> <li>• Negative tones</li> <li>• Wrong information, inaccurate or misleading details</li> <li>• Sending late applications, they will not be considered</li> </ul>
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## Covering Letter

Attach a brief covering letter to the application form. This is particularly important with speculative applications, as an unaccompanied CV will not tell the reader anything about what you are looking for and why you are interested in their organisation.

- Include your full contact information: address, email, telephone number and date in the top right-hand corner
- Find out who to address the letter to and use their initials and surname
- Put the job title and reference for the vacancy and say where you saw it
- Be brief, summarize why you are writing and explain why you are a suitable applicant
- Draw attention to a few key selling points but do not repeat everything in your CV
- End positively, encourage them to respond
- If you have addressed it to a specific person, then finish with 'yours sincerely'
- If you have addressed, it 'Dear Sir/Madam' then you should use 'yours faithfully'

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# GOING FOR AN INTERVIEW

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## THE INTERVIEW

If you have written a good letter/application form, then you may be invited for interview. You now have the chance to prove to the interviewers that you are the right person for the job/training place or course. Going for interview may involve:

- A simple informal talk
- A formal interview with a panel of interviewers
- Being asked to fill in a form or do selection test followed by an interview
- A mixture of these

## PREPARING FOR THE INTERVIEW

Once you know the date, place, and time of your interview you can take several steps which will ensure that you are fully prepared:

- Do your homework – know as much as you can about the job/training place/course, and/or know as much as you can about the organisation
- Know yourself - Read your letter of application/application form. Can you talk clearly about your education/career? Think of examples of your successes and achievements
- Prepare some answers to questions which you may be asked i.e. why do you want this job/to join this training scheme?
- What do you want from the interview? Choose some questions which you want to ask; list the information you need to know

## AT THE INTERVIEW

- Make sure you know how to get there, which department to go to, and who to ask for.
- Arrive on time (10 minutes early is a good idea)
- Have a notepad and pen in case you want to make any notes
- Dress appropriately for the interview
- Be polite and friendly, be prepared to shake hands, do not sit down until asked
- Look at the person who has asked you the question when answering
- Look always interested. Avoid answering 'yes' and 'no' – answer questions fully
- Use every opportunity to be positive about yourself and about previous employers
- When invited to ask the questions you planned, refer to your notes if it helps
- You can take notes in with you or a copy of your application/CV, sometimes this can feel reassuring if you are nervous, and just having it there will often mean you don't need to refer to it, but it's there 'just in case'
- At the end of the interview, thank the interviewer (s) for seeing you

## **AFTER THE INTERVIEW**

When the interview is over, make sure you know what is to happen next:

- Will you have to wait to be told if you are successful?
- How long will you have to wait?
- Will they contact you even if you have not been successful?

If you are successful and you want the offer, write, and accept as soon as possible. Should you wish to turn it down, you should write and explain that you do not wish to accept.

**DO NOT RUSH THIS DECISION - BUT DON'T TAKE TOO MUCH TIME ABOUT IT**

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# COMMON INTERVIEW QUESTIONS

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These are some general interview questions that you could be asked: -

## PERSONALITY

- Tell me about yourself
- What is your greatest weakness?
- What do you consider your strengths?

## QUALIFICATIONS

- What do/did you study on your course?
- Why did you study this?
- How important do you think qualifications are?
- Are you willing to undertake training, even if this takes place in your spare time?

## WORK EXPERIENCE

- What does/did your present/last job entail?
- What did you enjoy most/least about it?
- What did you find easiest/most difficult in your last job?
- What are your greatest achievements/failures at work?
- Why did you choose this career?
- Why did you leave your previous job?
- Why are you seeking a new job?
- Describe how you set about organising your activities each day/week?
- How do you determine priorities with competing demands?
- Can you give us your experience of developing and maintaining systems?
- What kind of work are you looking for?
- Have you ever done this kind of work before?
- Give evidence of a time when you demonstrated initiative in your job
- Give evidence of your problem-solving ability in your last job
- What experience do you have in figure work?
- Have you worked with computers before?

### **WORKING STYLE**

- Do you prefer to work alone or as part of a team?
- How do you get on with your boss?
- How would you change things if you came to work here?
- Can you work under pressure?
- Give evidence to show you are used to meeting deadlines.
- How do you motivate others?

### **AMBITION AND MOTIVATION**

- Where do you want to be in five years' time?
- What sort of work would you most like to do, given the choice?
- What would you do if you inherited/won a large sum of money?
- Which is more important to you - money or power?
- What sort of people do you find it difficult to get on with?
- Are you a competitive person?
- How long do you think you will stay in this job?
- How much do you know about this organisation?
- Do you know the name of the head of this company?

### **INTERESTS**

- What are your leisure interests/activities?
- What do you do in your spare time?

### **HEALTH**

- How often did you have time off in your last job?
- Have you had any serious illnesses?
- How do you cope with stress/pressure?

Interview questions will also be related to the type of role you are applying for, the level of the role and the specifics of the job description that the employer is looking for.

Have a look at some of the recruitment agency website, there are some great examples of job-hunting support that you can find there.

Total Jobs has some excellent information and interview questions that you can use. Have a look <https://www.totaljobs.com/insidejob/most-common-competency-based-interview-questions/>



## HOW TO FIND US: -

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**[www.sheffieldfutures.org.uk](http://www.sheffieldfutures.org.uk)**

