

HELPFUL HINTS INTO WORK

pathways2work

family
mosaic

About Pathways2work

Who are we

Pathways2Work is a project aimed at providing free access to training, employment, volunteer and business start up opportunities to clients aged 16 and over.

What we do

- Support clients into training and employment by offering:
- Confidential one to one sessions
- Career guidance
- Assistance with CVs and application forms
- Job search facilities with access to the Internet
- Job leads and a variety of training courses
- Interview techniques
- Work experience opportunities
- Temporary work opportunities

How you can benefit

- Helpful and expert advice
- Increased confidence
- Improved employment opportunities
- Create goals and find your career direction

The Pathways Process

Enquire by phone, email or
in person

An Employment Liaison Officer
(ELO) contacts you and – sends
a email confirmation with
appointment.

At the 1st appointment a
registration form is completed
and the Terms and Conditions
given.

You and your ELO will
complete an initial
assessment form covering
your background and what
you want to achieve

Action Plan devised detailing steps to be taken by yourself
and your ELO helping you into employment



The Job Application Process

The fact is, applying for jobs can be time consuming, boring and even disheartening at times and it may take a while to attain your desired role. In short, job searching is a job in itself!

The following points will maximize your chance of securing a job;

- Clear idea of your career direction
- Up to date skills
- Research information on the job sector you're interested in
- Clear, concise and error-free CV
- Covering letter tailored to the specific job
- Two up to date references
- Professional voicemail message
- Adequate interview preparation
- Positive attitude!!!

Application Types

- Cover letter and CV usually for the Private sector
- Application form usually for the Public sector

Searching for a job

There are various mediums available to aid your job search.

A few include -

- Websites: e.g. Gumtree.com, Totaljobs.com, Guardianjobs.co.uk, JustLondonjobs.co.uk, Fish4jobs.co.uk
- Newspapers: e.g Metro and Evening Standard (free every weekday from tube stations), The Guardian amongst others
- Contacts: You may know people who already work in the field you're interested in. It's always worth asking if they know of any available vacancies
- Agencies: There are numerous recruitment (temping) agencies out there; some are good and some are not. It's advisable to research first or follow recommendations.

- Good examples include Morgan Hunt, Adecco and Reed
- Jobcentre: Can provide financial help, advice about job searching and vacancies. Branches available countrywide
- Workshops/Services: There are projects similar to Pathways2work available throughout London covering boroughs outside of our scope

Cover Letter

A covering letter should always be sent along with a CV. It should be used to link what an employer is asking for in the advert by matching these requirements with your skills and experience. This is your opportunity to make yourself stand out.

- Use a clear layout and presentation
- Keep it simple
- No more than one page!
- State the position applied for and where you saw the job advertised in the first paragraph

- Try and obtain a specific name to address your letter
- Use a few bullet points to highlight your key skills – make sure they are relevant to the job you're applying for
- Focus on how your skills are of benefit to the company
- Include your phone number in the letter
- Don't forget to sign it unless sending by email
- In short, like a personal statement but shorter!

CV Information

Your CV is a personal advertisement of your skills as well as your opportunity to make a first impression.

A few points that will help -

- Always type your CV
- Keep it brief and concise – 1 or 2 pages
- Curriculum Vitae/CV is not necessary as a heading
- List your achievements in your role not your job description

- Use an easy to read typing font, ideally size 12
- Match your skills to company requirements
- Use (and start sentences with) action verbs to highlight your experience (e.g. responsible for, assisted, developed, maintained)
- Use a professional email address such as janebrown@aol.com instead of foxylady@aol.com
- Be specific about skills (e.g. Typing speed: 45wpm)
- Ask Referees' permission before using them
- Marital status and date of birth not necessary

CV Guide

Jane Brown

Address & Contact details

Profile/Career Objective (optional)

Summary of main selling points. Does it address who you are, what you have done and where you want to be in 3/4 lines?

Skills

(PC skills, achievements, languages spoken, relevant competencies with examples)

Education

(or Employment first depending on which is most recent)

Include: date, name of institution, brief address

Qualification obtained (don't lie!)

Brief detail of course

Employment

Include: dates, job title (paid/voluntary), name of employer, location (e.g. London)

References

'Available on request' will suffice

Application Forms

- Read through the instructions, at least twice, in the application pack and follow the guidance provided
- Allow enough time to complete the form (at least 2 hours)

- Type your answers when possible and attach them to the relevant sections of the form. Otherwise write clearly and neatly using a black pen
- Application forms are generally divided into main sections:
 - Personal details
 - Employment history – most recent first
 - Education and qualifications – clearly state dates
 - Additional Information/ Personal Statement
- Always tell the truth about your qualifications, experience and skills – otherwise you could cause your reputation irreparable damage
- It is best to print the completed form so that you can see exactly how it will look – it is also easier to proof read
- Keep a copy of the completed form for yourself



Tips

- The personal statement will be primarily used by the selection panel to decide whether to shortlist you for the interview
- If you don't think you meet all/most of the criteria then think about whether you should apply
- Unless told otherwise, you are generally expected to use more than the allocated space to fully cover each point

- Generally use 1-2 paragraphs with specific example(s) per point as a rough guide as to the amount to write
- For ease of reference, address each point in the same order listed in the Person Specification

Additional Information

- Write about additional skills, qualifications and abilities you feel are relevant to support your application. This gives you the scope to use experiences from all other aspects of your life
- This section may be headed along the lines of 'Please add anything you feel would be relevant to this post'

Example:

Situation - how, when, where, with whom?

“In my current role as a Marketing Assistant at XYZ Company...”

Task - what situation or the task you were faced with?

“...I was given the task of producing a database of potential and actual customers...”

Action - what action did you take?

“...I created the database and then entered the relevant information into the system on a daily basis, received from queries about the courses we provided...”

Result - what results did you achieve/conclusions did you reach?

“...As a result of the database bookings rose by 18%”

Personal Statement

- If you have been asked to address specific criteria from the Person Specification match your skills, experience and qualities to each criterion that the employer is looking for. Always give examples of what you have done
- One way of addressing each criteria is to use the STAR approach. This makes you think clearly about identifying a
 - situation
 - task
 - action
 - result

Interview Tips

When you have made it to this stage you have just as much chance as other people being interviewed for the position. The interview is your chance to convince the interviewer(s) that you are the best person for the job

Before the Interview

- Research background information about the company – check the Internet and its brochures

- If possible, visit the interview location before the interview so that you are clear about where it will be held, you know how to get there, and how long it will take you to ensure you arrive on time
- Re-read your application form – particularly the person specification as your interview questions are likely to be based around the specification requirements
- If you are unclear about the form the interview will take then contact the company for information about e.g. any tests / presentations
- Prepare answers to possible questions such as...
 - Tell me about yourself?
 - Why do you want to work with us?
 - What do you know about the company?
 - What would you do... (scenario based)



On the Day

- Dress to impress but be comfortable
- Remember this is also your opportunity to decide whether the company is right for you!
- Ensure you arrive at least 15 minutes early
- Carry any required documents in addition to a copy of your application
- Once in the building, be friendly at all times as the person you share the lift with could be your new manager!

Nerves are natural: How to cope –

- Discreetly take deep breaths
- If your mouth becomes dry, bite the tip of your tongue as this produces extra saliva
- Take a few moments before answering questions to allow yourself time to think
- Resist the urge to fidget



At The Interview

It may be conducted by a panel (more than one person), or just by an individual manager. It would be good to remember the following points:

- Smile and be positive
- Make eye contact with everyone on the panel
- Listen carefully to questions – ask the interviewer to repeat a question if you do not understand it, or ask to come back to it

- Speak clearly and slowly
- Give examples of how you meet the requirements for each question. For example, if you are asked whether you have any experience of working in a team, give an example of when you have worked in a team

After The Interview

Every interview you attend builds up your experience of interviews. So to make sure you benefit even if unsuccessful:

- Ask for feedback
- Reflect on what went well and what did not. Use it to boost your confidence and improve for next time

Interview Do's

Do...

- Prepare beforehand to help eliminate nerves and make a good impression!
- Arrive early
- Shake hands
- Dress appropriately
- Smile and have good eye contact with all in the room
- Adopt a relaxed posture
- Actively listen
- Use examples of skills/experience in answers
- Research the company
- Show enthusiasm
- Prepare up to 10 questions but only ask 3. You may find that during the course of the interview many of your questions are answered.

Interview Don'ts

Don't...

- Arrive late
- Dress inappropriately or have dirty clothes/body
- Use slang or inappropriate language
- Interrupt
- Speak for too long when answering questions
- Chew gum / smoke
- Drink stimulants such as coffee
- Answer with just Yes/ No to questions
- Ask about salary/too many questions at end

Types of Assessments		
Type	What is it?	What do i do?
Group activity	Teamworking, problem solving test	<ul style="list-style-type: none"> • Listen to others • Work with ideas of others
Information sessions	Information about the company, the job and other opportunities	<ul style="list-style-type: none"> • Listen carefully and ask relevant questions
Interview	In depth discussion with one or more representatives of the company	<ul style="list-style-type: none"> • See interview tips in booklet
In-tray exercises	Deal with an 'in-tray' of paperwork relevant to the job	<ul style="list-style-type: none"> • Stay calm • Go through each item • Prioritise
Presentations	Oral presentation in front of an audience to see how well you can organize yourself and material	<ul style="list-style-type: none"> • Follow a simple plan • Speak clearly • Maintain eye contact • Don't be too brief/too long
Psychometric test	Timed exercises: verbal/numerical/logical	<ul style="list-style-type: none"> • Read questions carefully • Manage your time
Personality test	Will you fit into the firm?	<ul style="list-style-type: none"> • Answer honestly

Troubleshooting Barriers to Employment	
Problem	Possible Solutions
Lack of references	<ul style="list-style-type: none"> • Volunteer • Teacher from child's school • Friend as a character reference • Someone reputable who has known you for at least two years such as your doctor

Troubleshooting Barriers to Employment

Problem	Possible Solutions
Outdated work history	<ul style="list-style-type: none"> • Volunteer to build a work history • Sign up with Temping Agency
Long term unemployed	<ul style="list-style-type: none"> • Volunteer to build a work history • Get an Employment Advisor • Research skills needed through job ads/websites • Start developing contacts as they could lead to opportunities • Maintain a daily routine
Lack of confidence	<ul style="list-style-type: none"> • Volunteer • Sign up with Temping agency
No work history	<ul style="list-style-type: none"> • Temporary work • Get an Employment Advisor
Gaps in employment	<ul style="list-style-type: none"> • Bringing up children, accident at work, long term illness... • Be honest! • If asked always be positive about your next steps
Lack of relevant qualifications	<ul style="list-style-type: none"> • Research the qualifications needed and join relevant courses. Projects such as Pathways2work can assist
Fear of being financially worse off in work than on benefits	<ul style="list-style-type: none"> • Family Mosaic residents can contact a Welfare Rights Adviser (020 7089 1000) for benefits advice and better off calculations. • Contact Job centre for advice
Literacy/numeracy difficulties	<ul style="list-style-type: none"> • Places like Pathways2work can refer you to providers that can assess you and get you onto the right course

USEFUL INFORMATION

Courses Information

- Floodlight – London’s official guide to courses
www.london.floodlight.co.uk
- Hotcourses.co.uk –UK’s largest course finder
Learn Direct 0800 100 900
- Pathways2work run courses
020 7089 1345

Debt Advice (Free)

- Consumer Credit Counseling Service
0800 138 1111
www.cccs.co.uk
- National Debtline
0808 808 4000
www.nationaldebtline.co.uk

Employment Help for the Disabled

- RADAR (Direct link below)
<http://www.radar.org.uk/radarwebsite/tabid/61/default.aspx>

Employment Help Projects

- Waterloo Jobshop (Lambeth & Wandsworth)
020 7202 6914
- Opening Doors (Lewisham)
020 8776 9257
- Armchair Advice

Job loss, Relationship & Bereavement advice
www.armchairadvice.co.uk

General Advice

- Directgov
www.direct.gov.uk

Internet access to aid job search (Free)

- Public libraries
- Projects such as Pathways2work*

Jobcentres

- Help with interview practice available
- Jobcentre Plus
www.jobcentreplus.gov.uk
Benefit claim line
0800 055 6688
Job search line-
0845 6060 234

Council Websites

- Links to Employability
e.g www.southwark.gov.uk

Money Advice Forum Websites

- www.moneysavingexpert.com
- The Consumer Action Group
www.consumeractiongroup.co.uk

- Public Speaking Help

- Toastmasters International – Available throughout London
www.toastmasters.org

- Touch Typing course
Typeonline.co.uk (Free)
Improve touch typing speed at your own pace

Volunteering opportunity sources

- Do-it.org
www.do-it.org.uk
- Volunteering England
www.volunteering.org.uk

How to Find us

Opening Hours

Monday - Friday 10am-1pm & 2pm-4pm

Address:

Pathways2work

Albion House

20 Queen Elizabeth St

London SE1 2RJ

Tel: 020 7089 1345

Email: p2w@familymosaic.co.uk

You can be seen by an advisor in our offices across London.

Please call for an appointment.

Talking your language

Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Farsi

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Kurdish

Heke hewceya we ji bo vê belgeyê bi herf û tîpên mezin, bi alfebeya koran, li ser CDyê, li ser kasêtê an jî bi zimanê we bi xwe hebîn; ji kerema xwe digel jimara jêr va têkilî û munasebetê bi me ra daynin.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Polish

Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Chinese

本文档提供关于公共场所方面的信息。如果您需要将这些信息的任何部分以盲文形式，或通过 CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

Gujarati

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઇલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about Helpful Hints into work if you need any part of this document in large print, Braille, on CD or explained in your own language please contact us on 0845 600 4436.

Family Mosaic
Albion House
20 Queen Elizabeth
Street
London SE1 2RJ

Tel: 020 7089 1000
Fax: 020 7089 1001
Email: enquiries@familymosaic.co.uk
www.familymosaic.co.uk



Printed on FC paper
from mixed sources
including recycled.