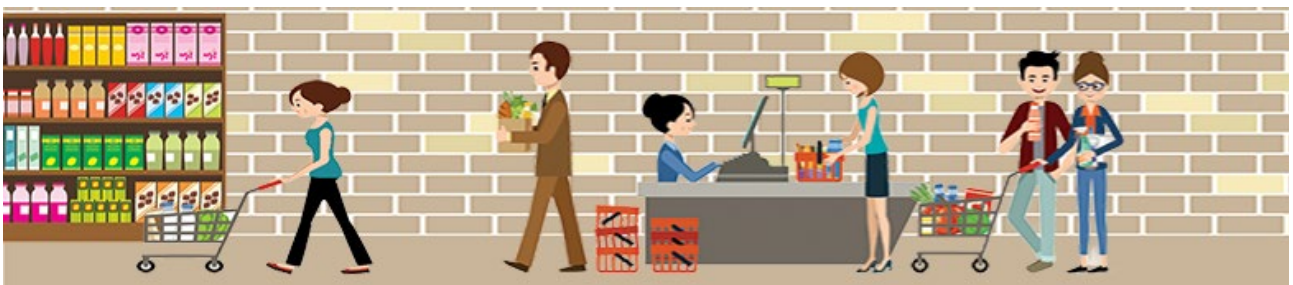




## Your future

If you are well-prepared when looking for a job you are more likely to find the process less stressful. Looking for work is not a science and there are many factors that come into play, but in conducting a job search in today's current market, there are a number of things that everyone will be happier to know from the outset.



## Before you begin looking for a job

There is an old saying 'if you fail to prepare, you prepare to fail'. And never is this truer than for a job application. Arming yourself with the right information is vital and could make all the difference when it comes to getting that all important interview.

### Do some research

Talk to people in the industry who hold positions that you think you might like to do in the future. Identify what type of hours you may need to work, or the type of tasks you might like to do. Gather information on courses offered by external training providers, see how you can invest in your education or improve on areas where you have less experience.

### Create opportunities

Your human resources department may be able to keep you informed about internal training opportunities. If you can, let people know you are interested in developing your experience and knowledge. Apply for jobs that are advertised internally. Volunteer for opportunities that occur - this shows that you are enthusiastic and keen to succeed and find out if you can obtain financial assistance from your employer or take time off for studies.



### Be proactive and assertive

Perform your tasks in the workplace with enthusiasm and show that you have a willingness to learn. Think about how you can improve your behaviour, skills or attitude. Can you improve or reinforce relationships with your colleagues and superiors? You may find it helpful to set yourself achievement goals for the short, medium and long term.

“ Know what you like to do, what you are good at, what your strongest skills are and what is important to you. ”

## Tidy up your social media

Organisations often Google search a candidate before starting the recruitment process there's a good chance that employers are going to check out your online profiles, both personal and professional. It is best to assume that all of your social media profiles and every single post is fair game for future employers, even the photos from the family barbeque that seemed funny at the time. People at all levels have lost job offers, been demoted or fired, and had job offers rescinded because of things they posted years ago.

Start by auditing all of your social media profiles to make sure everything is appropriate.

Quote from Andrew Selepak, a social media specialist at the University of Florida.

*“No company wants to hire an employee who might embarrass the company in their social media posts, badmouthing a previous or current employer, making negative comments about customers, engaging in online arguments using vulgar language, or posting anything seen as racist, sexist, homophobic, or offensive. Employers are going to search for new hires online and use what they find to eliminate candidates in an application pool.”*



## Where to look for vacancies

### Job boards

Job boards are websites that list job vacancies nationwide. Some boards advertise a broad range of jobs. Some only advertise jobs in a specific industry. Most of these websites allow you to apply online, using a digital version of your CV. You can also include a digital covering letter to support your application.

Many job boards also let you sign up for email alerts that tell you when an organisation publishes a new job vacancy. When you sign up for an alert, you may be able to state what you're looking for, such as: full-time, part-time or temporary work; work in a particular location; jobs that match your skills and experience.

### Company websites

If you already know the company that you want to work for, check out the company's official website and look for their "Career" section. Many companies post their job vacancies in this section and if there aren't any listed you can find their contact details and enquire about any vacancies that they may not be advertising. Make a list of companies that you'd like to work for and check out their websites on a regular basis.

### Trade journals and magazines

These will have sector specific vacancies and are useful when you know the area that you want to work in.

### Recruitment agencies

Most recruitment agencies advertise vacancies online but you can also take your prepared CV into the agencies in your area; you may need to contact them daily to check for details of the latest vacancies.

### Recruitment fairs

Job fairs are held all around the country and are usually advertised in the local newspaper. If you do go along to one of these events be sure to dress smartly and take copies of your CV with you.

A major part of any job search is figuring out exactly what you're looking for.

## The job centre

Job listings can be viewed at your local job centre.

## Professional bodies

Vacancies may be advertised on their websites and will be specific to your profession.

## Networking

Sometimes the old adage of "it's not what you know, it's who you know" works very well. Don't focus only on the old ways of looking for a job – get out, get to know people, and treat every interaction as a potential opportunity!

A network can be a connected community of professionals with related business interests. It might include your current and former colleagues, people you went to school or university with, contacts you've made at work functions or conferences, and those you've met at dedicated networking events. A network can also be friends, relatives and colleagues who may be helpful in your job search. Your sporting teammate may also know of an opening that will fit your skill set.

Networking doesn't have to be in person. It can be done online through social networking sites, such as Twitter, Facebook, and professional networking site LinkedIn. Recruitment consultants often use networking sites to find suitable people. Keep your profile updated and make it as appealing as possible to recruiters.

## LinkedIn

LinkedIn is a social network that focuses on professional networking and career development. You can use LinkedIn to display your CV, search for jobs, and enhance your professional reputation by posting updates and interacting with other people. You can apply for jobs through your LinkedIn profile or upload your CV.



## Recruitment apps

With the use of smartphones and tablets mobile recruiting has become important when it comes to filling job vacancies. Recruitment apps enable you to apply for a job with just two taps of your finger. Once you have found the job you want to apply for, you can apply instantly or save it for review later. You can also sync your CV and cover letters together with your saved jobs on your app account. Such apps include: Career Builder, Indeed Totaljobs and Glassdoor.

## Speculative applications

Cold calling local firms, shops and businesses can sometimes produce results as can posting your CV with a covering letter to companies that you would like to work for. Approaching employers in person can be very effective. You can contact them by email, phone or visit in person.

## National Careers Service

The National Careers Service offer careers advice and guidance. You can contact them by phone or webchat. You can also make an appointment to see an adviser face to face. Advisers have information about which employers are recruiting in your area. They can also tell you about job vacancies, training schemes and apprenticeships.

## Newspapers

Newspapers advertise local and national jobs although nowadays this is not the main method of recruitment.

### Applying for jobs

If you have to provide a paper copy of your CV to an employer in the post, have it printed at a print shop on good quality, plain paper.

If you print at home, ensure you don't print on 'ink-saving' mode, and buy some better paper than standard copy paper.

If your CV is to give to a recruitment agency, they will generally require a digital copy on a memory stick or email, so it isn't necessary to give them printed copies.

If applicable to the job, take work examples with you to the interview. Only show work that is your own, that you can talk about in detail, and that is presented in a clean, uncrumpled format!

If you have a portfolio that may support your chances of getting the job, take a disc / stick with you and let the interviewer(s) know that you have it with you. Be sure to test, test, test your links and files are in place!

Keep a copy of your CV on a memory stick when you go and visit recruitment agencies.

Ensure any written addresses are neat and spelt correctly.

Send paper applications in well-presented envelopes.

The infographic features various icons: a pen, pencil, paperclip, paper, envelope, spiral notebook, USB stick, CD, and paperclips in different colors.

There are three main areas that you should research before applying for a specific job role. These are;

- **The role** - job title, day to day tasks, responsibilities, salary, benefits, hours of work, etc.
- **The company** - you should find out how long the organisation has been around and the products and services they offer. You should also have a good idea of the markets/industries they are in and who their competitors are. Take a look at the company website especially the about us section, also an annual report may be available and will give you an insight into the organisations's background, future plans and financial status. You should also search for the company online and read any press releases on them or any research papers that they have contributed to.
- **The industry** - it is essential that you show an awareness of industry news and developments. There are many ways you can do this, from reading the business sections of the national press to subscribing to trade press. Podcasts are also a great way of finding out what is going on in the wider business world.

Having knowledge about these areas will show any employer that you are committed and enthusiastic.



## Preparing a CV

Your CV is a very important document and should represent the best you have to offer, it is an opportunity to tell prospective employers exactly what you want them to know about you.

Employers often receive a lot of CVs for advertised positions - jobs often attract hundreds of applicants, so it is important to get your CV right. The visual layout of your CV is very important.

- You should use plenty of 'white' space in your CV and appropriate headings and section breaks.
- Use bullet points to make information stand out.
- Always use good quality A4 paper for your CV and covering letter.
- It is best to try to keep your CV to two pages of A4 unless someone specifically asks for a longer CV.

## Writing your CV

You will find that the layout described here will work for you, however other sections may be added if required or the order changed to suit you. Keep it simple! Content is key especially in the digital age.

### Heading

The heading of your CV should always be your personal details: name, address, telephone number and email. Make sure these are clearly presented at the top of your CV. Date of birth, marital status and nationality can usually be left off your CV.

### Profile/summary

This is an essential part of standing out from the crowd. It explains who you are, what you're offering, and what you're looking for. This should be a short summary of your experience, skills and abilities, and be contained in four to six lines of text. Only list the attributes that will be of interest to your next employer; do not include irrelevant information. Aim to prove why you're suitable in one short and succinct paragraph.

### Achievements

List 3 to 6 achievements which you feel will be in line with your next position. Do not list achievements which are not in line with what you want to do next. Bullet point your achievements to make them stand out. Start with the strongest point in your favour and then work backwards from there.

## Experience

This should be in reverse chronological order starting with your most recent job and working backwards. When you are describing your experience for each position you should start with the strongest point in your favour and then work backwards. Make sure you stress your responsibilities and achievements under each job which will be useful in your next job, but do not repeat information in your CV as this will just bore the reader.

Every job is different. It is always a good idea to tailor your CV to each job that you apply for, it gives you the chance to highlight why you are perfect for the job and can increase your chance of getting an interview. Edit it in line with the job description whenever you make an application, and you'll be able to ensure it matches the specifications every time.

Highlight that you're the right match for the job by outlining:

- The specific skills you have to offer the employer.
- Relevant accomplishments and achievements.
- The work and educational experience you have in their field.
- Personal qualities that will make you right for the role.
- An understanding of the job requirements.

## Education and training

Only include the most important training courses on your CV. You may not want to bother with a section on training or you may combine it with education/qualifications depending on how much space you have on your CV.

Education/Qualifications.

Only list the most important qualifications. If you are a graduate you do not really need to list your GCSEs (England/Wales & Northern Ireland) or Standard Grades (Scotland), just indicate the number gained. You may want to put this section before the training section. Unless you have just completed a degree or MBA, this section should go after work experience. In the case of recently completed education, if your work experience is more likely to be of interest to an employer, you should still put work experience first. You could perhaps mention your recent qualifications in your profile or in your cover letter.



## Key words

Figuring out what words to use on your CV can be difficult especially when you're trying to fit a lot of skills and experience into a short document. Appropriate keywords for your CV could include:

- Accurate.
- Adaptable.
- Confident.
- Innovative.
- Pro-active.
- Reliable.
- Responsible.
- Improved.
- Developed.

There are certain words and phrases you should try to avoid as people see them as clichés and you may risk irritating the person in charge of hiring and end up blending in with other candidates.

- Excellent communication skills.
- Goal driven.
- Flexible.
- Motivated.
- Multi-tasker.
- Independent.
- Detail oriented.
- Self-motivated.
- Problem solver.
- Think outside the box.
- Hard working.

You can find more useful key and action words in the glossary at the end of the resource.

## Additional Information

Include any additional information, such as whether you have a driving licence - if you have a clean driving licence, say so.



## CV Templates

To explore different CV templates [click here](#).

## Link

<https://nationalcareers.service.gov.uk/careers-advice/cv-sections>

## Showing personality

### Your interests

Hobbies and interests are an optional section on your CV. But that doesn't mean you should ignore it. Putting your interests on a CV really can strengthen your job application and help you get an interview. It can help you stand out as an individual. Some hobbies show good skills these include:

- Chess. You have strategic planning, problem-solving and analytical skills.
- Golf. You're patient, accurate and strategic.
- Martial arts. You're disciplined, focused and confident.
- Meditation or yoga. You are calm, self-disciplined and have mental resilience.
- Running. You're determined, competitive and goal-driven.
- Acting/Drama. You have strong verbal communication skills.
- Dancing. You're disciplined and artistic.
- Reading. Shows you're intelligent and like learning new things.
- Playing a musical instrument. You're focused, dedicated and disciplined. Are you in a band too? That shows teamwork and collaboration skills.
- Painting/Drawing. You have a creative mind.
- Photography. You are artistic and patient.
- Volunteering. One of the best interests you can put on a CV for any career.
- Blogging. Shows off your written communication skills.

It's important to remember that the section on your interests has a dual role; our interests indicate what kind of people we are. Employers are interested in responsibilities that you have had. If you've no commercial experience of managing people in a job, you can still identify occasions where you have taken responsibility as a result of holiday jobs, whilst at university, school, or in the community.



Keep this part fairly short. Restrict yourself to 2 or 3 hobbies or interests. However, don't just list them. They'll be much more effective if you write a brief description.

If you do not currently have any management responsibility, you could include positions of responsibility held in recent years (e.g. football Captain, 2001 - 2004). Other examples:

- Team hockey skills shown: Teamwork, leadership, communication, motivation.
- Child-minder skills shown: Responsibility, organisation, flexibility.
- Volunteer sales assistant skills shown: Handling money, initiative, working under pressure.
- Delivery person skills shown: Reliability, organisation, customer service, teamwork.

### References

You do not normally need to list referees on a CV, but it is a good idea to have them ready if asked for them. For some professions however it is normal to list referees; these include the teaching and health service professions - your referees in these professions are often asked to provide you with a reference before you are even asked for interview.

Be prepared to answer questions or give further details at the interview on any information contained in your CV.

### What to leave out of your CV

- Photos - the only people that need to include these are models, actors and possibly air cabin crew.
- Failures - exams, marriages, businesses etc.
- Reasons for leaving each job.
- Salary information.
- Fancy patterns/borders - these distract from your information.
- Title pages, binders and folders are usually unnecessary and can be off putting.
- Leave out age, date of birth, weight, height, health or any other personal information that is irrelevant.

“Pursuing a hobby can boost your performance at work, especially if it's in a field not directly related to your career.”

## Completing application forms

Some organisations prefer to use their own application forms and will state this on the job advertisement, in some cases you may be able to enclose your CV but this will be in addition to, not instead of, completing the application form.

### How to complete applications successfully

#### Step 1

You need something to write things down with - computer and/ or pen and paper. Many jobseekers just simply begin writing on the application only to mess-up somewhere down the line. It is best not to write on the application itself until you've done it elsewhere first.

Your goal is to make the actual application look neat, clean, and professional! Remember, sometimes you don't even fill-out an application until the interview. So having your information handy in advance makes you look prepared, professional, and helps speed the process along!

#### Step 2

Have your CV at hand since a job application requires lots of information about your work history and skills, having your CV close at hand will make your job easier. Trying to do things from memory can lead to you getting something wrong or forgetting something important.

#### Step 3

Don't leave anything blank. It's very important that you fill-in all pieces of the application, including those sections that don't apply to you. So never leave anything blank or the reader may think you forgot or missed it. You need to show that you've read and completed the entire application. So how do you indicate that you've read and completed a section that doesn't apply to you? You put either "NA" or "N/A" there. In other words, you didn't just leave it blank, you entered information in there to show you responded to it.



Use a black pen	Answer all the questions	Check grammar, spelling and punctuation
Ask somebody else to check your application	Keep a copy of the completed form and covering letter	Send off your form before the closing date
Research the company, and show that you have done so	Think about all of your life experiences and analyse the skills and knowledge you have gained	Analyse each question. What do you think it's designed to reveal about you?

#### Further tips for completing application forms:

- Answer positively. Highlight your qualities, but be realistic and do not lie!
- Use different experiences to illustrate your answers. Make sure you include examples from your course, work experience, volunteering and hobbies.
- Be concise, but make sure you provide enough information to be selected and meet each element of the person specification.
- Use short, punchy sentences, with plenty of action verbs and power words, e.g. achieved, experienced, implemented, improved, initiated, knowledge of, managed, negotiated.
- Don't write 'see attached CV' for any question unless the instructions say you may do so.
- Don't leave any gaps.
- Don't rush the form - take time to write it as neatly as possible.
- Don't waffle - make sure that your answer is relevant to the question.
- Don't use 'text speak' - always use correct grammar in your answers.



## Covering letters

Covering letters should always be sent with a CV or application form. Your cover letter should be well-presented, concise, and to-the-point. Aim for half a side of A4 (or one page maximum). Cover letters should be addressed to the person dealing with the applications. Usually, this will be shown somewhere in the job advert but don't be afraid to find out if it isn't.

### What to include

- **Opening paragraph** - should be short and to the point, explaining why you're getting in touch including where you found out about the job.
- **Second paragraph** - states why you are suitable for the job. Underline the skills in the advert this will help you write your letter. Write a rough copy of your letter and include the skills underlined. Be positive and emphasise why you are perfect for the job. Give a summary of your skills and experience. Keep it brief and to the point.
- **Third paragraph** - emphasises what you can do for the organisation. Outline your career goals (making it relevant to the position you're applying for) and expand on relevant points in your CV including examples to back up your skills.
- **Finally** - repeat your interest in the role and why you would be the right fit for it. It's also a good time to indicate you'd like to meet with the employer for an interview. E.g. Thank you for your time and consideration. I look forward to meeting with you to discuss my application further.

If you have been unemployed for a while, or this is your first job, say how you spend your spare time you may have done some online training or volunteering (Be honest - you will get caught out at an interview). Keep to the facts.

### Closing the letter

If you start with 'Dear Sir/Madam', end with 'yours faithfully', or if you start with the person's name for example, 'Dear Mrs Smith', end with 'yours sincerely'. Finally, double-check your spelling and grammar.

### How the letter looks

Be neat - Type your covering letter, leaving plenty of space around the edges and a clear space between each paragraph. Include the job reference number, if there is one, in the job details. Check against your rough copy to make sure that you have not missed anything, Sign and print your name and ask a friend to check over your letter before you send it.

## Speculative applications

You may find that there is a company you'd like to work for that are not advertising a role. You can still write to them with your CV - this is called a 'speculative application' - this method has a relatively low success rate, but you may get lucky and it's worth taking the chance as there will be less competition if you are asked to attend an interview.

Target your companies and write each letter individually.

- You should always write to a named person if possible.
- Do not address letters to the personnel manager, ring up the company and ask for the name of the individual that you wish to contact.
- Show the organisation that you have taken some time to find out about them.



## EXAMPLE LETTERS

### Covering letter

Your address  
Phone number  
email  
Date

Mr Knight  
Westwards Ltd  
500 Sample Street  
Sample Town  
LZX 1XX

Dear Mr Knight,


I would like to apply for the job of Customer Service Representative at Countrywide Insurance which was advertised at the job centre. As a highly competent Customer Service Representative I would bring a dedicated, reliable and driven attitude to the role.

For the past four years I have worked in Customer Service at Brown's. In my present role I maintain an organised work environment and deliver exceptional customer service. I have developed my skills in evaluating customer needs to determine the best services as well as identifying and solving customer issues. I work well independently responding to requests from colleagues and customers in a timely manner and am confident in prioritising multiple ongoing projects.

Before this job I was a trainee with Brightson's (Solicitors) in North Street, Inverton and completed an apprenticeship in Customer Service and have experience with various Microsoft packages and can adapt quickly to new programmes. I would bring first rate customer service to your clients and support your business goals.

Please find enclosed a copy of my CV for more information and I look forward to meeting with you to discuss my application further.

Yours sincerely



Your Name

## Speculative application letter

Your address  
Phone number  
email  
Date

Miss Janet Smith  
Personnel Manager  
The ABC Company  
The Strand  
Herts  
H27 9BL

Dear Miss Smith,

I was interested to read in the Hertfordshire News recently that your company is expanding and planning to open a new store in the area.

As The ABC Company is one of the county's leading retail organisations, I view this as a great opportunity and would very much like to be considered for a Sales Assistant position within this new store. I enclose a copy of my CV for your consideration.

I am currently working for Browns Stores as a Junior Sales Assistant. My duties include - keeping the sales floor neat; tidy and well stocked; delivering good customer service; ensuring that all sales targets are met and covering cash point duties. I work as part of a team of four and was recently asked by my manager to mentor a new member of staff, which I was very happy to do.

I enjoy working in the retail sector and am currently studying for my Level 2 in Customer Service. I am looking to gain more experience in the industry and to further my career.

I would welcome hearing from you.

Yours sincerely,



Your Name

Further sample covering letters can be found here

<https://www.prospects.ac.uk/careers-advice/cvs-and-cover-letters/cover-letters>

## Preparing for interview

The better prepared you are before your interview, the more confident and relaxed you will be. You'll already know the basics from your research ahead of submitting your application, but now is the time to delve a bit deeper. Research the company by visiting their website and familiarising yourself with what they do. If you are unsure about anything, it would be OK for you to use that as a question in your interview.

If you know who will be interviewing you do a bit of research about them e.g. their LinkedIn page, it help reduce your nerves.

Check if you need to bring anything with you such as references, certificates, or a passport.

Prepare your questions; these could be based around the company, its future plans and the job itself.

Think about the questions that they may ask you - Looking at the job description and the skills required for the role should tell you what kind of questions could be asked about your abilities and experience. If there are gaps in your experience or long periods between jobs, think about how you will answer these in a positive way.

Finally, find out how to get there and how long it will take you, so that you can arrive at least 10 minutes early on the day. Decide what you are going to wear in advance and make sure it is smart and presentable.

## At the interview

Remember that the company is assessing your suitability for the role, but also it is a chance for you to decide if this is a company you would like to work for.

- Switch off your mobile phone.
- Don't smoke before you go into your interview.
- Nerves are normal but try to relax and get the best out of the interview.
- Smile, give a firm handshake and maintain good eye contact.
- Sit comfortably but don't slouch.
- If you have a panel interview, address your answers to all the interviewers and not just to the person who asked the question.
- Make sure that you mention any particular relevant skills or knowledge that you want to emphasise.
- During an interview, never make up answers or invent anything about yourself or your past work experiences. Be honest, but never negative.
- Don't worry about not having the answer to a question immediately. If you don't have an answer ready you could say. 'That's a really good question, I may need a minute to think about that' and then give your answer when you are ready.

### Tips for coming across well

- Be positive.
- Relax and appear confident.
- Listen carefully to the question without interrupting.
- Ask for the question to be repeated if you are not sure.
- Thank the interviewer(s) at the end and ask when you can expect a decision.
- Don't ask about the salary or holidays at the first interview.
- Don't chew gum.
- Don't take or make any phone calls or text while waiting for, or during the interview.
- Don't be critical or negative about former employers or colleagues.
- Don't give one word answers to questions.
- Use your research to demonstrate how your specific skill set will help the company achieve their goals.



## Typical interview questions

### Tell me about yourself...

This is usually the opening question and, as first impressions are key, one of the most important. Keep your answer to under five minutes, beginning with an overview of your highest qualification then running through the jobs you've held so far in your career. You can follow the same structure as your CV, giving examples of achievements and the skills you've picked up along the way. Don't go into too much detail – your interviewer will probably take notes and ask for you to expand on any areas where they'd like more information. If you're interviewing for your first job since leaving education, focus on the areas of your studies you most enjoyed and how that has led to you wanting this particular role.

### What are your strengths?

Pick the three biggest attributes that you think will get you the job and give examples of how you have used these strengths in a work situation. They could be tangible skills, such as proficiency in a particular computer language, or intangible skills such as good man-management. If you're not sure where to start, take a look at the job description. There is usually a section listing candidate requirements, which should give you an idea of what they are looking for.

### What are your weaknesses?

The dreaded question, which is best handled by picking something that you have made positive steps to redress. For example, if your IT ability is not at the level it could be, state it as a weakness but tell the interviewer about training courses or time spent outside work hours you have used to improve your skills. Your initiative could actually be perceived as a strength. On no accounts say "I don't have any weaknesses", your interviewer won't believe you, or "I have a tendency to work too hard", which is seen as avoiding the question.

### Why do you want this job?

Think carefully about this question. Stress the positive aspects which have attracted you to applying for this position. Do not mention the negative aspects of your current job or the job in question.

### What can you bring to the job role?

This is your chance to shine. Tell them about your achievements in your previous position(s) which are relevant to the new position you are applying for.

### What are your goals? or Where do you see yourself in five years?

It's best to talk about both short-term and long-term goals. Talk about the kind of job you'd eventually like to do and the various steps you will need to get there, relating this in some way back to the position you're interviewing for. Show the employer you have ambition, and that you have the determination to make the most of every job you have to get where you want to be.

### Why do you want to work here?

The interviewer is listening for an answer that indicates you've given this some thought. If you've prepared for the interview properly, you should have a good inside knowledge of the company's values, mission statement, development plans and products. Use this information to describe how your goals and ambition matches the company ethos and how you would relish the opportunity to work for it. Never utter the phrase "I just need a job."

### What do you know about this company?

This is your chance to impress the interviewer with your knowledge of their company (this is where your interview preparation pays off). Give them a rundown of their products/ services, sales figures, news, customers, etc.

### What interests you about our product (or services)?

Again your research into the company should help you in answering this question.

### What are three positive things your last boss would say about you?

This is a great time to brag about yourself through someone else's words. Try to include one thing that shows your ability to do the job, one thing that shows your commitment to the work, and one thing that shows you are a good person to have in a team. For example, "My boss has told me that I am the best designer he has ever had. He knows he can always rely on me, and he likes my sense of humour."



## Questions you can ask in an interview

Prepare a minimum of five questions, some which will give you more information about the job, and some which delve deeper into the culture and goals of the company.

The questions you ask, do as much to differentiate you from the competition as the questions asked by the interviewer.

Key questions for you to ask may include:

What are the most important skills for the job?

What are the company's long and short term goals?

What do you think gives this company an edge over its competitors?

What is the work environment like?

Why do you enjoy working for this company?

What are the opportunities for professional development?

When can I expect to hear from you?

Interview questions **NOT** to ask:

What does the company do?

If I get the job when can I book holidays?

Can I change my hours if I get the job?

Have I got the job?



## Further support and links



### Education, Training and Careers with Inspiro

Delivering high quality government-funded and commercial training programmes within the workplace. Our vision is to provide life changing skills to learners in an accessible, impactful and safe environment. Inspiro believes that fairness and equality of opportunity are a fundamental human right for all. We wholeheartedly support the principles of equal opportunity and diversity for all, including but not limited to: employees, subcontractors, other stakeholders, partners and customers. In addition to our own internal vacancies we work with many of our employer partners across the UK to assist in the recruitment of apprentices and trainees on their behalf.

To search for an opportunity:

In adult social care, early years, hospitality, retail and business skills – [click here](#)

Start your apprenticeship vacancy search here for automotive careers [click here](#) for Jaguar Land Rover, [here](#) for Volkswagen Group and [here](#) to register your interest for BMW.

For vacancies in the rail sector with Network Rail [click here](#).

Or you can register your interest here to receive instant updates [click here](#)

### Careers Wales

Apprenticeship Matching Service (AMS) found on Careers Wales for vacancies advertised by Inspiro.

Content available in English and Welsh language. Careerswales.com provides tools and resources along with information on jobs and training, pathways, careers advice, educational courses and events calendar.

### Careers Service Northern Ireland

Careers Service NI's mission is to develop effective career decision makers leading to increased and appropriate participation in education, training and employment. Throughout Northern Ireland, Careers Advisers based in JobCentres, Jobs and Benefits Offices and Careers Offices provide an all age advice and guidance service, to help young people and adults make informed choices about their future career paths.

### My World of Work

My World of Work has been developed by Skills Development Scotland as part of the Scottish Government's commitment to an all-ages careers service. My World of Work is online to help you through every stage of your working life, from school right up until you retire. Includes feature articles on a wide range of topics like choosing a career, learning and training, applying for jobs and making a career change.

### Myjobscotland

Myjobscotland is the national shared recruitment portal for Scotland's 32 local authorities. The recruitment portal has been designed to provide easy access to local authority jobs across the country and in doing so they have worked with the Equality and Human Rights Commission, the Scottish Human Rights Commission, the Equality Network and the Scottish Councils Equality Network, to ensure the site meets the needs of everyone.



## The National Careers Service

The National Careers Service provides information, advice and guidance to help you make decisions on learning, training and work opportunities. The service offers confidential and impartial advice. This is supported by qualified careers advisers.

## The Campaign for Learning

We are all born eager to learn. But for too many of us, our enthusiasm for learning wanes as we get older. To create a learning society, we must remain keen learners throughout our lives. The Campaign for Learning believes this can only happen when learning is understood, valued and accessible to everyone, as a right.

## Graduate Prospects

Graduate Prospects is the UK's leading provider of information, advice and opportunities to students and graduates. They publish a wide collection of journals and directories, as well as provide an extensive graduate careers website.

## The Department for Education

The Department for Education is responsible for education and children's services in England. They work to achieve a highly educated society in which opportunity is equal for children and young people, no matter what their background or family circumstances.

## Gov.UK

This site will help if you are at school, planning to go on to further or higher education, looking for training or interested in a student or career development loan.

## Glossary of terms

Some action words that you may want to use with application forms, CV's and covering letters.

Accurately	Without errors or mistakes, precise.
Actively	Being fully involved.
Adapted	To adjust to different conditions, change to suit a new or different purpose
Advised	To offer advice, to inform or notify.
Assisted	To give help or support. To work or act as an assistant to (another).
Carried out	To accomplish, to perform, to put into action.
Competently	Having sufficient knowledge, ability, to be capable
Communicated	To exchange knowledge, information, thoughts, by speech, writing, gestures etc.
Consistently	To carry out a task efficiently time after time
Co-ordinated	To organise events or tasks, to ensure that things work together in an agreeable way.
Delegated	To assign or allocate roles. To give duties or power to others
Demonstrated	To show others, to prove by evidence.
Eliminated	To reduce, to take out, to get rid of, to remove.
Enabled	To make possible, allow, permit.
Exceeded	To go above and beyond, surpass, beat.
Facilitated	To make possible, to smooth the progress of something.
Improved	To make better, develop, expand, build up, increase.
Initiated	To start something, to begin or organise.
Introduced	To bring in, to establish, to put forward for approval.
Led	To show the way, direct, head up, pilot.
Organised	To be prepared, to plan, control or structure a situation
Plan	A scheme, a strategy, an idea for doing something
Produced	To be brought into existence, formed etc.
Responsibly	In a dependable, reliable manner.
Skilled	To be competent, trained, experienced in a task.
Trained	To be skilled, qualified, educated.