

# Finding Work

A self-help guide

**Talking Therapies  
Employment Support Service**

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## How do we define work?

Not everyone wants to be employed, but almost all want to 'work', that is to be engaged in some kind of valued activity that uses their skills and facilitates social inclusion.

Work in its various forms, is seen as being fundamental to the way society is structured and plays an essential and important part in the lives of most people.

To work in paid employment is to become part of our society, to be included rather than excluded.

Work also has a broader meaning encompassing unpaid roles such as that of the parent.

## Types of Work

There are lots of options when it comes to finding work. As well as working full-time you could consider the following:-

- Part-time work. You could work a certain number of hours or days each week to fit in with other things you do.
- Job-sharing. Sometimes, two people can share one full-time job, so you both work part-time hours.
- Term-time working. You could be off during the school holidays.
- Voluntary work. You can do unpaid work to learn more about a particular job and learn new skills. This could then help you get a paid job.
- Flexible work or 'flexitime'. This might mean choosing the times when you start and finish work, or working longer hours on some days so you can take more time off.
- Self-employment. You may be able to work for yourself.
- Agency work. You could work for a set length of time in a full-time or part-time job. This might be to cover for someone while they are away from work. This is also called 'temping'.
- Holiday working. You could get a job during the holidays if, for example, you are studying at college.

## What is a CV?

A CV (curriculum vitae) is a short list of facts about you and your work history, skills and experience. A good CV is essential when looking for work and it is worth spending time getting it right so it sells you to an employer:-

- A CV is your personal brochure, your publicity leaflet.
- It tells other people what is special about you
- It helps them decide if your application is of interest and/or value to them.

### **Do you need to update your CV?**

The answer is probably yes if:

- ❖ You have not got a CV
- ❖ You have not updated your CV in the last year
- ❖ You are “recycling” your old CV

### **Writing a CV**

A good CV is a great way to sell yourself to an employer. Your CV should show an employer that you have the skills and abilities they are looking for in a particular role, so you should always make your CV as relevant to the position you are applying for as possible.

### **Top tips for a great CV :**

- Keep your CV brief and to the point - two pages is a good length
- A CV should be typed and printed – never handwritten
- Do use bold or underline print for headings
- Do not use lots of different font types and sizes
- Do use the spell-check on your computer
- Consider using 'bullets' to start sub-sections or lists
- Don't lie about work experience or qualifications - it's easy to get caught out

You should always include the following information on your CV:

### **Personal Information**

Full name, address, home telephone number, email address and nationality.

### **Work Experience & Skills**

Start with your most recent or current job and work backwards. For each position, list your job title (e.g. Administrator, Shop Assistant etc), and when you started and finished in each job. Give the name of the company and include a brief description of the service they provide. Set out your main responsibilities, achievements, duties, and skills that could be transferred to another employer. Don't be shy telling people about your skills, be as positive and specific as you can, and be sure to include any computer or technical skills you have, again, be as specific as you can.

### **Education & Training**

List the places where you have studied – starting with the most recent. Include subject options taken in each year of your course, and include what grades you have achieved. You should also list any training or courses you have been on, and if you gained a qualification at the end of it, make sure you list it.

### **Hobbies/Interests**

They will be particularly interested in activities where you have leadership or responsibility, or which involve you in relating to others in a team. Give only enough detail to explain. If you have published any articles, jointly or by yourself, give details. If you have been involved in any type of volunteer work, do give details.

### **References**

Usually give the names of two people who would give you a reference, whether a previous employer, teacher or somebody who has known you for some time. Make sure the people you list have agreed to give you a reference and include their daytime and evening phone numbers.

### **Covering Letter**

You should always send a 1 page covering letter with your CV. This will help your CV get to the right person in the company and create a good first impression. Always write clearly the position you are interested in at the top of the letter so they know which job you want to apply for. Always make sure your covering letter is polite and easy to read, and let them know that you are available for an interview.

## Types of CV's

### **Functional CV**

A functional CV concentrates on selling your strengths and abilities rather than work experience. It is the useful format to use if you do not have a great deal of work experience; for example, if you have recently left school or college, or have taken a career break.

#### **Suggested Headings:**

Personal Details

Profile

Key skills/ achievements

Career history/ work experience

Education

Training

Interests

## Example Functional CV

### Amanda Davies

14 Any Street  
Nottingham, NG2 3GD

Telephone: 0779  
[Mandy425@er](mailto:Mandy425@er)

This style of CV moves the focus away from individual job roles. It highlights transferable skills, which are explained under headings. This makes it clear to potential employers what Amanda could bring to a job

#### Profile

Considerable experience in the education sector both as an English teacher and Head of Department. A proven record of supporting, coaching and training staff and students to achieve goals. An effective communicator with good project management and analytical skills.

This section can be used to highlight experience from recent but also past jobs that may not be as prominent on a Performance CV.

#### Leading, Coaching and Mentoring

- Leadership qualities and the ability to manage challenging behaviour effectively
- Mentoring various members of staff through Initial Teacher Training and their first line management posts; coaching, developing and supporting staff with personal issues and work problems
- Providing ongoing pastoral care to students
- Decision making regarding teaching methods, design of the school curriculum, departmental budgets and staff recruitment.

#### Communication

- Excellent written and verbal communication skills, with the ability to communicate subject material to students of mixed abilities and backgrounds
- Establishing and maintaining positive relationships with fellow professionals and parents.

#### Project Management

- Designed and implemented a new school intranet site
- Initiated pilot project with local Connexions Service, providing help and support with careers guidance and work experience placements for students
- Organising and supervising after-school activities including educational visits, sporting events and school productions.

Amanda can change the section headings for each job, selecting the most appropriate.

#### Experience

This section still shows details of the job title, company name and dates but it's less prominent than on a Performance CV.

2005-2009	Trent Secondary School	Head of Department/ English Teacher
2002-2005	City of Nottingham Secondary School	English Teacher
2000-2002	Stonecrest Upper School	English Teacher

### Training

- Coaching in the Workplace Certificate
- Various line management training including: setting objectives and conducting appraisals; team leadership; motivating staff; recruitment and selection; and assertiveness at work
- Sector-related learning and development – equality and diversity; child protection
- First aid qualifications
- Various IT training courses including Word, Excel, Powerpoint, Internet and e-mail.

### Qualifications

- Bachelor of Education (BEd) degree (2:1) University of Warwick (2000)
- 3 A Levels – English Language (B), English Literature (B), French (B)
- 8 GCSEs Grade A to C.

### Additional Information

Full, clean driving licence

Language skills – fluent in French, conversational Spanish

### Interests

Sports – taking part in a range of sports and outdoor pursuits including canoeing, rock climbing and diving

Fundraising co-ordinator for local children's charity

### References

Available on request



## Chronological CV

By listing your previous work experience in date order, a chronological CV is useful for someone who wishes to stay in the same job area. This kind of CV shows career progression and can be used to highlight the names of previous employers, which could be well known within your particular industry.

### **Suggested Headings:**

Personal details

Profile

Career history

Education/qualifications

Training

Interests

# Example Chronological CV

## FULL NAME

Address line 1  
Address line 2  
Postcode

Tel: 011899 \*\*\*\*\*  
Mobile: 07777777000  
Email: a.normal.name.is.best@anywhere.com

---

### Personal Profile

A few sentences about yourself and what you can offer an employer. If necessary you could include a line explaining any break in employment history, keep it brief. For example the break in my employment history was due to caring responsibilities (or illness/health condition) but I am now in a position to commit to full-time/part-time work (or this position).

### Key skills

- ❖ Skills
- ❖ Useful
- ❖ To this job

### Work History (career history or employment History)

May 05- Present	Position	Employer
❖ Describe your responsibilities and any specific achievements		
❖ Bullet points are easy to read and focus on specific		

Jan 01- April 05	Position	Employer
❖ Describe your responsibilities and any specific achievements		
❖ Bullet points are easy to read and focus on specific		

### Education and Training

2002	Training course name- where trained
1982-1987	4 GCSE’s including English and Maths (or “good level of secondary education” if this is not the case please seek advice)

### Interests

- ❖ Just a few and these can be bullet pointed
- ❖ Do not include anything controversial which could generate a negative
- ❖ Activities can reflect a balanced lifestyle and characterises desirable to a prospective employer

## Targeted CV

If you have a specific job target, but not necessarily the work experience in the role, a targeted CV is the best choice for you. It enables you to emphasise any skills that you have that are relevant to that target- regardless of how or where they are gained. For example, you may have been doing voluntary work and now wish to use these skills in the workplace. A targeted CV also allows you to be able to be selective about the achievements you include- again, relating to the job target. Another advantage is that it helps you to look to the future, rather than the past.

### **Suggested Headings:**

Personal details

Profile

Achievements

Career history/work/voluntary experience

Education/ training

Interests

## Example Targeted CV

### Adam Bowers

109a Any Road, Rotherham, South Yorkshire, S63 3AB

[adam-bowers@em](mailto:adam-bowers@em)

0778

This format of CV allows you to choose which abilities and achievements will be appropriate for the job you are applying for. This is different from a format like Performance where you would list all your responsibilities.

#### Profile

With 20 years experience in the construction industry as a labourer, bricklayer, plant operator, combined with practical, hands-on experience in carpentry, plumbing, electrics. Physically fit with a good head for heights. Precise, accurate and a hard working worker. Currently seeking construction work in the UK or overseas.

#### Abilities

- Assisting various tradespersons such as carpenters, plasterers, electricians and plumbers with site duties
- Concreting – layering and smoothing concrete for foundations, floors and beams
- Roadworking – concreting, laying kerbs, paving and re-surfacing
- Groundworking – marking out and digging shallow trenches for foundations and drains
- Dry lining – fixing internal plasterboard or wallboard partitions ready for decorating
- Awareness of on-site health and safety, especially when working at heights and carrying loads
- Knowledge of small build to large scale construction projects
- Confident in driving earth moving bulldozers, dumper trucks and compactors.

Achievements and responsibilities are different. Responsibilities could be undertaken by whoever was doing the job; achievements are unique to you. They can make you stand out from other candidates.

#### Achievements

- Selected to travel overseas with a previous employer to work on the construction of a new hospital in France, which at the time was behind schedule, ultimately helping to bring it in within budget and on time
- Achieved On-Site Safety Award for commitment to health and safety
- Worked voluntarily every weekend for three months to help build a local community centre, taking on-site supervisor responsibilities

- Regularly support local football club with groundwork duties, relaying a new pitch prior to the start of the new football season and assisting with maintenance throughout the year.

The work history section is different from a standard Performance CV as it just includes dates, job title and company name.

## Work History

2008 – 2009	General Labourer/Plant Operator	Thomas Construction
2007 – 2008	Bricklayer	GBH & Sons Builders
2006 – 2008	Various construction roles in Europe, USA and Africa	Smith and Weston
2004 – 2006	Bricklayer	Barns Homes Ltd
1998 – 2004	Various construction roles	Green's Employment Agency
1995 – 1998	Apprentice Electrician	Barnetts Electricals
1991 – 1995	Apprentice Joiner	Jones and Haywood

Adam started two apprenticeships when he left school but did not finish them. However, he did gain valuable skills that he has continued to use. He has therefore listed them but has not included a related qualification.

## Qualifications and Training

- **Construction Skills Certification Card (CSCS)** – construction site health and safety certificate after successfully completing the Experienced Worker Practical Assessment (EWPA) (expires 2011)
- **Construction Plant Competence Scheme (CPCS)** – in-date licence to drive construction plant machinery (expires 2011)
- **City & Guilds (6217-08) Basic Construction Skills: Multi-crafts**
- 5 CSEs
- Fork Lift Truck Licence
- Full UK Driving.

Adam has included expiry dates of his licences so employers will know they are in date.

## Interests

I regularly work out and I am a member of a local gym. I play for my local football team and also enjoy outdoor activities, including fishing and diving.

These interests may not be directly relevant for the work he is applying for but they do highlight his physical fitness (an important factor in such a physical job).

## Where can I get help?

There are many organisations that offer help in writing a CV, a few are listed below.

### **Monster**

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

This website has lots of useful information on CV advice and how to write a brilliant CV. It also has a few free CV templates to look at.

### **Directgov**

[http://www.direct.gov.uk/en/Employment/Jobseekers/Helpapplyingforajob/DG\\_173655](http://www.direct.gov.uk/en/Employment/Jobseekers/Helpapplyingforajob/DG_173655)

The Directgov website has information about how you can write a successful CV and also has downloadable templates and examples.

### **New Directions**

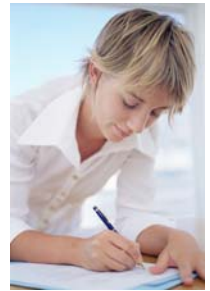
<http://www.newdirectionsreading.co.uk/docs/Creating%20A%20CV-feb09.pdf>

This online booklet has some good tips on how to write a great CV. It also has other employment resources that you may find helpful such as, Effective job search, covering letters, application forms and more.

## How can I use my CV?

### ❖ **To apply to companies to see if they have any jobs available**

You can send your CV with a covering letter or email asking if they have any current or future vacancies in your trade. You can find names and addresses of companies in newspapers or in trade or telephone directories.



### ❖ **To remind you what you've done**

You can use your CV to help you remember all the dates and information each time you have to fill in a different application form.

### ❖ **To help with applications by phone**

Having your CV handy when applying for jobs by phone can help if you are asked to give more information about previous jobs. If you have hearing or speech difficulties and use textphone or Tynetalk, having a copy of your CV can cut down the length of time you spend making a call.



### ❖ **At interviews**

Having your CV with you while you're waiting to be called in can help you refresh your memory. It is also handy to leave a copy with the interviewer if they do not already have one.



### ❖ **Registering with recruitment agencies**

Agencies may sometimes ask to see your CV before you can register with them.

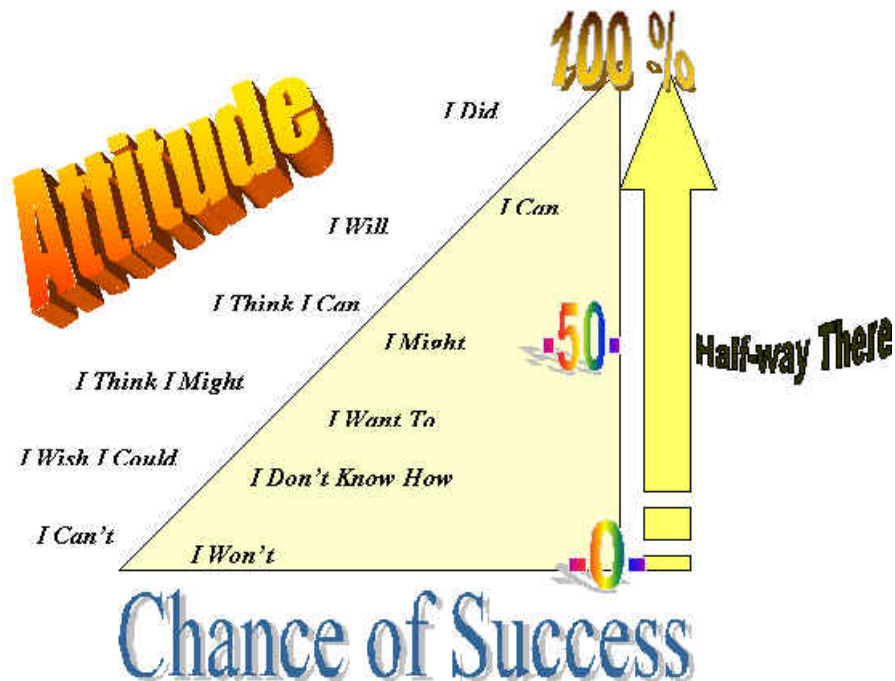


## Before you start your job search

### Tips!

It's not easy to find a job, especially in these days, and in the situation that the world faces. This market situation demands an active search for jobs, that is, to look for a job in a persistent and organized way. Don't let yourself down; learn to adopt a positive and dynamic attitude.

Don't believe that there are no opportunities for you, don't spend all your days watching TV, and don't keep waiting for the phone to ring. Job searching requires time, energy, will and persistence. Looking for a job shouldn't be made in a random way, but instead in an organized way.



Success Dynamics, Inc © 2006



## Exercise 1: Practical Considerations

Use the table below to work through your key considerations regarding the suitability of other jobs; asking these questions can help you tailor your search criteria and avoid wasting time chasing the wrong job for you.

Work Elements & Considerations	Responses
<p><b>Location:</b></p> <p>Do I have particular reasons to stay in a specific location?</p> <p>Am I prepared to move?</p> <p>If I am, does this apply to particular places only? (List).</p> <p>What is the maximum commuting journey (time/distance) that I am prepared to take on?</p>	
<p><b>Hours of Work:</b></p> <p>Do I want/need fixed hours?</p> <p>Do I want some flexibility?</p> <p>Do I want to organise the way I spend my working hours?</p> <p>Do I want full or part-time work?</p> <p>How many hours am I prepared/able to spend per working week/month?</p> <p>Am I prepared to job share?</p>	

Work Elements & Considerations	Responses
<p><b>Salary:</b></p> <p>What level £ per annum do I <b>need</b> to earn to cover my financial commitments?</p> <p>Must I have my salary each month on a set date and know what it will be? (If so, why?)</p> <p>Do I prefer to be paid on a fee basis?</p> <p>Am I working to replace a full-time salary or am I working to supplement a pension/or other income?</p>	
<p><b>Circumstances:</b></p> <p>Do I have a young family that I want to spend time with?</p> <p>Do I have children at college or university, or have they become financially Independent?</p> <p>Do I have caring responsibilities to consider?</p>	
<p><b>Physical Conditions &amp; Surroundings:</b></p> <p>Think about <b>where</b> you do your best work:</p> <p>Busy or quiet surroundings?</p> <p>Alone or with others?</p> <p>Having regular contact with clients, staff, patients, the public etc.</p> <p>Is the condition and appearance of your surroundings important or irrelevant?</p>	

<b>Work Elements &amp; Considerations</b>	<b>Responses</b>
<p>Private or communal?</p> <p>Office based or mobile?</p> <p>Outdoors or indoors?</p> <p>Relaxed or fast-paced?</p> <p>Informal or businesslike?</p> <p>Your own desk and equipment or being able to use whatever is available when you need it?</p> <p>Sociable or non intrusive?</p>	
<p><b>People:</b></p> <p>I need to work on my own.</p> <p>I want to have regular contact with the public/ clients/patients etc.</p> <p>I want to work, for the most part, in a group; managing or as a team member.</p>	

## Exercise 2: Transferable Skills

These are general skills that can be used in many jobs. You could gain these from previous jobs, projects, voluntary work, sport, your home life, hobbies, interests.....

Communication Skills	Give an example of when you have used these skills
Listen to and answer questions	
Write letters in the appropriate format	
Present information to large or small groups	
Convince others of your ideas	
Help others to consider other sides of a situation	
Read or speak another language	
Present yourself confidently	
Use language, grammar and punctuation effectively	
Courteous telephone manner	
Listen to others	
Participate in group discussion	
Greet and represent others to the public	
Read and understand information presented in a variety of forms (e.g. words, graphs, charts or diagrams)	
Write and speak so that others can understand	
Use a wide range of communication methods (e.g. voice, e-mail, computers)	

<b>Working with others &amp; team work skills</b>	<b>Give an example of when you have used these skills</b>
Understand and work within a group	
Be flexible: respect, be open to and supportive of the thoughts, opinions and contributions of others	
Recognise and respect people's diversity, individual differences and points of view	
Contribute to the team by sharing information and expertise	
Understand strengths and weaknesses of team members and use the strengths to help team development	
Discuss and agree improvements	

<b>Number Skills</b>	<b>Give an example of when you have used these skills</b>
Decide what needs to be measured or calculated	
Observe and record data using appropriate methods, tools & technology	
Make estimates and verify calculations	
Think of problem before they occur	
Identify quickly and accurately the important issues when making a decision	
Seek different points of view and evaluate them based on facts	

<b>Problem Solving Skills</b>	<b>Give an example of when you have used these skills</b>
Identify the cause of a problem	
Be creative and look for solutions	
Test potential solutions and seek further improvements	
Assess situations and identify problems	

<b>People Skills</b>	<b>Give an example of when you have used these skills</b>
Co-operate with others	
Develop rapport, establishing relationships	
Encourage others and raise their self esteem	
Recognise the needs of others	

<b>Information Technology Skills (Computer Skills)</b>	<b>Give an example of when you have used these skills</b>
Use a variety of software programmes (Word, Excel etc)	
Able to learn new software quickly	
Manipulate data in a computer system	
Knowledge of spreadsheets	
Knowledge of word processing packages	
Knowledge of databases	
Able to use internet	
Knowledge of different graphic file types e.g PDF, RTD, Word.doc	

Customer Service Skills	Give an example of when you have used these skills
Build a relationship of mutual trust with clients	
Know how to express feelings warmly and sensitively	
‘Hear’ what is being said and implied	
Know how to interpret and use body language	
Use tact and diplomacy	
Recognise and value that all individuals are different	
Work well with a wide variety of people: male and female, people from other social, educational, religious, cultural, racial backgrounds; individuals who have disabilities or special needs	

## Planning your job hunt

To find the job you want you need to look at your skills and the type of job you want to do. You then need to plan how you will go about looking for it.

### **What do I have to offer?**

Start by asking yourself honestly what skills and experience you have. Think about the skills you have developed in the jobs you have had before, and in your life outside of work.

After reflecting about your skills, tastes and interests, try to make a list about the kind of jobs that could better fit your professional profile.

### **Employment skills and experience**

To establish the skills you have developed including those built up in jobs you have had before, ask yourself the following questions.

- Did you develop any skills that will be useful in the job you're looking for?
- Have you worked as part of a team?
- Did you need to share information with others?
- Did you follow or give instructions well?
- Are you a good timekeeper?
- Do you have IT skills?
- Did you get any qualifications?
- Were you praised for any part of your role?



### **Personal and social skills**

Ask yourself the following questions about life outside work:

- Do you get on well with people?
- Are you on a local committee or a member of a community organisation?
- Are you part of a team, (for example, a sports or quiz team)?
- Do you have skills from caring for your family, (for example, organisational skills)?
- Have you done any voluntary work?
- have you been to any evening classes or training?





## Where can I look for jobs?

There are a number of ways you can search for jobs:

- Through JobcentrePlus
- Through newspapers
- On the internet
- By registering with recruitment agencies
- In trade journals
- Through friends and other people you know



The most successful jobseekers are people who are persistent in their search and know all the places to look for work. There are a number of ways you can search for jobs, including online.

### Searching the Internet

New jobs are being filled as quickly as they appear so it's important you look regularly to make sure you don't miss an opportunity.

[Directgov](#) has one of Britain's largest databases of job vacancies, which is updated constantly. Search the database and find a job to suit you using the jobs and skills search.

Many [companies](#) advertise jobs on the internet through their own [websites](#), [recruitment websites](#) or online job boards owned by newspapers.

If you don't have access to the internet at home, you can still use the internet in your local internet cafes or in your local library. Internet cafes are based in your community.

### Jobcentre Plus

Jobcentre Plus advisers can tell you about jobs in your local area and in other places if you would prefer to work in a different area.

Once you find a job you're interested in, they will tell you how to apply. If possible, they will ring the employer there and then to arrange an interview or send you an application form.

To use the phone service ring 0845 6060 234. Lines are open between 8.00 am and 6.00 pm from Monday to Friday and between 9.00 am and 1.00 pm on Saturdays.

If you are deaf or hard of hearing or have speech difficulties you can use the Jobcentre Plus textphone - dial 0845 6055 255.

If you speak Welsh you can phone 0845 6067 890. (If you speak Welsh and you are deaf or hard of hearing or have speech difficulties dial the textphone: 0845 6044 022).

## **Local Newspapers**

Find out which day the local paper comes out and the days that it advertises jobs. Newspapers also keep you up to date on which companies are moving into the area and which are expanding. You can use this information to apply to those companies before they advertise, to see if there are any jobs available.

You may want to contact a company for more details about a job after reading an article in the local press.

## **Register with a recruitment agency**

Recruitment agencies advertise short and long-term jobs and some specialise in particular areas of work. If you register with the relevant agencies in your local area, you'll be kept up to date on the latest vacancies available.

## **Word of mouth**

People you know can give you useful information about job hunting. It's worth talking to them about the type of work you're looking for, your skills and experience. They may know about a suitable vacancy or think of you when they hear about vacancies in the future. They may also be able to put in a good word for you at the company where they work.

Networking events and conferences are also a good way of meeting new contacts. Before attending the event, you should think about what you want to get from it and also take a few copies of your CV along with you.

## **Approaching Employers**

A large number of jobs are never advertised, so it is worthwhile contacting companies to ask if they have any vacancies. One of the benefits of doing this is that you're not competing against a large group of people, like you would if you were responding to a job that was advertised. Employers are used to people asking questions about jobs, if they can find somebody without advertising it saves them time and money.

## **Online Networks**

Some employers now use social network sites such as Facebook and Twitter to recruit new staff. To take advantage of this, make sure you've signed up with a

relevant social networking site and create a profile that will impress potential employers.

## **On your TV and mobile phone**

### **Directgov on your mobile**

Directgov is available on every internet-enabled mobile phone. If you're on the move or you don't have access to a computer, you can use your phone to get the latest travel information, find your nearest doctor, learn about help with childcare costs and much more.

#### *How to get it:-*

##### *Through your Mobile Internet*

To access the service, simply text MOBILE to 83377 (standard rates apply). You will then receive a text message with a link. Click on the link to view Directgov mobile.

Or, enter [m.direct.gov.uk](http://m.direct.gov.uk) into your phone's internet browser.

To make it easier to return to Directgov Mobile, select your phone's 'Bookmark', 'Add bookmark' or 'Favourites' option. Please note this will vary according to the type of phone you have, so check your phone's user manual for help.

##### *Through Text*

For even easier access to Directgov mobile, you can simply send a text with the name of the service you want to 83377.

Directgov will then send a text message back to you containing a link. All you need to do is open the link and it will take you to the appropriate page on Directgov mobile.

Text one of the following keywords to 83377

- Text JOBS to search over 400,000 job opportunities from Jobcentre Plus
- Text TRAVEL to check for delays on public transport and roads or search for scheduled train departure and arrival times
- Text ONLINE to search for your nearest UK online centre for cheap or low cost access to computers and the internet
- Text PASSPORT to find your local Check and Send offices, interview offices and regional offices

All you pay is the price of a normal text message - messages you receive from Directgov are free.

## Directgov on your TV

If you're a Sky, Virgin Media, Freeview or Teletext customer you can get Directgov through your television set. Designed specially for TV, the service has a wealth of information giving you access to public services all in one place.

### *How to get it*

## Directgov is available on Sky, Virgin Media, Freeview and Teletext

If you are a Virgin Media customer:

- press the 'interactive' button on your remote
- select 'News and Information' and then 'Directgov'

If you have Sky:

- press 'interactive' on your remote
- select option 'eight', Directgov

If you have Freeview:

- go to channel 106 on your electronic programme guide
- or if you are watching Channel 4 or ITV channels on Freeview, select 'Text' on your remote and go to Teletext page 750. You can also select 'Directgov' from the blue menu option on the Teletext homepage

If you have an analogue TV with Teletext:

- Switch to Channel 4 and select the 'text' button on your remote. Type in page 750

## Teletext Services

You'll find a wide range of information and advice on Freeview and analogue Teletext. Find out how to tax your car, claim benefits or apply for a passport with a click of your remote control.

The service is free to use and is regularly updated with new articles, information and useful contacts.

### **Search for jobs**

Search over 400,000 job opportunities from Jobcentre Plus.

## Free learning and careers advice

Get confidential, impartial advice on careers and learning from learndirect. Book a free call back from a learndirect advisor.

## East Berkshire Services

### Bracknell

#### **Job centre plus**

Tel: 01344 744800

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

#### **Next Step**

Tel: 0800 1954 700

<http://www.nextstepsoutheast.org.uk>

#### **Careers Springboard Bracknell**

Tel: 01344 488313

<http://www.careersspringboardbracknell.org.uk>

#### **Working Progress**

Tel: 01344 300 001

[www.work-in-progress.org.uk](http://www.work-in-progress.org.uk)

#### **Connexions (for ages 13-19)**

Tel: 0845 4085008

<http://www.connexions-berkshire.org.uk>

#### **Bracknell & Wokingham College (Next Step)**

Tel: 0800 1954 700

[http://www.bracknell.ac.uk/adults\\_-\\_work/adult\\_careers\\_advice.aspx](http://www.bracknell.ac.uk/adults_-_work/adult_careers_advice.aspx)

### Slough

#### **Job centre plus**

Tel: 01753 615600

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

#### **Next Step**

Tel: 0800 1954 700

<http://www.nextstepsoutheast.org.uk>

#### **Shaw Trust**

Tel: 01225 716300

<http://www.shaw-trust.org.uk>

#### **East Berkshire College**

Langley Campus

Tel: 01344 300 001

[www.eastberks.ac.uk](http://www.eastberks.ac.uk)

#### **Connexions (for ages 13-19)**

Tel: 0845 4085008

<http://www.connexions-berkshire.org.uk>

## Windsor, Ascot and Maidenhead

### **Job centre plus**

Tel: 0845 6043719

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

### **Next Step**

Tel: 0800 1954 700

<http://www.nextstepsoutheast.org.uk>

### **Shaw Trust**

Tel: 01628 510397

[www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)

### **Connexions (for ages 13-19)**

Tel: 0845 4085008

<http://www.connexions-berkshire.org.uk>

### **East Berkshire College**

Windsor Campus

Tel: 0845 373 2500

[www.eastberks.ac.uk](http://www.eastberks.ac.uk)

### **Grow Our Own**

Tel: 01628 796013

### **Thames Valley Executive Job Club**

Tel: 01753 870664

[www.tvexecutivejobclubs.org.uk](http://www.tvexecutivejobclubs.org.uk)

## West Berkshire Services

### Reading

#### **Jobcentre Plus**

Tel: 0845 6043719

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

#### **Berkshire Scout Enterprises Ltd**

Tel: 0118 988 4077

<http://www.bsel.org.uk>

#### **New Directions**

Tel: 0345 842 0012

<http://www.newdirectionsreading.co.uk>

#### **Next Step**

Tel: 0800 1954 700

<http://www.nextstepsoutheast.org.uk>

#### **Connexions (for ages 13-19)**

Tel: 0845 4085008

<http://www.connexions-berkshire.org.uk>

#### **Graft (Thames Valley) Ltd**

Tel: 0118 950 4515

<http://www.actionforall.org.uk>  
[berkshire.org.uk](http://www.actionforall.org.uk)

#### **Thames Valley Executive Job Club**

Tel: 01635 253447

<http://www.tvexecutivejobclubs.org.uk>

#### **Shaw Trust**

01225 716300

<http://www.shaw-trust.org.uk>

### Newbury

#### **Jobcentre Plus**

Tel: 0845 6043719

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

#### **Supported Employment Team**

Tel: 01635 520150

<http://www.westberks.gov.uk>

#### **Shaw Trust**

01225 716300

<http://www.shaw-trust.org.uk>

#### **Next Step**

Tel: 0800 1954 700

<http://www.nextstepsoutheast.org.uk>

#### **Connexions (for ages 13-19)**

Tel: 0845 4085008

[http://www.connexions-](http://www.connexions-berkshire.org.uk)

## Networking

- Networking can be one of the most important activities for people seeking jobs
- Aim to build a career network that can provide you with support and job leads

### It isn't

- About asking everyone you know for a job

### It is

- About establishing relationships so that you can enlist support and comfortably ask for ideas and referrals to those with hiring power

## How do you network?

Write a letter/ telephone/ e-mail or meet face to face, updating your contacts from your most recent job, previous jobs, friends, family members, old acquaintances, from any contacts via leisure pursuits and request they pass on your details to at least 2 others.

- **Do Not Ask For a Job!**
  - Log **who** you have contacted and **when**
  - **Follow up** if appropriate with your **CV**
- If you would prefer to telephone - have a script
  - If you prefer letter or e-mail – develop a template that you can adapt

## Keeping track of your progress

Keeping track of your job search is a good idea as it helps you remember who you have approached, and what the response was. You can also record which day local papers advertise jobs, which recruitment agencies you have contacted, when trade journals come out and which friends have provided useful information.

If you're receiving Jobseeker's Allowance while you're out of work, you have to prove you are 'actively seeking work'. Keeping a record of your job search will help show that you're doing all you can to find work.





**Networking Template**

<b>Name:</b>	<b>Date</b>
--------------	-------------

Try and list between 1 and 5 contacts for each column

<b>Current work contacts (from most recent job)</b>	<b>Previous work contacts</b>	<b>Friends</b>	<b>Family</b>	<b>Old acquaintances</b>	<b>Sports / hobbies / interests</b>

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<b>Name:</b>	<b>Date</b>
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<b>Networking Record sheet</b>
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<b>Name and contact details</b>	<b>Date and method of contact</b>	<b>Details</b>	<b>Follow up actions</b>

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**JOB SEARCH RECORD SHEET**

<b>Name:</b>	<b>For the period of</b>
<b>Type of Work Looking For:</b> _____	<b>From:</b> _____ <b>To:</b> _____

Date and Time	Company		Contact			Comments / Results of Contact
	Name		Position			
	Contact Person		In person	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	Address		By Fax / Mail	Fax <input type="checkbox"/>	Mail <input type="checkbox"/>	
	Phone / Fax		Left CV	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	Name		Position			
	Contact Person		In person	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	Address		By Fax / Mail	Fax <input type="checkbox"/>	Mail <input type="checkbox"/>	
	Phone / Fax		Left CV	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	Name		Position			
	Contact Person		In person	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	Address		By Fax / Mail	Fax <input type="checkbox"/>	Mail <input type="checkbox"/>	
	Phone / Fax		Left CV	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	Name		Position			
	Contact Person		In person	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	Address		By Fax / Mail	Fax <input type="checkbox"/>	Mail <input type="checkbox"/>	

	Phone / Fax		Left CV	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
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## Interview tips

### **Before the Interview**

- Make sure you know as much as possible about the company. You can usually find information on the internet.
- Make sure you know how to get to the venue and how long the journey takes. Allow plenty of time so you are not rushing.
- Check the physical access to the premises, and indicate any additional support that you might require in the interview - for example a sign language interpreter so that this can be arranged in good time.
- Decide what to wear, but if in doubt wear a suit. You won't be criticised for being too smart, but they will make a note of it if you are not dressed smartly enough.

### **In the Interview**

- First impressions are very important. A warm smile and firm handshake always helps. It is worth remembering that you need to make a good impression on everyone you meet, so be courteous to all.
- Good eye contact is essential. It is an excellent way of conveying your interest in the job. Looking anywhere other than at the interviewer can make you appear disinterested.
- Try not to talk too fast and try to relax. This can be difficult when you are nervous, but take a deep breath before you start to answer a question and work on keeping your answers short and relevant.
- Always be honest - don't lie as it could come back to haunt you in the future.
- Avoid yes/no answers, but at the same time don't be tempted to talk too much.
- Do not be afraid to ask them to repeat a question if you need it.

## Some sample questions

All interviews are different, but you may find yourself being asked some common interview questions, so it may be worth thinking how you would answer and practicing before the interview.

- **Why do you want the job?**  
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 and stress that you are keen to work for this organisation.
- **Why do you want to work for us?**  
Emphasise the positive reasons why you want to join their company, but avoid issues such as more money or shorter hours.
- **What do you know about us?**  
This is your chance to impress the interviewer with your knowledge of their company. Give them a run down on the research you have undertaken.
- **How would you describe yourself? How would others describe you?**  
Pick your best attributes and achievements from your career.

## Disclosing your disability

The law does not say that you have to disclose your disability to an employer, unless the nature of your disability could cause health and safety issues in a work environment.

Disclosing your disability can be a daunting prospect and you may be concerned that by disclosing your disability you are putting yourself at a disadvantage during the recruitment and selection process, but most employers favour disclosure as it enables them to make any necessary adjustments or arrangements you might need and make sure their recruitment processes are accessible.

Many employers also operate a Guaranteed Interview scheme for disabled people applying for jobs. This means that if you meet the minimum job requirement you will be guaranteed an interview for the role.

Remember as well, that if Remploy is working with the employer, you know that they are positive about employing disabled people and consider the skills and abilities of individuals. Remploy will also support them to understand and adapt to any aspects of your disability that could affect you at work.

## How do you disclose your disability?

There is obviously no set formula for disclosing your disability. You should take this step when you feel comfortable doing so, but here are some hints on how to tackle the subject

- Be confident and clear when disclosing your disability.
- Emphasise the positives; the skills, abilities and experiences you have gained.
- Be prepared to discuss how your disability affects your work, you should not have to discuss your disability in any other context.
- Always be professional, try to avoid emotive language.
- Remember, it is possible that your interviewer may not know a great deal about your disability, or they may have preconceptions about what impact your disability will have on your work. Either way this is your opportunity to educate them.
- Always end on a positive. As with any interview situation, you want to leave a positive lasting impression.

The most important thing to remember when disclosing your disability is to remain confident, be positive and remind people of your skills and abilities.

## Sources

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Remploy - putting ability first © 2010  
<http://www.remploy.co.uk>

Careers Advice Service – now part of Next Step  
<https://nextstep.direct.gov.uk>

Success Dynamics, Inc © 2006  
<http://www.ronmartin.net/blog/archives/category/selling-tips>

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