



JOB SEARCH TOOLKIT



“Get that job!”

italk is the Improving Access to Psychological Therapies (IAPT) service provided in partnership between Solent Mind and Southern Health NHS Foundation Trust.

Introduction

This job Search Toolkit is designed to help people apply for work and provide methods of finding work. It also offers useful CV, application form and interviews tips, and contains examples of how to write covering letters, professional personal statements and provides useful resources and agencies to help you in your job search.

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Your CV and how to use it



Your CV

A CV is a perfect chance to express your qualities and experience to an employer. When producing your CV it is up to you to decide the style and lay out, therefore this offers a great opportunity to share all your job experiences and previous employers. A CV is ideal to sell yourself to the employer and share your strengths. It is also important to remember to update your CV, adding on any new employment or qualifications gained.

What to include:

- **Contact details** – Name/ address/ contact telephone number/ mobile number/ email address.
- **Previous work experience** – a list of any previous jobs, include your role and dates of when you worked there. Also include any volunteer work.
- **Education/Qualifications** – summarised GCSE's/ O levels or CSEs/ A levels/ degree/NVQ's/any relevant qualifications. (Need to include dates and grades)
- **Personal Profile** – Write about your skills and strengths, relating these to why you would be good at the job. Think about what skills the employer has requested and relate these to your own strengths. Here is the chance to express why you would be suited for the role. Think about positive characteristics you have which would make you a good employee. Be careful to avoid clichés, be unique. Keep it to no more than four lines.
- **Your referees** – Seek permission from your references, and include their names and contact details, as well as your relationship with them. (Family members are not allowed to be a reference)

When would you use a CV?

There are a number of circumstances where you might need or could use a CV:

- A job advert requests a CV. In this case you would send your CV with a covering letter.
- To remind you what you've done, you can use your CV to help remember all the dates and information each time you have to fill in an application form.
- You want to make speculative approaches to organisations. This is where you contact organisations, for whom you would be interested in working, over the phone, by letter or in person to try to arrange an interview.
- Registering with recruitment agencies, agencies may sometimes ask for you CV before you can register with them.

Included in this pack is a structure for writing a covering letter to accompany your CV with examples.

What is a performance CV format?

A performance CV is the most popular type of CV. It highlights job titles and company names, starting with your most recent job and working backwards. However, you begin with an 'Achievements' section, which highlights impressive achievements that can make you stand out from other candidates. Under each job title you list your responsibilities in the role.

What are the pros and cons?

You might like to use a performance CV if:

- you want to highlight your career progression
- your present or last employer is well-known by the company you're applying to
- you want to stay in the same line of work

Is it suitable for me?

This style of CV might **not** be suitable for you if:

- you've got gaps in your work history
- you want to change your type of job
- the relevant experience you're trying to emphasise was some time ago – it might not stand out
- you've worked in lots of different jobs and you want your CV to look more focused

Example Performance CV

Julie Jones

32 Any Street, Birmingham, B1 8AB

07791557788

0121 345 67893

julie239@email.com

Drawing attention to ten years working as a PA immediately tells the reader Julie has a wealth of experience.

Profile

An organised, confident and motivated PA with ten years' experience. Communicates confidently and effectively at all levels and uses initiative to meet the highest standards. Always striving to go the extra mile in order to achieve the set goal. Seeking new challenges and additional responsibility to progress career.

Achievements

- Promoted to the role of PA to the General Manager whilst at Johnson's Packaging
- Completed the Girlguiding UK Adult Leadership scheme to become a Guide Leader
- Completed the Birmingham half Marathon, raising £5,000 for charity.

Julie has created an achievements section, which is the special section you include on Performance CVs. You can use this section to highlight impressive achievements in and out of work.

Achievements from voluntary work are still relevant because they highlight leadership skills.

Promotions show you've been trusted with additional responsibility.

Experience

Birmingham Royal Hospital Medical Secretary 2005-2014

- Providing secretarial and administrative support to a consultant and a team of junior doctors
- Summarising all incoming correspondence into patients' medical records
- Arranging meetings, managing diary, dealing with appointment requests
- Actioning all GP referrals, liaising with other internal and external hospital departments
- Audio typing and copy typing of clinic letters and operating lists
- Clinical coding of all incoming patient correspondence.

Job title, company name and dates are all included with responsibilities in bullet points.

What is a functional CV format?

A functional CV is a skills-based CV format. These formats can be useful if you're looking for a career change. This is because they focus on your transferable skills and experience, rather than job titles, companies, and how long ago you got the experience.

In a functional CV you promote your skills and achievements in three to six 'functional headings'. For example, if you're applying for work in a retail role then headings could include 'customer service' and 'sales' – both key skills for any retail role.

Functional CVs are similar to targeted CVs, in that they focus on your skills, but on a functional CV you choose the title of the three to six skill headings. On a targeted CV the headings are always 'abilities' and 'achievements'. Therefore, functional CVs can be effective at highlighting your unique combination of skills.

What should I include and what should I leave out?

Under each sub-heading you include more details about your relevant skills and experience. You might have got this experience from paid work, voluntary work or education. Any experience that you feel isn't relevant can be left out

What are the pros and cons?

You might consider using a functional CV if:

- you want to change to a broad, new area of work, and show your relevant transferable skills and experience
- you've got gaps in your employment history
- you've had a lot of jobs and you want to describe the experience you've got as a whole
- you want to highlight skills you've gained in previous jobs but that you don't use in your current or most recent job

Drawbacks with functional CVs can include:

- it's one of the more unusual formats – some employers might not be familiar with it
- if you've worked for well-known employers or you've had a lot of promotions they will be on the second page, so not as noticeable
- setting alarm bells ringing for employers – some may feel a skills-based CV format is an attempt to hide something (such as gaps in your work history)

Example Functional CV

Amanda Davies
14 Any Street
Nottingham, NG2 3GD
Telephone: 07792 3134567
Mandy425@email.com

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 jobs but also less recent 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.

What is a targeted CV format?

A targeted CV is a skills-based CV format. This format can be useful if you're looking for a career change. This is because it focuses on your transferable skills and experience, rather than job titles, companies, and how long ago you got the experience.

It's called a targeted CV because you use it to aim for a specific type of job. You only include details that are relevant to the job you're applying for. These are listed in two separate sections: abilities and achievements.

A targeted CV is similar to a functional CV, in that it focusses on skills rather than job roles. However, on a targeted CV you use the headings 'abilities' and 'achievements' rather than creating three to six individual skills headings, as you would on a functional CV. This can help your major strengths and achievements to stand out.

What's the difference between abilities and achievements?

Abilities are natural or acquired skills or talents. You can provide specific details of the abilities and examples of when you've used them. For example, writing is a skill, but just listing 'writing skills' isn't specific and doesn't give an employer an indication of when and how you've used these skills.

An achievement is accomplishing something. Don't confuse responsibilities with achievements – they are different. Achievements are unique to you; responsibilities are what anybody undertaking that role would do. Achievements can make you stand out from others who may have similar skills and experience.

For example, a responsibility could be:

- researching and writing articles for a company newsletter

Whereas, an achievement could be:

- devised and implemented the introduction of a company newsletter, improving staff morale and communication throughout the organisation

If your achievements are measurable (they saved you or the company money or time) then try and include details of this too.

What are the pros and cons?

You might like to use a targeted CV format if you:

- want to change career
- have had a varied career or lots of jobs and you want to describe the experience you've gained as a whole

Example Targeted CV

Adam Bowers

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

adam-bowers@email.co.uk

07787 9159938

Profile

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

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.

Abilities

- Assisting various tradespersons such as carpenters, plasterers, electricians and plumbers with site duties
- Concreting – layering and smoothing concrete for foundations, floors and beams
- Road working – concreting, laying kerbs, paving and re-surfacing
- Ground working – 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

2012 – 2015	General Labourer/Plant Operator	Thomas Construction
2011 – 2012	Bricklayer	GBH & Sons Builders
2010 – 2011	Various construction roles In Europe, USA and Africa	Smith and Weston
2008 – 2010	Bricklayer	Barns Homes Ltd
2002 – 2008	Various construction roles	Greens Employment Agency
1999 – 2002	Apprentice Electrician	Barnetts Electricals
1995 – 1999	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 2016)
- **Construction Plant Competence Scheme (CPCS)** – in-date licence to drive construction plant machinery (expires 2016)
- **City & Guilds (6217-08) Basic Construction Skills; Multi-crafts**
- 5 CSEs
- Fork lift truck licence
- Full UK driving licence.

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.

References - Available on request.

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).

Structure for a covering letter:

First Paragraph

- State the job you're applying for.
- Where you found out about it (advert in The Guardian newspaper etc.- organisations like to know which of their advertising sources are being successful)
 - When you are available to start work (and end if it's a placement)

Second Paragraph

- Why you're interested in the type of work
- Why the company attracts you (if it's a small company say you prefer to work for a small friendly organisation)

Third Paragraph

- Summarise your strengths and how they might be an advantage to the organisation.
 - Relate your skills to the competencies required for the job.

Last Paragraph

- Mention any dates that you won't be available for interview
- Thank the employer and say you look forward to hearing from them soon.

If you start with a name (e.g. "Dear Mr Bloggs") you should end with "Yours sincerely". If you start with "Dear Sir or Madam" you should end with "Yours faithfully"

Speculative Letter

Speculative letters are sent to employers to enquire if they have any job vacancies:

HR Department	Your address
Westbridge Ltd	Phone number
27 Sam Street	
Sample Town	Date
AB8 9CC	

Dear Sir/Madam

I am writing to enquire if you have any vacancies for a Personal Carer available at present.

Having completed an Introduction to Care course at Havant College, I am actively seeking employment in this field. I have an excellent understanding of the respect and dignity needed to be a carer and the importance of promoting independence in the care setting.

I believe I have many valuable qualities and skills; such as a caring and understanding attitude. My past role was that of a youth group Leader where I learned to be compassionate and dedicated to encourage and inspire young people.

In my previous roles of employment I have always been well thought of because I communicated well, I am an excellent team player, but also am able work on my own. I am reliable and hard working and willing to undertake any further training necessary to develop my skills and knowledge further.

I have attached my CV for your perusal. Thank you in advance for considering my application and if you have any questions please do not hesitate to contact me.

Yours faithfully

Your signature

Your name



Methods of Looking for work



Methods of looking for work:

- Internet
- Newspaper
- Recruitment Agencies
- Job Centre Plus
- Word of mouth
- Job clubs
- Sending out your CV to prospective employers
- Working for yourself – self employment

Where to go for computer/internet access

You may not have access to a computer/internet at home so it's worth considering the options below:

- Your local Library/Discovery centre
- Job Centre Plus
- Internet Cafe
- Ask a friend

Have you thought about becoming Self Employed?

Being self-employed can have its advantages. These include:

- the opportunity to choose your own hours
- independence and freedom to try out new ideas
- Increased job satisfaction.

You may have a craft or hobby you enjoy that you could turn into a business idea?

You may be entitled to the **New Enterprise Allowance**. To be eligible you must be aged 18, have a business idea and get 1 of the following benefits:

Job seekers Allowance

Income Support as a lone parent

Employment Support Allowance, if you're in the work related activity group.

A Jobcentre Plus adviser can refer you to the scheme as soon as you get a qualifying benefit, or for more information visit www.Gov.uk

Enterprise First offer free advice and support to anyone starting a small business, such as help with your business plan, free training workshops and the support of a business mentor for up to 6 months.

For more information visit their website www.enterprisefirst.co.uk

Start up loans for those aged 18yrs + from **WSX Enterprise Limited**

Start up loans are available anything from £500 to £5000 at a rate of just 6%, with the option to defer repayments by up to one year.

Plus you will benefit from a quality business mentor who will work with you offering help and support. You can use your loan for anything connected in running a business and you have 5 years to pay back the loan.

Loans are available to anyone aged 18yrs + who is considering setting up a business or has been trading for up to one year.

Visit www.wsxenterprise.co.uk/start-up-loans

Or call 01329 22 3212

Current as of June 2015.

Supported Self Employment Course

Duration: 2-4 weeks with continued support upon completion

Days: Monday – Friday

Times: 9.30 – 15.30

This is a rare opportunity for aspiring individuals to partake in a unique programme of accredited learning and mentored support in becoming self employed.

The selection criteria consists of a 2 stage induction process:

1. Information and induction (3 hours)
2. Understand the importance of Business planning (1 day).

Week 1: Self Employment Course

Week 2: Customer Service Course

Week 3-4 Mentor Support

Eligibility criteria:

19 years of age or older

UK or EU citizen with 3 years + residency

In receipt of JSA or ESA (WRAG)

Contact TAS Training Associates: 023 80 682 530

Local Authorities

Do contact your Local Authority as many of them offer a £500.00 grant for starting and running your own business.

Current as of June 2015

Have you thought about Volunteering?

Volunteering is simple. It's about giving your time to do something useful, without getting paid (apart from expenses).

In return you get the satisfaction of time and effort well spent. In addition, volunteering can be a great way to: meet new people, learn new skills and gain useful experience. It should also be fun!

The range of opportunities is huge. Whatever skills and experience you have, there is something that you can do. It can also give you a 'foot in the door' and could lead to a permanent job.

The biggest problem for many people is finding the time to volunteer. It can reduce your choices if you don't have much time to spare, but many busy people do find suitable opportunities.

At the back of this tool kit you will find a list of the Hampshire & IOW Volunteer Centres who can help you.

You could also explore national volunteering opportunities on www.Do-it.org.uk



Application Forms



Application forms

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

Job application form

Many employers prefer application forms to CVs. Forms are easier to compare because, unlike CVs, they follow the identical format.

If you're filling in an application form, you'll still need to work out the best way to present your skills and experience. This is why completing an application form often takes just as much time and effort as writing a CV and covering letter. However, the more forms you fill in, the quicker you'll get at doing it.

Some jobs ask you to apply online, which you might not have done before. Read the instructions on the form very carefully and follow them. Take it step by step.

Online application forms

If the form is online, draft your application offline first – in a word processing package like Word – and save it to your computer. This way you'll be able to run a spell check before you copy the information into the online system. It also means you'll have a back-up if there's a problem with the form.

More and more sites offer the option of storing your application online and coming back to it. If you do this in more than one sitting, keep a record of any usernames and passwords so that you can get back in.

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

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

Paper application forms

If you're filling in a form by hand, write as neatly as you can in black ink. Use block capital letters if the form asks you to.

A good way to avoid mistakes and crossings-out on the final form is to photocopy the original and practice filling in this copy first. Take care of the original form – don't spill anything on it or leave it in your bag to get creased.

Personal statements

On many application forms you have to complete a section at the end called 'additional information' or 'personal statement'. After you've filled in the sections on personal details, education and employment, this large, empty box is your chance to really impress a future employer.

What's the purpose of this section?

The form should include instructions, usually something like 'please use this section to explain why you feel you are suited to this job and what you can bring to it' or 'please include any further information relevant to the person specification, such as which skills, knowledge and experience you have'.

The employer will have seen which qualifications and work experience you have in the previous sections on the form, so the purpose of this section is for you to show you're motivated to do the job and that you have carefully considered why you feel you would be good at it.

How should I fill this section in?

You should provide answers for each of the points in the person specification. You might like to present them one by one with a heading, so the person reading it can clearly see to which point you're referring.

Why do I need to include examples?

It's really important that you give examples because they provide clear evidence that you've got a skill and know how to apply it in real situations.

For example, instead of making a simple claim like, 'I'm great with money and adding up', it would tell employers much more if you put, 'I've been in charge of the stationery budget for two years and have been responsible for cashing up at the end of the day'.

What did you learn from your experience?

After providing an example, reflecting on the experience shows that you can learn from your experiences and are always trying to improve. For example, you could say that being in charge of the stationery budget taught you the importance of prioritising, planning ahead and keeping accurate records.

Using similar examples and 'what if' situations

Even if you haven't got the experience to show that you've got a particular skill, you could say how similar experiences and skills would help you approach this area. For example, 'my experience of learning how to use a spreadsheet from scratch shows I can pick up software packages very quickly, so I'm confident I'd be able to pick up xxxx package....'

The Cover Letter

The following letter is an example of a cover letter you could send with the completed application form in response to an advertised job.

Mr Smith	Your Address
West's Ltd	Phone number
50 Sam Street	
Sample Town	Date
AB12 3CD	
Dear Mr Smith	
Please find enclosed my completed application for the post of Fashion Shop Manager advertised in the 'Daily News' of 12th September 2014.	
I have ten years experience of working in the retail industry. I started off as a Sales Assistant in a department store and for the last three years as a Deputy Manager at Debenhams.	
I am now looking to progress from junior to senior management. I have a keen interest in the latest fashion trends and developments and I would very much like to work for your company because I believe your organisation is a well-run quality fashion business.	
I look forward to hearing from you in due course	
Yours Sincerely	
Your signature	
Your name	

Should I tell a prospective employer if I have a mental health problem?

Many employers now have positive policies on disability and equality at work and take a more positive view of mental health problems, which ought to mean that being open about your mental health is less of a risk. There are also laws in place to protect you at work if you are considered to be disabled because of a mental health problem (Equality Act 2010).

For more information on this go to www.time-to-change.org.uk/your-organisation

Under legislation within the Equality Act 2010 employers are restricted when asking questions regarding your health before a job offer is made.

What an employer can ask

An employer can ask you relevant questions about a disability and your health before interview or at interview and before deciding whether to give you the job, in order to find out if you can do something which is essential to the job.

An employer can also ask you questions about a disability and health if they want to:

- Find out whether you are able to take part in the application/selection process or need special arrangement made or assistance. (Reasonable adjustments)
- Monitor the diversity of applicants for the job advertised
- Support positive action for disabled people
- Recruit a person with a particular disability
- Vet for reasons relating to national security

What an employer cannot ask

An employer cannot ask you questions about disability and health on an application form or during an interview before an offer of a job has been made, unless it relates to an intrinsic part of the job. For example:

If the job involves a lot of heavy lifting the employer can ask if you have any health problems that may affect this.

An employer cannot reject a disabled candidate just because they are disabled because that would be unlawful disability discrimination. An employer needs to make sure that an individual can't do the job before they can reject them on that basis.

On making a job offer

Once an employer has offered someone a job they can ask unlimited questions about disability and health, including questions about sick records. An employer can make the job offer conditional on the answers to these questions, providing it is reasonable to do so given the nature of the job. Once a job offer has been made, the offer of the job can also be made conditional on passing a medical.



Preparing for your interview and tips



Be prepared to be asked about **yourself** and your **experience**. Read over your CV and pick out key experience you have gained from each job.

Clarify anything you are unsure of. It is okay to ask the interviewer for clarification. You can also ask if there is anything they would like clarification on at the end.

Be **confident** and **assertive**. Shake the interviewer's hand/s and make eye contact.

Be aware of your body language. Try to avoid closed postures. Sit up straight and maintain eye contact.

Have good reasons why you think they should employ you over someone else. Know your top skills and answers to anticipated questions well.

What makes a good interview?

Don't waffle; keep your answers short and to the point. If you feel you can't keep it short say "I could expand on this if you would like?"

Be on time for your interview or even early if you can. This gives a good first impression and will also give you time to relax before the interview.

Research the organisation and the job you have applied for. This will put you in good stead in case they ask you any questions about them. You could do this by accessing their website, their annual report or newspapers.

Dress appropriately. Your clothes should be professional but comfortable. Wear smart, clean clothes even if the organisation's dress code is casual.



Here are some frequently asked questions in an interview:

Tell me about yourself?

This question or something similar usually starts every interview. Your answer should be well-rehearsed, confidently delivered and last between 3-5 minutes. It should also:

Focus on the areas of most relevance to the job in question

Include some impressive achievements e.g. improvements made

Convey your enthusiasm for the job

Avoid personal or irrelevant information e.g. your children, un-related jobs

What are your key skills/strengths?

Focus on what you know they are looking for, even if it has been a smaller part of what you have been doing to date. The job advert or person specification form will give you the information you need about their requirements.

What are your weaknesses?

Choose a weakness that: Doesn't matter for the job e.g. languages for a UK firm. A positive answer e.g. "I like to make things happen and get frustrated if too long is spent sitting around discussing things without action"

Used to be a weakness but which you have improved upon e.g. presentations "Presentations used to be a weakness of mine but with further training and practice I have improved with this.

Why did you leave your last job?

Your answer should be positive and upbeat even if the circumstances were difficult. If you were made redundant, depersonalise it by talking about company restructuring rather than your individual circumstance. Never criticise a previous employer no matter how tempting.

Why do you want this job?

Your answer should reinforce why you are such a good fit for the job and then convey your enthusiasm for the role e.g.

- Good match between your skills and their requirements
- Interested in the product/market/sector
- Company's excellent reputation, exciting challenge etc.
- Do not say (even if it's true) that you just need a job, or you want it because it's local.

Tell me about a difficult scenario at work and how you dealt with it?

They are testing how you cope under pressure as well as your problem-solving and communication skills. Good examples are where you:

- Helped resolve or improve a difficult situation
- Were resilient in adverse conditions
- Showed emotional intelligence and cool-headedness
- Avoid any examples which still feel sensitive, because in a high-pressure interview situation, old emotions can easily resurface and throw you off balance.

Questions you might like to ask the Interviewer:

You will be given the opportunity to ask some of your own questions. Think about what you would like to know about the company or the role.

What training opportunities would be open to me?

What do you see as the immediate challenges for me if I were to be given the job?

Why has this vacancy arisen?

What structures are in place for career development?

Try and think of one killer question to show you have done your research; this could give you the edge over other candidates:

I see from your annual report that you're looking to diversify on some of your products; what is the progress and timescales for this?

After you have been to an interview, it is now time to wait and see! If at first you don't succeed do not feel disheartened, keep trying. Interviews can be a great experience. It is also a good idea to ask for feedback from your interview, from this you can gain what aspects you need to improve on.

Don't give up keep trying and applying! GOOD LUCK!

We do hope that you find this toolkit helpful. It would help us and others if you find any changes to services offered or contact details please let us know.



Appendices: Useful resources and Agencies to help you in your search.

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- Appendix 4: Useful Websites – Pg 57





Appendix 1

Recruitment Agencies by Local Area



Recruitment Agencies

Agencies recruit for both temporary and permanent work – temporary work can be anything from an afternoons work to months of work. For permanent work you are employed in the normal way but the company asks the agency to do the initial recruitment sift for which the company pays for.

If you are a temporary PAYE worker you are entitled to at least statutory holiday pay and leave after a qualifying period working for them- usually 12 consecutive weeks.

Agencies deal with all levels of vacancies and some specialise in sectors e.g. IT, teaching, nursing, care etc. They are another method of accessing company vacancies and you can register with more than one agency.

With a lot of agencies you can't just walk in and register with them – ring to check their process, check their website and apply for their vacancies. They will contact you if interested in taking your application further.

Good points

Recruitment consultants quite often have worked in the industry they are recruiting for and may be able to give you sector knowledge.

Temporary work can help you expand and build on your experience or try out new roles. It can also lead to something longer term or open new doors.

Agencies can advise you on the recruitment process for their clients and give you tips.

Temporary work can sometimes pay better than permanent work or is highly paid e.g. nurses, some IT roles and project managers.

Points to bear in mind with agencies

Temporary work can be just that – temporary and there may be long gaps between assignments. Keep in touch with your agency, make a good impression and continue to apply for permanent work if that is what you want.

Agencies register more people than they need. Look at the types of vacancies they recruit for before you register with them and be honest with yourself about whether your skills/experience matches what you/they are looking for.

Don't take it personally if agencies don't get back to you if you haven't dealt with them before- they will only contact you when they have a suitable vacancy, or they may not be the right kind of agency for the work you are seeking.

If you prove to be unreliable, have poor timekeeping or are negative you are unlikely to be offered any more temporary work- agencies are focussed on retaining their clients and you are unlikely to be given a 2nd chance by them.

As a temporary worker you may be expected to 'hit the ground running' for short term assignments so training in the role may be limited.

Recruitment agencies - Winchester

White knight recruitment

Telephone: 01962 8419817

Fax: 01962 844002

Email: enquiries@whiteknightrecruitment.com

Website: <http://www.whiteknightrecruitment.com/>

Address:

Cityline House
Winchester Railway system, Hampshire, 5023 8TJ

Specialise In: White Knight Recruitment is an independent, Winchester-based employment agency. They are a REC Audited company and have been providing top quality office support staff for companies throughout Hampshire since 1989

1-1 Recruitment

Telephone: 01962 865 152

Website: <http://www.1-1recruitment.co.uk/>

Address:

2 Exchange Square
Jewry Street, Winchester, SO23 8FJ

Specialise In: They are human resources, management and office support recruitment specialists.

Executive Online

Telephone: 01962 893 300

Website: http://www.executivesonline.co.uk/contact_us/our_offices

Address:

3rd Floor, Athenia House,
10-14 Andover Road
Winchester, Hampshire, SO23 7BS

Specialise In: Rapid executive recruitment for permanent, interim management and project management roles.

Tate

Telephone: 01962 841827

Website: <http://www.tate.co.uk/find-an-office/Pages/Tate-Winchester.aspx>

Address:

12 Southgate Street
Winchester, Hampshire, SO23 9EF

Specialise In: Recruit for a wide range of office support roles such as, accounts administrator, audio typist, HR administrator, Marketing consultant, legal secretary, media coordinator, pay roll administrator and many more.

Charisma charity recruitment**Telephone:** 01962 813300**Website:** <http://www.charismarecruitment.co.uk/home.htm?id=8>**Address:**

7 Charlecote Mews,
Staple Gardens,
Winchester, Hampshire, SO23 8SR

Specialise In: The Charisma team brings together expertise of recruitment, finance and strong business acumen as well as experience of the charity and not-for-profit sector, Including Chief Executive, Fundraiser, Campaign Manager, or Charity Administrator.

Family Match**Telephone:** 01489 786845**Website:** <http://www.familymatch.com/>**Address:**

35 Southgate St,
Winchester, Hampshire, SO23 9EF

Specialise In: Provide the most experienced and highly qualified Nannies, Mothers Helps, Holiday & Temporary Nannies, Maternity Nurses and other childcare solutions in the area. Family Match offers a seamless transition into working parenthood, providing the perfect childcare arrangements from birth through to school age.

Manpower UK Ltd.**Telephone:** 01962 844344**Website:** <https://candidate.manpower.com/>**Email:** winchester.branch@manpower.co.uk**Address:**

17 Jewry Street,
Winchester, Hampshire, SO23 8RZ

Specialise In: Provide a service for both job seekers and employers for range of different jobs including admin and secretarial, Customer service, Public sector, Sales and Transport Logistics.

Recruitment Agencies – Fareham

Storm Recruitment**Telephone:** 08448 808 278**Address:**

4a High Street
Fareham, Hampshire, PO16 7AN

Specialise In: Provides a recruitment service for clients in the driving and industrial industries.

Regarding Recruitment agency

Telephone: 0845 200 1036

Website: <http://www.regardingrecruitment.co.uk>

Address:

CV Screen Ltd
1100 Parkway
Solent Business Park
Whitely, Southampton, PO15 7AB

Specialise In: Specialist recruitment agency which recruits for organisations in Fareham. Include Industry specific divisions with Consultants specialising in IT Recruitment, Accountancy Recruitment and Marketing Recruitment. Include a Wide range of IT Jobs, Marketing Jobs and Accountancy Jobs available in Fareham and throughout the UK. Have many Offices throughout the UK which provide a full geographical coverage.

Randstad Engineering UK

Telephone: 01489 560 120

Website: <http://www.randstad.co.uk>

Address:

Second floor
Forum 4 Parkway
Solent Business Park, Fareham, PO15 7AD

Specialise In: Construction, Property & Engineering's sole focus is recruitment for the built environment; we operate across the whole spectrum of this diverse sector and recruit for all areas at all levels. We do not generalise but specialise into niche markets, our consultants all work in specific sectors to allow them to be experts in their field making us your recruitment partner of choice.

Alexander McGuire

Telephone: 01329 827627

Address:

119 West Street
Fareham, PO16 0DU

Specialise In: provides temporary, contract and permanent recruitment solutions to most business sectors, including - Commercial, Education, Childcare, Industrial, IT, Driving, Food Processing / Packing and Agricultural, Alexander Maguire supply their service to public and private sector throughout the UK.

Recruitment Agencies – Romsey

Accord Appointments:

Telephone: 01794 511515

Website: <http://www.accordappointments.co.uk/>

Address:

17a Market Place
Romsey, Hampshire, SO51 8NA

Specialise In: Accord Appointments is a multi-sector, recruitment and employment business and has grown rapidly in the Industrial, Technical, Drivers, Commercial, and Hospitality & IT sectors for Permanent, Temporary & Contract recruitment. The primary focus of the Agency is dealing with the 6 key sectors and by working closely with established clients, maintained and developed a strong relationship with repeat business and growing year in year out.

Advanced Selection Limited:

Telephone: 02380 744455

Website: <http://www.advancedselect.co.uk/Contact>

Address:

30 Bell Street
Romsey, Hampshire, SO51 8GW

Specialise In: service for professionals within Engineering & Technical, Geographic Information Systems, Health, Safety & Environmental, Information Technology and Communications, Manufacturing and Production, Power & Energy, Supply Chain and Procurement

Deerfoot:

Telephone: 023 8081 3001

Website: <http://www.cv-library.co.uk/list-jobs/211702/Deerfoot-IT-Resources-Limited.html>

Address:

Mortimers Park
Ower, Romsey, SO51 6AF

Specialise In: Senior team members have over 25 years experience of the IT industry. Our core discipline is candidate centric search and selection. Deerfoot recruiters are all certified by the industry trade body - REC (The Recruitment and Employment Confederation). They support a client portfolio which includes Banking, Finance, Inc Asset Management and Insurance, Retail, Airline, Software House and Web Developers.

Recruitment Agencies – Gosport

Green Personnel

Telephone: 02392 604288

Website: www.greenpersonnel.co.uk

Address:

7 - 10
Quay West Business Centre,
Quay Lane, Gosport, PO12 4LJ

Specialise In: Providing temporary, permanent and contract staff for the Industrial/Technical/Engineering sectors, Accountancy, Book-keeping and Administration – Permanent.

IT4Sure

Telephone: 01329 835965

Address:

Unit 18
Gosport Business Centre
Fraters Gate
Aerodrome Road
Gosport, Hampshire, PO13 0FQ

Recruitment Agencies – Eastleigh

Everest Recruitment

Telephone: 023 8061 3130

Website: <http://www.everest-recruitment.com/>

Address:

Brookwood Cemetery Lodge
Brookwood Avenue
Eastleigh, Hampshire, SO50 9EN

Specialise In: Offer to specialist industry divisions (driving, commercial, health specialist)

Homecare Personnel

Telephone: 023 8065 3017

Website: <http://www.homecare-personnel.co.uk/>

Address:

Head Office
Homecare Personnel
The Stables
Cherbourg Road, Eastleigh, Hampshire, SO50 5JY

Specialise In: Homecare Personnel specialise in providing affordable, live-in care across the UK as an alternative to residential homes; allowing you to remain independent in the comfort and security of your own home

Polka Dot recruitment:

Telephone: 07766 243213

Website: <http://www.polkadotrecruitment.com/>

Address:

8 Rolling Mill Mews
Eastleigh, Hampshire

Specialise In: Polka Dot Recruitment has a portfolio of professional childcare services that are designed to make life easier for families with young children and babies who need high quality support in and around the home.

Alboir**Telephone:** 023 8064 3763**Website:** <http://albior.com/contact>**Address:**

Parkway Business House
2 Campbell Road
Eastleigh, Hampshire, SO50 5AD

Specialise In: specialists in recruiting for the Financial and Accountancy sector, have experienced and knowledgeable consultants who have a thorough understanding of the local/ regional marketplace, and can offer informed advice on all stages of the recruitment process, from writing a job specification or advertisement, interviewing, skills analysis, thorough to insight into the sometimes tricky area of remuneration and benefits.

Recruitment Agencies – Andover

Adecco**Telephone:** 01264 366630**Website:** <http://www.adecco.co.uk/>**Address:**

29 Bridge St
Andover, Hampshire

Specialise In: teams specialise in four key industry sectors and cater for all job levels within those sectors. We also have a strong reputation for supplying multi-lingual candidates; so if you are fluent in more than just your mother tongue, we can find the right opportunity to suit your skill. The four key sectors are It and telecoms, sales and retail, Finance and insurance and office, admin support and secretarial.

Nurseplus**Telephone:** 01264 335007**Website:** <http://www.nurseplusuk.com>**Address:**

4/6 Belle Vue Road
Andover, Hampshire, SP10 2DF

Specialise In: specialise in Domiciliary Care, providing people with the care and support to help them to remain in their own home.

Active Staff**Telephone:** 01264 363 714**Website:** <http://www.active-staff.co.uk/contact/>**Address:**

No1 Winchester Street
Andover,
Hampshire, SP10 2EA

Specialise In: Are a privately owned Independent agency, so we are able to offer a truly personal recruitment service designed to meet both Client and our candidate's needs. They have strong relationships within a wide variety of exciting businesses and a good understanding of our candidates we are perfectly positioned to make the best introductions. Provide a wide range of jobs in both commercial and industrial industries.

Recruitment agencies – Havant

ABC Contract Services

Telephone: 023 92 498844

Fax: 01582 698616

Website: <http://www.abcontractservices.co.uk/Pages/default.aspx>

Email: abchavant@abcuk.net

Address:

45 West Street
Havant, PO9 1LA

Specialise In: specialist recruiter supplying some of the most experienced people for temporary and permanent placements within the construction, engineering and facilities management and building services sectors.

ARM Technical Recruitment

Telephone: 0239222 8228

Fax: 02392228229

Website: <http://www.arm.co.uk/>

Email: enquiries@arm.co.uk

Address:

Havant Office
Langstone Technology Park,
Lanstone Road
Havant,
Hampshire, PO9 1SA

Specialise In: Provide contract and permanent [IT jobs](#) and [Engineering jobs](#) across the UK and beyond. Our specialist recruitment divisions cover the entire technical arena, including some of the most important industries, economically and strategically, in the UK and the world today from [Defence](#), [Aerospace](#), [Power and Energy](#), [Water](#), [Rail](#), [Automotive](#), [Oil and Gas](#), [Marine and Shipping](#), to [iGaming](#), [Digital Marketing](#), [IT Security](#) and [Communications](#)

CMA Recruitment Group

Telephone: 02392480524

Fax: 02392473764

Website: <http://www.cmarecruitment.co.uk/>

Email: www.financialrecruitment.co.uk

Address:

Building 6000
Langstone Technology Park,
Langstone Road,
Havant, Hampshire, PO9 1SA

Specialise In: Specialise In accountancy and finance and operate across general practice, assurance, taxation, corporate finance and insolvency, CMA recognises that our clients' success depends on both technical competence and the business relationship between their team and client portfolio.

FPR Group

Telephone: 02392483944

Fax: 02392473748

Website: www.fprgropup.com

Email: havant@fprgroup.com

Address:

12 East Street
Havant, Hampshire, PO9 1AQ

Specialise In: They are a recruitment solutions company specialising in providing recruitment and workforce management services to companies across the UK. They are able to provide a portfolio of services ranging from permanent and temporary recruitment to managed service solutions.

Morson International:

Telephone: 02392499988

Fax: 02392479889

Website: <http://www.morson.com/offices/havant/>

Email: havant@morson.com

Address:

14 Park Road South
Havant, Hampshire, PO9 1HB

Specialise In: a leading provider of human capital and engineering design solutions to the engineering and technical business sectors. They have a unique dual which offers recruitment and resource expertise alongside our engineering design consultancy provides the flexibility and capability that today's clients demand.

Nuparc Recruitment:

Telephone: 02392488500

Fax: 02392488501

Website: www.nuparcengineeringjobs.com

Email: havant@nuparc.com

Address:

11 South Street
Havant, Hampshire, PO9 1BU

Specialise In: An employment agency in engineering and oil/gas sector

Personnel Selection:

Telephone: 02392811018

Fax: 02392811024

Website: www.personnelselection.co.uk

Email: port@persel.co.uk

Address:

4 Sovereign Gate
Commercial Road
Portsmouth, Hampshire, PO1 4LB

Specialise In: Commercial, Industrial & engineering and catering business sectors.

Recruitment Agencies – Petersfield

Solutions Personnel Ltd

Telephone: 01730 231231

Website: www.solutions-personnel.co.uk

Address:

Second Floor
2 Swan Street
Petersfield, Hampshire, GU32 3AD

Specialise In: Secretarial, Administration, Sales and Marketing, Event Management, Telemarketing and Accountancy sectors.

Knightley Search And Selection

Telephone: 01730 263381

Website: info@knightley.com

Email: info@knightley.com

Address:

Knightley Search And Selection
PO Box 22
Petersfield, Hampshire, GU32 1YP

Specialise In: sectors such as Care home work, Homecare and Healthcare

MaxAd**Telephone:** 01730 231777**Website:** <http://www.maxad.co.uk/>**Address:**

The Old Barn
Sussex Road
Stanbridge Farm
Petersfield, Hampshire, GU31 5RB

Specialise In: Sales recruitment, environmental, Retail Recruitment, Marketing and Construction sectors.

Recruitment Agencies – Basingstoke

Abacus Employment Services**Telephone:** 01256 336633**Fax:** 01256 330053**Website:** <http://www.abacus-employment.com/contact.html>**Email:** basinstokestaff@abacus-employment.com**Address:**

1 Chequers Road
Basingstoke, Hampshire, RG21 7PU

Specialise In: The supply of industrial, distribution, commercial and catering staff.

Wote Street People**Telephone:** 01256 811818**Fax:** 01256 811853**Website:** www.wotestreetpeople.co.uk**Email:** recruit@wotest.co.uk**Address:**

27 Wote Street
Basingstoke, Hampshire, RG21 7NE

Specialise In: They cover all areas of employment from office staff to labourers, caterers to managers while providing long term and short term job contracts to clients.

Merit Recruitment**Telephone:** 0845 834 0960**Website:** <http://www.merit.eu.com>**Address:**

Haymarket House
20 – 24 Wote Street
Basingstoke, Hampshire, RG21 7NL

Specialise In: Have proven success in working within, Recruitment, Project Management, International Recruitment, Recruitment Outsourcing, Head-hunting, and Hygiene Service Management.

First Option Recruitment

Telephone: 01256 336000

Fax: 01256 336006

Email: cv@firstoptionrecruitment.com

Website: <http://www.firstoptionrecruitment.com/index.html>

Address:

6a London Street
Basingstoke, Hampshire, RG21 7NU

Specialise in: They specialise in clients and applicants and recruit for:

- Administration
- IT
- Engineering
- Management
- Customer Services

Tulip Recruitment

Telephone: 01256 474571

Fax: 01256 474581

Website: <http://www.tuliprecruitment.co.uk/>

Email: email.basingstoke@tuliprecruitment.co.uk

Address:

33 Church Street
Basingstoke, Hampshire, RG21 7QQ

Specialise In: In both the accounting and administration sector.

Evergreen

Telephone: 01256 314620

Fax: 01256 314629

Website: <http://www.evergreen.org.uk/>

Email: enquiries@evergreen.org.uk

Address:

The Barn
Barton Lane
Old Basing, Basingstoke, RG24 8AE

Specialise In: All environmental business sectors such as environmental management, engineers, building services and public health.

Clark Recruitment Consultants

Telephone: 01256 345534

Fax: 01256 345536

Website: <http://www.clarkrecruitment.co.uk/>

Email: gillian@clarkrecruitment.co.uk

Address:

Worting House
Church Lane
Basingstoke, Hampshire, RG23 8PX

Specialise In: financial directors, financial advisors, Bookkeepers, part time accounts, Trainee accounts and many more.

J&K Recruitment

Telephone: 01256 300099

Website: <http://www.jandkrecruitment.co.uk>

Email: admin@jandkcarespecialists.com

Address:

J & k Care Specialists Ltd
The Old Post Office
New Street, Basingstoke, RG21 7DE

Specialise In: 24 hour care to people nearing the end of their lives so recruit those looking to work with in the health sector.

Recruitment Agencies – Bordon

First Needs Healthcare Ltd

Telephone: 01420 488666

Fax: 01420 470300

Website: <http://www.firstneeds.co.uk/>

Email: clarefarmer@firstneeds.co.uk

Address:

The Rear Suite
10 Chalet Hill
Bordon, Hampshire, GU35 0TQ

Specialise In: Provide temporary staffing services for hospitals, day centres, homes for young adults with learning disabilities, nursing and residential homes and childrens homes.

Simon Payne Partnership

Telephone: 01420 472981

Specialise in: Providing recruitment, jobs and CV writing locally



Appendix 2

Job Search Services by Local Area



Where I can get help to produce my CV and find employment?

National

National Career Service (NCS)

FREE to all adults (aged 19+) and provides information, careers and skills advice that's tailored to you. Services include:

- ✓ Interview Skills – Help to overcome interview anxiety. How to succeed through preparation and answering effectively to make a lasting impression.
- ✓ Job search skills – Advice on how to write speculative letters, complete application forms and make the best CV. Useful websites and how to find and use information about the local job market.
- ✓ Confidence building – Help with developing confidence and self-esteem to improve job prospects.
- ✓ C.V help - Advice on how to produce an effective CV with the appropriate content and layout and also how to target a CV to particular jobs.

Contact: Call 01329 559160 (local number) or 0800 100 900 (national number) to make an appointment to see an advisor face to face or visit:

<https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx>

Jobcentre Plus

Tel 0845 6060 234 Mon- Fri 08.00 –18.00

<https://www.gov.uk/browse/working/finding-job>

Various locations

Hampshire County Council Libraries – work skills courses

Offering various work skills courses, for more information on dates and locations ask at your local library or click on link below:

<http://www3.hants.gov.uk/library/library-servicesforyou/learning-in-libraries/libraries-learning-search.htm?search=full&themes=67>

Southern Works

Free service for socially rented Southern Housing Group tenants aged 16 or over, who want advice and support related to employment, training and volunteering. Residents are provided with one-to-one support and advice tailored to their individual needs and goals.

Help and support available:

- CV's, applications forms and job searching
- Interview skills, confidence building and improving motivation
- Finding work placements and voluntary experience

- Training and education opportunities
- Accessing job vacancies and apprenticeships
- Support to apply for funding for employment and training related activities
- Extra support available: budgeting and money management; back to work calculations; assisting with claiming benefits

Within this region, the following areas are covered:

- Portsmouth
- Havant
- Hayling Island
- Gosport

For more information, please contact the service centre on 0300 303 1069 or email southern.works@shgroup.org.uk

Social housing residents who wish to refer can do so via this link:

<http://www.shgroup.org.uk/residents/get-support/employment-and-training/>

Lynbyrd Express

Business training and NVQ centre, adult funded courses in Gosport, Havant and Eastleigh Areas

Eligibility:

- 19+ Years
- Unemployed
- Volunteers and staff in Voluntary and Community Organisations
- Local People Who Wish to Develop Roles in Community Leadership
- Currently part-time looking to go full-time
- Resident of the UK or the EU for a Minimum of 3 Years

Funding for our P.T.P. Programme (Personal Transition Programme) includes:

First Step 121 Training & Coaching

- (6 weekly sessions x 1 hour per person) for those who lack confidence, low self-esteem and / or have specific needs to re-enter work.
- For those who wish to return to work and have a need for training which is in addition to support the work they do.
- The individual will have sufficient confidence to enrol and attend one of our 4x consecutive day courses.

Level 1 Courses

- (4 x consecutive days) for those looking to return to work, refresh and gain new skills.
- Designed to engage, inspire and motivate whilst giving confidence, ownership and responsibility.

- To be able to proceed on their personal journey towards employment.
- Individuals may progress from First Steps 121 onto one of these courses or may be referred and enrolled directly onto these courses

Self-Marketing in job hunting course:

Course Style:

The course is delivered in a facilitating style with individual and group exercises. The delegates are given the opportunity to embed their learning throughout the course.

Course Duration:

4 consecutive days: Consisting of 20 hours learning.

Course Agenda:

Day One - Confidence Building & Assertiveness

Delegates will gain a better understanding of: The 3 A's, Thought Management and Behaviour Cycles, What You Can Influence V. Control, Being Assertive, Transactional Analysis, Communication Structure and Questioning Techniques.

Day Two - Transferrable Skills

Delegates will gain a better understanding of: Their current skills and how to transfer them, what job they are best suited to, matching their skills to job roles, Pro-activity through networking and self-marketing and the benefits of voluntary work placements.

Day Three - How to use a C.V. for self-marketing

Delegates will gain a better understanding of: How to use a CV, The message of your CV, Elevator pitch, Content and how to make it unique to you, Gaps, Courses and Voluntary work and who to send/give to.

Day Four - Interview Skills

Delegates will gain a better understanding of: Preparing for interview, Different types of interview, what to prepare for an interview, Manage expectations and maximise opportunity and follow up on interviews.

**Call Us Now to Enrol or for More Information on other Courses Available:
01329 848 682 | 0800 508 8338**

TAS Training Associates: Employability Course

Operating throughout London and the South East, Training Associates is a Government funded training provider that specialises in Apprenticeships and Employability training. Our courses are specifically designed to provide you with the skills, knowledge and qualifications you need to gain employment. We are constantly evolving and reacting to local job markets, and learner needs, to provide the very best and up-to-date service.

The way we work with both partners and learners ensures we develop a thorough understanding of learners' needs and are able to propose training solutions that help them achieve their ultimate goal: progression into work!

Courses are offered in the following areas:

- Personal & Social Development
- Employability
- Retail
- IT
- Customer Service
- English and Maths

After successfully completing a programme of learning with us, clients will be entitled to work with our advisors to achieve a work-related outcome- ideally getting a job

Contact:

Southampton office

8 Ogle Road

Southampton

SO14 7FB

02380 682056

All potential customers will have to attend a 3 hour information and induction session prior to course start.

<http://www.tasgroup.org.uk> or email INFO@TASOUTH.CO.UK

online application form: <http://www.tasgroup.org.uk/apply-form.html>

The work and Learning Club

Help with Universal Job Match, CV writing, computer access available.

Monday 1.00pm – 4.00pm

Thursday 9.30am – 12.00 noon

No need to book, just turn up.

The Learning Place, 6 Derby Road, North End, Portsmouth P02 8HH

Contact: 023 92 621860

thelearningplace@portsmouthcc.gov.uk

www.learnportsmouth.ac.uk

Stafford Rhodes Group

FREE employment course

With the Skills Support for Redundancy anyone who has been made redundant within the last 6 months or is under consultation now can benefit from an extensive range of courses.

We provide group training sessions, work place learning, one to one support as well as access to an online learning system so that you can update your skills in your own time. To help we can:

- Create a development plan for your future
- Search for jobs in the sector you're interested in
- Update your CV
- Learn how to tailor your CV to get you noticed
- Apply for jobs!
- Ensure your interviewing skills are at the highest standard
- Prepare for a variety of interview situations
- Build your confidence
- Get ready to move into the career you want!

You must be over 19 and have been unemployed for less than 6 months to be eligible.

Phone: 023 9279 3400

Or email: info@StaffordRhodesGroup.com

Website: <http://www.staffordrhodesgroup.com/redundancy-support-for-employers>

Test Valley

Romsey Job Club

Offers advice on where to look for employment, how to write your CV and how to shine at interviews. They can also provide assistance with gaining computer skills, applying for jobs and setting up email accounts.

These services are free for all age groups and are held every Wednesday morning from 9:30 until 12:30 at the Adult Learning Centre, Romsey Community School, Prestlands, SO51 8ZB

Contact – 01794 522106 or email community@romsey.hants.sch.uk or visit the website at www.romseyjobclub.wikispaces.com

Job seekers Club

North Baddesley - meets every 1st and 3rd Thursday 10am – 12pm

We're in North Baddesley Library, which is situated on the ground floor of Flat 28 Willis Avenue, near the entrance to the Infant School and just opposite the recycling area and shopping precinct car park off Fleming Avenue

Flat 28, Willis Avenue, North Baddesley, Southampton, SO52 9EN

Nursling and Rownhams – meets every 2nd and 4th Wednesday 10am –12pm

We meet at Nursling and Rownhams Village Hall

Nursling St, Nursling, Southampton, Hampshire, SO16 0XH

At our drop in centres above, you can get help and advice with job seeking, email, Skype, online shopping, saving money online, and many other ICT topics.

Youth In Romsey (Job Shop)

Offers help with job applications, covering letters and preparing a CV. Youth in Romsey are also available if a young person wishes to have a mock interview or needs help preparing for an interview.

These services are free for the under 25's and are available Monday to Friday during opening times. Young people can drop in or can arrange a one-to-one session with a youth worker to discuss their career options.

Contact - To arrange a appointment, telephone 01794 500581 or email youthinromsey.yir@gmail.com or visit the website at www.yir.org.uk

Address - 23 Bell St, Romsey. SO51 8GY

New Forest

New Forest Job Club

Job club serving the eastern side of the New Forest in Hampshire. We are open every Friday from 9.00 till 12.00. Local jobseekers are welcome to drop in for friendly help and advice about any aspect of their job seeking activity.

- Writing a cv
- Managing a Universal Jobmatch account
- Searching for jobs
- Writing covering letters
- Preparing for interviews

No referral is needed - just turn up!

Address: Forest First Children's Centre, Heather Road,
Fawley, SO45 1DZ

JCP Lymington, Cannon Court, Lymington – Mondays 10am-1pm.

Access All Areas drop-in supports young people aged **15 to 19 (up to 25 if you have additional needs)**. Offer help with moving into education, **employment**, and training, sexual health services, help with benefits, and many other issues. We also have a dedicated accommodation advice service which can offer specialist support if you are homeless or worried about becoming homeless. You don't need an appointment to come and speak to someone.

For more information call 0800 515819 or email info@iyc.org.uk

Click on the link below to find more Access All Areas drop-in youth support services around the New Forest.

<http://www3.hants.gov.uk/childrens-services/childrenandyoungpeople/youthtube/inmyarea/newforest-sfyp.htm>

Winchester

The Discovery Centre Job Club - Offers weekly employability drop-in sessions on CV's, job search, confidence building sessions and interview advice. These services are free for all age groups and are held every Thursday from 11.00 am- 12 noon. No booking required.

Contact – Winchester Discovery Centre 01962 873603.

Address - Discovery Centre, Jewry Street, Winchester Hants SO23 8SB.

Carroll centre Job club – Offers assistance with job searching, CV's, writing letters of application, careers advice, and college and training providers.

These services are free for all age groups and are held weekly (term times) on Thursdays from 1pm to 2.30pm.

Internet access is available in school term times. The Carroll Centre also offers local voluntary work experience opportunities.

Contact - Christine Hill or Wajda Tabassum on 01962 840022 email cyc@btconnect.com

Address - Carroll Centre, Somers Close, Stanmore Winchester SO22 4EJ

Youthtube – Offers careers advice and information about a wide range of employment, job profiles, CV writing, Covering letters, Career planning and apprenticeships.

These services are free for Under 25's and are provided by Hampshire County Council online:

<http://www3.hants.gov.uk/childrenservices/childrenandyoungpeople/youthtube/writingacv.htm>

Fareham

The Highlands Hub – Assistance with job search and CV advice at our internet cafe. Drop in basis. Tuesday-Friday 9am-4pm

Address – 103 Highlands Road, Fareham, Hants PO15 6HZ

<http://www.highlandshub.org>

Telephone – 01329 609299

Executive Club – Fareham Job Centre Plus – Monthly Job Search Support workshops

Address – Civic Way, Fareham, Hants PO16 7HR

Contact: 01329 559169 or email nationalcareersservicesouthcentral@ncs-cfbt.com

Havant

Acorn Centre, 3 The Kestrels, Wecock Farm, Waterlooville ,PO8 9UX

Thursday 9am till 12pm. Get that job programme. A volunteer run Job Club. The club offers help with CV writing, searching for Jobs and help with application forms, etc

Eastleigh

The meadows centre – Offers a work club that provides help with the following:

- ✓ CV's and interviews
- ✓ help with writing job applications
- ✓ Advice for looking for work

The work club services are free for all ages and are held weekly on a drop-in basis on Monday at 9.30am to 11.30am/1.00pm to 3.00pm, Tuesday 1.00pm – 3.00pm and Thursday 1.00pm to 3.00pm.

Contact - Tel: 023 80644399 or Email: meadows@eastleigh.gov.uk or visit the website at www.meadowscentre.org for other specific 1 to 1 sessions.

Address – 3 the Pastures, 160 Cranbury Rd, Eastleigh, Hampshire, SO50 5TP

Pilands wood UK online centre

The 'drop in' benefits information and job club is held every Friday 10am to 12pm.

Contact – Tel: 023 8040 5119 or Email: pwca@btconnect.com Website: <http://www.pwca.hampshire.org.uk/activities/activities.htm>

Address - Pilands Wood Centre, Chamberlayne Road, Bursledon, Southampton, SO31 8DT.

Velmore centre – Offers a work club where a guidance advisor provides support and assistance with: Job searching, CV writing, interview skills and techniques, application forms and signposting to other services and agencies that can support you.

These services are free to all local residents and are held every Thursday from 10:00am to 12:30pm.

Contact – Call or text Naomi Barnett on 07867 538 214 or Email Naomi.barnett@firstwessex.org

Address - Velmore Community Centre, Falkland Road, Chandlers Ford, Eastleigh, SO53 3GY

Springboard – Offers job search strategies, goal setting, decision making, CV & application forms and interview techniques.

Offers up to 3 free hours of career IAG tailored to meet your needs with flexibility on how those hours are used. **(Only available to unemployed residents of Eastleigh due to funding restrictions)**

Please contact springboard for further details and to arrange an appointment.

Contact – Tel: 023 8027 1462 or email using the website at <http://www.springboard.hampshire.org.uk/email.html>

Address - Dovetail Centre, Winchester Road, Chandlers Ford, Eastleigh, Hampshire, SO53 2GJ.

Gosport

Gosport Discovery Centre, High Street, Gosport

Often run Employment preparation courses such as:

- How to Sell Yourself at Interview
- Transferable Skills - How to Make Them Work for You
- Work Clubs - various start dates and times.

Booking line: 023 9252 3463

www.hants.gov.uk/gdc

Gosport Advice and Information Network

GAIN is a group of local advice and information providers who are here to help you get the advice and information you need.

GAIN is funded by the Big Lottery and its members provide advice and information on **employment**, housing, debt & money management, benefits and health.

www.gain-gosport.org.uk

Basingstoke

M3 Job club – Offers sessions on aspects of CV's, interview techniques and practice, building confidence, use of social media, volunteering and starting your own business amongst many other sessions.

These services are free to all ages and are held every Friday from 9:00 – 12:30. For a full contents and topics of these sessions, please visit the website: www.m3jobclub.co.uk

If you are interested in attending the M3 Job Club for the first time, you will need to provide a brief summary of your background and status.

For example how long you have been out of work, what sector or industry you were in, what you are looking for and if there are any specific things you are looking for out of the job club.

Contact – Call 0844 80 27 562 Email: info@m3jobclub.co.uk Twitter: @m3jobclub Website: m3jobclub.co.uk

Address: Carnival Hall, Council Road, Basingstoke, Hampshire, RG21 3DH

Basingstoke Job clubs – RCS Community Organisation

We hold free drop in sessions around Basingstoke across the week to support local job-seekers with ...CV writing, IT skills, Job searching, Job applications, reporting procedures to JCP, Interview preparation and more!...

Discovery Centre Job Club, Festival Place,

These services are free to all ages and are held every Tuesday and Wednesday 9.30am – 12.30

Oakridge Hall for All Job Club, Forsythia Walk

Thursday 9.30 – 12.30

Popley Fields Centre Job Club, Carpenters down

Friday 9.30 – 12.30

<http://basingstokejobclubs.wikispaces.com>

Basingstoke Employment Plus.

We are volunteers sponsored by the Salvation Army. We have a drop-in centre in Basingstoke, where anyone is welcome to come along for help in finding a job.

How can we help?

- Help with CVs
- Access to the Worldwide Web for job searches, applications and on-line courses
- Interview Practice
- Basic IT training
- Help and Advice

Monday, Wednesday and Friday – 10am until 12 mid-day

The Salvation Army Basingstoke Corps, Wessex Close, Basingstoke, RG21 3NP

We are in Wessex Close in the area behind the King of Wessex public house, on Winchester Road.

Contact: Peter & Stephnie Fallows / Mike

Tel: 0125 6328 178 / 07796 046789

Email: Peter.Fallows@salvationarmy.org.uk

Michael.Beeston@salvationarmy.org.uk

East Hants – (Petersfield/Bordon)

Live in and around Whitehill and Bordon?

Need local information? Can't find support services?

Forest Community Centre Information Desk is here to help.

From volunteering to leisure activities, from childcare to help for elderly relatives, from youth clubs to leisure Forest Community Centre Information Desk supported by Community Solutions is here to guide you to the local organisations that can help you.

How to contact us:

Drop in 09.00—17.00 Monday—Friday, Forest Community Centre, Pinehill Road, Bordon GU35 0BS

Call 07762 430408—24 hr answermachine and texts welcome (Community Solutions) 01420
488978 (Forest Community Centre)
E-mail : communitysolutions@cfheh.org.uk
Facebook: www.facebook.com/comsolutionsbordon
Twitter: @solutionsbordon
Website: www.cfheh.org.uk/community-solution

All current as of June 2015



Appendix 3

Hampshire & IOW Volunteer Centres



Hampshire and Isle of Wight Volunteer Centres

Volunteer Centre	Telephone	Email	Website
Basingstoke	01256 423 850	vc@voluntaryservices.com	www.voluntaryservices.com
Eastleigh	02380 902 458	volunteer@1community.org.uk	www.1community.org.uk
Fareham	01329 223 140	enquiries@farehamvolunteers.org.uk	www.farehamaction.org.uk
Gosport	02392 588 347	gospportvb@gva.org.uk	www.gosportvolunteercentre.org.uk
Hart	01252 815 652	sue@hartvolaction.org.uk	www.hartvolaction.org.uk
Havant & East Hampshire	0300 500 8085	volunteer@cfheh.org.uk	www.cfheh.org.uk
New Forest	01425 482 773	Vol.bureau@cfnf.org.uk	www.cfnf.org.uk
Portsmouth	None	Website only providing volunteering info	www.portsmouth.gov.uk/yourcouncil/21250.html
Rushmoor	01252 540 162	rushmoorvolunteers@rvs.org.uk	www.rvs.org.uk
Southampton	02380 216 002	volunteer@southamptonvs.org.uk	www.southamptonvs.org.uk
Test Valley	01794 519 998/ 01264 362 600	volunteers@tvcs.org.uk	www.tvcs.org.uk
Winchester	01962 871 713	volunteercentrewinchester@waca.org.uk	www.volunteercentrewinchester.org.uk
Isle of Wight	01983 539 377	volunteer@iwrcc.org.uk	www.iwrcc.org.uk

www.hampshirevolunteers.org.uk - Tel 08444 994 088 – Text 07982 810 140



Appendix 4

Useful Websites



Useful Websites

(Please note this is not an exhaustive list)

www.gov.uk/jobsearch - (Universal Jobmatch)

<http://www3.hants.gov.uk/jobs>

www.myhampshirejobs.co.uk

www.dailyecho.co.uk/jobs

www.hampshirechronicle.co.uk/jobs

www.portsmouth.co.uk/jobs

www.jobs.nhs.uk

www.jobsite.co.uk

www.totaljobs.com

www.reed.co.uk

www.fish4jobs.co.uk

www.monster.co.uk

www.searchrecruitment.jobs

www.40plusrecruitment.co.uk

www.50plusworks.com

<https://www.rec.uk.com/membership/member-directory>

<http://jobs.thirdsector.co.uk/searchjobs>

<https://capuk.org> (job clubs and money advice centres)