



JOB SEARCH TOOLKIT

Due to current situation with covid 19 job search support services listed may be operating differently adapting to government guidelines



“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.



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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.

Contents

- Your CV and how to use it
- Methods of Job Searching
- Application Forms
- Preparing for your interview/tips and hint

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

Appendix 1. Recruitment Agencies by local areas – Page 29

Appendix 2. Job Search Services by local areas – Page 41

Appendix 3. Hampshire & IOW Volunteer Centres - Page 60

Appendix 4. Useful Websites – Page 62

Appendix 5. Additional Services for Young People - Page 64



Your CV and how to use it



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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

077915577788

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 twelve 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 2005-2020

- 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

2014 – 2020	General Labourer/Plant Operator	Thomas Construction
2011 – 2014	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 2022)
- **Construction Plant Competence Scheme (CPCS)** – in-date licence to drive construction plant machinery (expires 2022)
- **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
Westbridge Ltd
27 Sam Street
Sample Town
AB8 9CC

Your address
Phone number

Date

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 hardworking 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 – register with some of the jobsites such as NHS jobs, Indeed jobs, Guardian jobs, local authorities.
- Attend networking events such as job fairs, conferences etc
- Networking on social media – create a LinkedIn account and join industry conversations on twitter
- Recruitment agencies
- Job Centre Plus (Universal Job Match)
- 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 Café
- 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 or JSA element of Universal Credit (or your partner does)

Income Support as a lone parent, if you're sick or disabled

Employment Support Allowance (or your partner does)

You may also be eligible if you get Universal Credit, including if you are already self-employed.

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

Tel: 01252 319272 (General enquiries)

debbie@enterprisefirst.co.uk

WSX Enterprise Limited

Offer practical business support programmes across the South of England, with a concentration around Dorset, Hampshire and the Isle of Wight. They provide practical support, advice and training to people setting up or developing businesses large and small.

WSX Enterprise offer a wide variety of funded programmes covering every need that businesses might have, every step of the way – from starting out, to growing, to expanding into new areas

Visit www.wsxenterprise.co.uk/

Or call 01329 223242

Start Up Loans

Government backed start up loans available borrow up to £25,000 at an interest rate of 6% pa.

<https://www.startuploans.co.uk>

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 January 2021

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
West's Ltd
50 Sam Street
Sample Town
AB12 3CD

Your Address
Phone number

Date

Dear Mr Smith

Please find enclosed my completed application for the post of Fashion Shop Manager advertised in the 'Daily News' of (date).

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.

Current as of January 2021



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.

What makes a good interview?

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

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.

Appendix 1: Recruitment Agencies by local area – Page 29

Appendix 2: Job Search Services by local area – Page 41

Appendix 3: Hampshire & IOW Volunteer Centres – Page 60

Appendix 4: Useful Websites – Page 62

Appendix 5: Additional Services for Young People – Page 64



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 841 917

Fax: 01962 844002

Email: enquiries@whiteknightrecruitment.com

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

Address: Colvedene Court, Wessex Business Park, Colden Common, Winchester
SO21 1WP

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. Also have a social care division, vacancies include social workers, nursing professionals and support workers.

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.

Tate

Telephone: 01962 841 827

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

Address:

Calpe House, Lower Ground Floor, Little Minster St, Winchester,
SO23 9HB

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, Payroll Administrator and many more.

Charisma Charity Recruitment

Telephone: 01962 813 300

Website: <https://www.charismarecruitment.co.uk/>

Email address: info@charismarecruitment.co.uk

Address:

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.

Recruitment Agencies – Fareham

Randstad Engineering UK

Telephone: 01489 560 200

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

Email: international@randstadcpe.com

Address: Second floor
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.

Blueprint Recruitment

Telephone: 02392 603 030

Website: www.blueprintrecruit.com

Address:
Blueprint Recruitment Solutions,
Faretec,
Carnac Court,
Cams Hall Estate,
Fareham,
Hampshire,
PO16 8UY

Specialise In: Worldwide Technical Recruitment - Oil & Gas, Marine, Building Services, Civil & Structural, Architecture, Rail, Power & Nuclear and Engineering

Recruitment Agencies – Romsey

Paragons Accord:

Telephone: 01794 721 111

Website: <https://paragons.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 744 455**Website:** <http://www.advancedselect.co.uk>**Email:** office@advancedselect.co.uk**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 IT Recruitment**Telephone:** 02380 813 001**Website:** <https://www.deerfoot.co.uk/>**Address:**

Units 10/11,
Mortimers Park,
Ower,
Romsey,
Hampshire
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

Berry Recruitment**Telephone:** 02394 217 940**Website:** www.berryrecruitment.co.uk**Address:****Offices 13-14**

Quay West Business Centre,
Quay Lane, Gosport, PO12 4LJ

Specialise In: Providing temporary, permanent and contract staff for the Industrial/Technical/Engineering sectors, Warehouse, Driving, Book-keeping, Administration and Sales.

DNS Staffing Solutions Ltd**Telephone:** 02392 503 770**Mobile:** 07800777923

Website: <http://dnsplacementshampshire.co.uk>
Email address: dnsrecruitment@hotmail.co.uk

Address:
40 Whitworth Close, Gosport, PO12 3PF

Specialise In: Recruitment consultants for Dental professionals in Hampshire.

Nurseplus

Telephone: 02394 001 359

Website: <http://www.nurseplusuk.com/branch-locator/gosport>

Email address: gosport@enurseplusuk.com

Address:
Unit D11 Heritage Business Park
Heritage Way
Gosport
United Kingdom
PO12 4BG

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

Recruitment Agencies – Eastleigh

Solsbury Solutions

Telephone: 02380 002 315

Fax: 02380613513

Website: <http://solsburysolutions.com>

Email: southampton@solsburysolutions.com

Address:
6 Leigh Road,
Eastleigh, Hampshire, SO50 9FH

Specialise In: Hospitality & Catering, Technical & Construction, Driving and Professional services.

Everest Recruitment

Telephone: 02380 613 130

Fax: 0238013513

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

Email: info@everest-recruitment.com

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

Specialise In: Offer to specialist industry divisions (Driving, Commercial, Health Specialist)

Recruitment Agencies – Andover

Adecco

Telephone: 01264 366 630

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, Insurance and Office, Admin Support and Secretarial.

Nurseplus

Telephone: 01264 335 007

Website: <http://www.nurseplusuk.com/branch-locator/andover>

Address:

Unit 4, Westmarch Business Centre, Riverway
Andover, Hampshire, SP10 1NS

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:

25a High street,
Andover, Hampshire, SP10 1LJ

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.

Personnel Selection:

Telephone: 01264 333 888

Website: <http://www.personnelselection.co.uk/contact-us/>

Email: ando@persel.co.uk

Address:

Shaws Walk, 9a High Street
Andover, Hampshire, SP10 1LJ

Specialise In: Commercial, Industrial & Engineering and Catering business sectors.

Recruitment agencies – Havant

Advanced Resource Manager

Telephone: 02392 228 228

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

Email: hello@arm.co.uk

Address:

Langstone Technology Park
Langstone Road
Havant
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 Financial Recruitment

Telephone: 02392 480 524

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

Email: portsmouth@cmarecruitment.co.uk

Address:

Building 6000
Langstone Technology Park,
2B Langstone Road, Havant, Hampshire, PO9 1SA

Specialise In: Specialise In Accountancy, Finance and Human Resources 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.

Morson International:

Telephone: 02392 499 988

Website: <https://www.morson.com/branches/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.

Recruitment Agencies – Petersfield

Knightley Search and Selection

Telephone: 01730 263 381

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

Address:

Old Hop Kiln
Petersfield
GU32 1RQ

Specialise In: Sectors such as Care Home work, Homecare and Healthcare

MaxAd

Telephone: 01730 231 777

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

Email: recruitbetter@maxad.co.uk

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

First Needs Healthcare Ltd

Telephone: 01730 858 180

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

Email: info@firstneeds.co.uk

Address:

16 College Street
Petersfield, Hampshire, GU31 4AD

Specialise In: Provide temporary staffing services for Hospitals, Day Centres, Homes for young adults with learning disabilities, Nursing, residential homes and children's homes.

Recruitment Agencies – Basingstoke

Abacus Employment Services

1 Chequers Road

Basingstoke

RG21 7PU

Telephone: 01256 336 633

Fax: 01256 330053

Website: <https://www.abacus-employment.com/>

Email: basinstokestaff@abacus-employment.com

Warehouse operatives, HGV drivers

Wote Street People

Telephone: 01256 799 127

Website: www.wotestreetpeople.co.uk

Address:

Suite 007, Viewpoint, Basing View
Basingstoke, Hampshire, RG21 4RG

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: 01256 471 508

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

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 336 000

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 and Customer Services.

Tulip Recruitment**Telephone:** 01256 474 571**Fax:** 01256 474581**Website:** <http://www.tuliprecruitment.co.uk/>**Email:** admin@tuliprecruitment.co.uk**Specialise In:** In both the Accounting and Administration sector.**Evergreen****Telephone:** 01256 314 620**Fax:** 01256 314629**Website:** <http://www.evergreen.org.uk/>**Email:** enquiries@evergreen.org.uk**Address:**

Unit 6, Prisma Park, Berrington Way

Wade Road, Basingstoke, Hampshire, RG24 8GT

Specialise In: All environmental business sectors such as Environmental Management, Engineers, Building Services and Public Health.**1-1 Healthcare****Telephone:** 01256 336 100**Website:** <https://www.1-1healthcare.co.uk/>**Email:** action@1-1healthcare.co.uk**Address:**

5 Faraday Office Park

Faraday Road

Basingstoke

Hampshire, RG24 8QQ

Specialise In: Recruitment for Healthcare

Recruitment Agencies – Alton

Portfolio Recruitment**Telephone:** 01420 541 099**Website:** <http://www.portfolio-recruit.co.uk/>**Email:** office@portfolio-alton.co.uk**Address:**

16 Market Street,

Alton, Hampshire

GU34 1HA.

Specialise In: Permanent, Temporary and Contract positions across a range of sectors, including, Office Administration, Customer Service, Sales and Sales Support, Account Management, Accounts and Bookkeeping, Purchasing, Technical and Engineering (including Welding and Mechanical Fitting), Manual (including Landscaping and Labouring), Warehouse and Factory.

Callidus Consulting Ltd

Telephone: 01420 87300

Website: <https://www.callidusconsulting.com/>

Email: contact@callidusconsulting.com

Address:

13a Market Street, Alton, Hampshire, GU34 1HA

Specialise In: Automotive industry vacancies, Sales, Operations, Management, Marketing, Technical, Pricing, Risk and Project Management.

Links below to additional recruitment businesses for various areas:

<https://www.hants.gov.uk/business>

<https://www.eastleigh.gov.uk/business>



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+) employed or unemployed. 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

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

Various locations

Hampshire County Council Libraries – workshops

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

<https://www.hants.gov.uk/librariesandarchives/library/events>

Fedcap Employment UK

You will have access to your own personal consultant who will help you plan your journey back into work. We'll work with you to identify your strengths, skills and abilities and identify any barriers you may have to employment. Click on link below for further information and eligibility criteria:

<https://www.linkstowork.co.uk/surrey-and-hampshire-borders>

RNIB – Supporting people with sight loss - telephone based service

Pre-employment support: interview techniques, CV writing, job search support, assistance with completion of on-line job applications, disclosure of disability

Retention advice for employed people: Access to Work support, disclosure of disability and private work based assessments. This service is for individuals, employers, trade unions and occupational health suppliers

Contact: 0303 123 9999

Email: helpline@rnib.org.uk

Website: <https://www.rnib.org.uk/information-everyday-living-work-and-employment/looking-work>

Create

Stop thinking, start creating...

About Create - Abri invite you to 'stop thinking, start creating' with our 12-hour Webinar, self-employment training course 'Create'. We have secured European funding to offer FREE self-employment courses and additional support to people living in six key areas in Hampshire and Wiltshire until December 2022.

The project is being delivered/supported by Abri's award-winning Employment, Support and Training (EST) team who specialise in supporting people into employment and training and have successfully supported over 170 business start-ups.

Learn step by step how best to start, what to consider and plan for, as well as addressing all the necessary legalities so that you can have the best possible start with the right tools and information. Along with our joint support and expertise, you'll be guided with FREE 1:1 mentoring after the course is completed. The four 3-hour webinar sessions and 1:1's are held on Zoom or Microsoft Teams platform.

Please email increasevs@abri.co.uk and we will send you a link to book a place through Eventbrite or search 'Abri Create Self-Employment' on Eventbrite.

<https://www.abri.co.uk/advice-support/employment-support-available>



INSPIRING ENTERPRISE

Building Better Opportunities

The Inspiring Enterprise project aims to support people furthest from the labour market in the Enterprise M3 area to develop the skills and capability to set up a business or become social entrepreneurs.

- 'Is it for me?' sessions to explore what's involved in becoming self-employed
- Workshops and training days covering the fundamentals of starting and running a business
- Meet the Boss sessions for inspiration
- Face to face meetings for advice and developing the ideas
- Mentoring to fine tune the business plan
- Enterprise clubs to network with other budding entrepreneurs
- Plus much more

Area covered within the Enterprise M3 area, including Ringwood, Romsey, Winchester, Petersfield, Alton, Basingstoke, Andover, Bordon, Aldershot and Farnborough.

Participants must be unemployed or economically inactive and live with the Enterprise M3 area.

Address: Wates House, Wallington Hill, Fareham, Hants PO16 7BJ

Tel: 0800 140 4537

Email: connect@inspiringenterprise.org.uk

Web: www.inspiringenterprise.org.uk

RNID - The Royal National Institute for Deaf People

<https://rnid.org.uk/information-and-support/work/getting-support-from-jobcentre-plus/>



R.C.S. Ltd

Personal Development Offer for Adults (Over 19 years)

RCS offer a vast range of courses

English/Maths and Community Language

Course	Description
Community Language	A course that supports adults whose first language isn't English, to improve on their basic language skills so that they are more able to integrate with their local community
English for The Workplace	This course is specifically for people who want to improve their English skills as a way of securing employment.
Numeracy for The Workplace	This course is specifically for people who want to improve their Numeracy skills as a way of securing employment.

Confidence Building

Be Confident In You	A personal development course that supports individuals to understand how they can become more confident and how they can motivate themselves to try new things, communicate with others and set goals for themselves
Create Your Own Confidence	A course that focusses on using personal creativity to explore your own confidence and aspirations for the future. This course is not a craft course, although items will be created by each participant to remind them of their learning and promises to themselves.
Be Confident for Work	This course is a great follow on From Be Confident in You, but can be done as stand-alone. The course looks at basic confident skills but then how this is transferred into the workplace. The course includes communicating with people in the workplace and the relationships that may occur.

Employability Skills

Basic IT	This course is specifically for people who want to improve their computer skills as a way of being able to apply for jobs and also to improve their job prospects. This course can include extra units such as using the internet, MS Word and Excel.
Preparing to Get That Job	A course that helps people to understand 'How to Go to Work'. The course is very detailed and looks at what is involved with going to work for the first time, or after a long career break. This helps people to prepare and deal with the change from unemployment to employment.
Get That Job	This pure employability course looks at transferable skills, CV writing, Job Searching and Interview Skills.
Food Safety	A basic course that provides a Food Safety Certificate. Suitable for anybody who is starting to work in the catering industry.
Health & Safety	Basic Health and Safety around the home and workplace enabling participants to be more aware of potential hazards in these areas.
Parents into Employment	This course is similar to Be Confident For the Workplace but is tailored to parents who are faced with the prospect of going back to work after having a child.
First Aid	We have a variety of First Aid Courses available including Paediatric first aid and First Aid in the Workplace
Introduction to Childcare	This course is ideal for anybody considering going into Childcare as a career option. This course is suitable for people who want to progress to a more detailed qualification or want to work in a crèche as a childcare assistant.
Introduction to Social Care	This course is ideal for anybody considering going into Health and Social Care as a career option. This course is suitable for people who want to progress to a more detailed qualification or want to work as a Support Worker in the Care Sector.
A Taste for Work	This course combines work experience with confidence building and preparing for the workplace. The participants will gain skills required for the workplace and be more prepared to apply for jobs.
Prepare for Work	This course is very detailed and looks at what is involved with going to work for the first time, or after a long career break. It helps people to prepare and cope with the change from unemployment to employment. It also focuses on what additional skills are needed to help them back into the workplace whilst reflecting on their current job seeking skills
Skills for work	This employability course looks at the skills required for workplace settings and what transferable skills may be able to be used in different settings. Those attending will take away with them the knowledge that particular skills are needed in different workplace settings and also that they possess transferable skills that can be used in the workplace.
Intensive support for work	This course looks at the skills required for individuals to gain employment in specific areas and the steps required to be able to do this. Areas covered include behaviour management, assertiveness skills, dealing with aggression, communication skills, interview techniques, appropriate dress for an interview and how to present at an interview.
Next steps	This course is for people who want to look at the skills needed to take the next step in their life. Whether it is for learners wanting to gain the skills needed to be able to secure employment or to give them the confidence to apply for jobs, to progress to college or to gain suitable qualifications to enhance their job

	prospects this course focuses on the learners future aspirations and helps them to overcome barriers, set goals and plan for the future. This course also explores how to be an active and effective team member and the benefits to volunteering our time in the planning, preparation and participation of a group project
Computing in the Workplace	This course is specifically for people who want to improve their computer skills as a way of securing employment. This course can include extra units such as using the internet, MS Word and Excel.

Self-Employment

Exploring Self-Employment	This course is suitable for anybody who is considering Self-Employment as an option. The course looks at the practicalities of being self-employed and supports participants to explore some business ideas.
Start your own Business	This course is for anybody who is considering starting their own business. It looks at the practicalities of starting your own business and supports participants to explore a variety of business ideas. Learners will go away with more knowledge of the skills required to start their own business as well as the pitfalls they may face.

Volunteering

Introduction to Volunteering	This course is a great first step for somebody who is considering a volunteer opportunity. The course looks at what would be involved in this role and the commitment required to be an effective volunteer. They will also learn about how to find a suitable volunteer placement. Those attending will go away with the skills needed to be able to secure a volunteering role in the community.
Skills for Volunteering in the Community	This course follows on from the Introduction to volunteering, although it can be a stand-alone unit, and looks at the skills required to volunteer. Covering behaviours, communication, team work and confidence, this course will assist anyone wanting to volunteer.
Effective Volunteering	This course is aimed at the proactive volunteer in order to improve and develop their ability to volunteer.

Behaviour and Communication

Communicating with Others	A course that looks at behaviour and social styles in order to improve communication skills with other people. The course encourages people to look at their own communication style which assists in understanding how to work with other people.
New Challenges	This course is for anyone facing a new challenge whether in their personal lives or in moving towards employment focusing on positive attitude, emotions, behaviours, setting goals and targets and how to approach change positively
Working Together	This course promotes working together as a team to achieve. This could be a specific project or initiative, a community event or engagement in a role within the community .The course focuses on skills such as communication, planning, negotiation, setting goals and targets and team work, comparing the skills used within their roles and how these can be transferable to other areas of their lives.
Make a Change	A course for anyone who wants to make a positive change in their lives. This course covers emotional responses to change, planning and evaluating how the change will affect the learner (and their Family), setting goals and planning ahead. The learner will

	take a way a clear vision of how to manage change and set realistic goals for the future.
Transitions	This course is suitable for anybody that is facing a transition in their life. For instance somebody moving from benefits into employment; somebody faces being discharged from a support service such as a Wellbeing Service, or Drug and Alcohol support. The course includes discussion resilience and encourages excitement and positivity of the prospect of progression to a new stage in life. The course can include the discussion about preparing for Benefit Cap and Universal Credit.

Family Wellbeing

Safe & Healthy Family	A course for new parents or for those who want to make a positive change for their family. This may include learning about healthy eating, hazards around the home, first aid, exercise, healthy lifestyles and keeping your family resilient.
Positive Parenting	A course to support parents to understand their child's attitudes and behaviours and positively manage them. This course covers parenting strategies and positive role modelling, the need to build a positive relationship with your child whilst they are young so that children can feel happy and confident to confide and trust their parents as they grow and develop enabling better communication in later life.
Understand your child	A course to support parents to understand their child's behaviour and development, to understand triggers and put into place strategies for managing difficult behaviour. The course also covers how to be a positive role model and how to promote confidence and resilience in order to support the health and wellbeing of the child.

Functional Skills

Functional Skills qualifications support the development of practical skills in English, Maths and ICT, and are designed to help learners gain the most out of work, education and everyday life. There's a strong focus on explanation and problem-solving; they require the learner to apply their knowledge and understanding in a range of familiar and unfamiliar situations. Level 1 Functional Skills are equivalent to a GCSE Grade E-D, and Level 2 Functional Skills are equivalent to GCSE Grade C-A*.

Maths	A course to support learners to achieve a qualification in Maths at Entry Level s 1,2,3 or Levels 1 and 2
English	A course to support learners to achieve a qualification in English at Entry Level s 1,2,3 or Levels 1 and 2
ICT	A course to support learners to achieve a qualification in ICT at Entry Levels 1,2,3 or Levels 1 and 2

Distance Learning

Learn at a time that suits you without the need to attend college, with the opportunity to gain a Level 2 qualification.

Awareness of Mental Health	A course to support awareness of mental health and the understanding of different conditions.
Common Health Concerns	A course to support the understanding and improvement of dementia, stroke and sensory loss.
Customer Service	A course to further your personal and professional development and understand how to handle business's issues in a professional and courteous manner.
Dementia Care	A course to support and improve your understanding of the various forms of dementia and the importance of being respectful at all times.
Principles of Working with Individuals with Learning Disabilities	A course to improve your understanding of the term 'learning disability' and the importance of safeguarding individuals from abuse and the importance of a person-centred approach to risk-taking.
Understanding Autism	A course to improve your understanding of theories relating to autism and ensuring you understand what is meant by autism and how it is diagnosed.
Understanding Behaviour that Challenges	A course to improve your understanding of the reasons why individuals display behaviour that challenges, its impact and to be able to support individuals effectively.
Understanding Children and Young People's Mental Health	A course to gain an understanding of risk factors which may affect the mental wellbeing of children and young people.
Understanding Common Childhood Illnesses	A course to further understanding of common childhood illnesses to enable individuals to support the development and wellbeing of infants and children.

For more information please contact:

Romsey - 01794 522 106

Andover - 01264 359 223

rcsserviceseducation@gmail.com

tarajeff.rcs@gmail.com

Housing Associations will often offer support into work and training to their tenants. If you are a tenant it's worth contacting your housing association to identify if they offer this in your area. Below are a few we have identified that do offer such support:

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 **01403 220 434** or email

Community.Investment@shgroup.org.uk

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

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

Vivid Homes – Employment and Training Advice

Personalised one to one service for **tenants and their household members only**. Help with CV's, Job application, interview practice, accessing training and general information and guidance on finding employment. VIVID also provide further support with money and benefits advice, debt advice and various tenancy support issues

Contact: Matt Ward

Mob: 07920 029302

Email: matt.ward@vividhomes.co.uk

Website: <https://www.vividhomes.co.uk>

Basingstoke and Test Valley – deborah.chowney@vividhomes.co.uk 07775993874

Rushmoor – Juergen.halten@vividhomes.co.uk 07802 819124

Portsmouth and SE Hants – Jeannette.luczowski@vividhomes.co.uk 07825 656362

Fareham, Gosport, Southampton and New Forest – matt.ward@vividhomes.co.uk 07920 029302

Eastleigh Borough – Geraldine.swain@vividhomes.co.uk 07881 840943

Hart & Surrey - elliott.buttlet@vividhomes.co.uk 07387 064597

Sovereign Housing

1-2-1 support with an Employment & Training Officer to help with advice on finding work for those unemployed or residents who are looking to move their career forward in better work. We also support with job applications, CV writing, interview prep and self-employment advice. We also offer grant application schemes to help residents with learning or job opportunities. Cover the whole of Hampshire region. (**Must be Sovereign Housing Resident**)

Website: <https://residents.sovereign.org.uk/advice-and-support/employment-and-training/personal-support/>

Email: myworksteps@sovereign.org.uk

Abri – Employment Support and Training

Support for all **Abri residents only**. CV writing and advice, job searching, interview skills and techniques. Support to look for voluntary and work experience opportunities. Help to look for training courses and funding. Self-employment support. Covering all Abri properties – all of Hampshire

Website: <https://www.abri.co.uk/advice-support/employment-support-available>

Tel: 0800 432 0570

Email: ESTsupport@abri.co.uk



National Careers Service

National Careers Service offer a variety of employment support related workshops:

- **Digital and Social Media Workshop**
- **Redundancy Support Workshop**
- **Creating A Winning CV Workshop**
- **Preparing For Employment Workshop**
- **Interview Skills Support Workshop**
- **Application Forms Support Workshop**
- **Starting Out (18-24 year olds) Workshop**

For further information on these workshops click link below:

<https://www.eventbrite.com/o/national-careers-service-19115266730>

Or call booking line on: 01329 559169

(Prior to attending the workshop, a customer information and consent form will be sent for you to complete. Once we receive this back, we will then be able to send the Zoom invitation link via emailed to you)

M3 Job club (Covering all of Hampshire) – The M3 Job Club is based on three principles:

- the opportunity to **Network**
- **Share** experiences
- **Support** each other

We run a 16 week coaching-led, business focused programme delivering soft skills, tools and techniques to help best position the job seeker to attain a new role.

We run every Friday from 09:00 for a 09:30 start and kick off our main session for 10am and run through to 12:30 with a short break at 11:00. We then close off the session to allow more time for networking.

The service is free to members and run by volunteers. All we ask is that when you secure a new role, you consider making a donation to the Job Club to help us to continue to deliver the service for free to others.

M3 Job Club is a registered charity providing a community-based service to support people back to work who are either out of work or have been placed at risk of redundancy. We have no ties to any other organisation, local authority, JCP or Government programme.

Contact – Call 0333 0095381 Email: info@m3jobclub.co.uk Twitter: [@m3jobclub](https://twitter.com/m3jobclub) Website: m3jobclub.co.uk

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

Test Valley

Andover Job Club

An opportunity to access computers, information and advice on job searches, CV writing, interview skills, applying for Jobs and more

Every Tuesday 1pm – 4pm (Free of charge) **Term time only**

Kings Arthurs Hall, King Arthurs Way, Andover

For more information please call 01264 333294 or just turn up at the job club on a Tuesday afternoon.

Email: enquiries@kingarthurswayhall.org.uk

Andover Careers Action

Andover Careers Action has been formed to provide support and skill development for people in job transition or at risk of redundancy. Through regular meetings members have the opportunity to network and to support each other whilst refining their skills and gaining knowledge for the journey back to work.

Working from home on your job search, often devoting more hours than you did to your salaried job, can be lonely and soul destroying. The club offers a structured programme of coaching, training and discussion that will provide focus and help for the job search.

The club is open to everyone but will probably be more suited to motivated, experienced people who would benefit from additional focus and support. Where possible the job club will help individual's access local businesses through recommendation, introduction or support.

We meet on most Thursday mornings at 09:30am in the Cafe at The Lights in Andover

Criteria: Unemployed manager/professional looking for work

Tel: 07789407024

Email: andovercareersaction@gmail.com

RCS Employment Training Programme

This programme is designed to help support unemployed individuals to improve skills towards employment, volunteering and training

Every Wednesday 9:30am – 3:00pm

Long Meadow Centre, Cricketers Way, Andover, SP10 5DE

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 an appointment, telephone 01794 500581 or email

youthinromsey.yir@gmail.com or visit the website at www.yir.org.uk

Address – Southampton Road, Romsey. SO51 8AF

Unity

Volunteer Centre, Tenancy and Employment Support and signposting to other agencies

Address: Andover Bus Station, West Street, Andover, SP10 1QP

Website: www.unityonline.org.uk

Email: info@unityonline.org.uk

Contact: christianne.ireland@unityonline.org.uk

Tel: 0330 400 4116

New Forest

RCS Ltd

Various Personal development courses covering the New Forest. See pages 45 -49 for further details.

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.

Fareham

The Highlands Hub

The Internet Cafe area is open Tuesday to Friday 9am to 4pm and Saturday 10am to 1pm. Five public computers are free to use for an hour and the building has free Wi-Fi access. Can be used for job searching.

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

<http://www.highlandshub.org> Telephone: 01329 609299

Havant

Acorn Community Centre,

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

Tuesday 9am till 12pm – IT Training (Advisable to book)

Address: 3 The Kestrels, Wecock Farm, Waterlooville, PO8 9UX

Tel: 023 92258423

Eastleigh

Springboard

Offers job search strategies, goal setting, decision making, CV & application forms and interview techniques. Career Information Advice and Guidance tailored to meet your needs.

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

Contact – Tel: 02380 271462

www.springboardetg.org

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

Free help to land your perfect job.

This free online course brought to you by Eastleigh Borough Council as part of the PONToon project is all about learning how to find a job that's right for you.

Over the duration of two one hour sessions and with the help of our expert trainer Tract Duggan from **Skillslocal**, you will:

Learn how to identify your ideal job role

Explore new tools and exercises to help you craft your own employment plan

Master the skills needed to apply for jobs and ace the interviews!

Contact **Sue.Edgerley@eastleigh.gov.uk** for further information or to sign up!

Gosport

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.

Tel: 02392 520112

www.gain-gosport.org.uk

Basingstoke

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 9.30am-12.30 and Wednesday 9.30am – 3pm

Oakridge Hall for All Job Club, Forsythia Walk

Thursday 9.30 – 12.30

<http://www.rcsservices.org.uk/job-club>

The Salvation Army – Employment Plus Local

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

Monday, Wednesday and Friday – 9.30am until 12.30pm

The Salvation Army Community Building, Wessex Close, Basingstoke, RG21 3NP

Tel: 01256 328178 **Email:** basemploy@gmail.com

East Hants – (Petersfield/Bordon)

Abri – Create self-employment training programme (covers East Hampshire) See page 43 for further details.

All current as of January 2021



Appendix 3

Hampshire & IOW Volunteer Centres



Hampshire and Isle of Wight Volunteer Centres

Volunteer Centre	Teleph one	Email	Website
Basingstoke	01256 423816	contact@bvaction.org.uk .	www.bvaction.org.uk
Eastleigh	023 8090 2400	info@1community.org.uk	www.1community.org.uk
Fareham	0300 500 8085	support@cfirst.org.uk .	www.cfirst.org.uk/
Gosport	023 9258 3836	officesupervisor@gva.org.uk	www.gva.org.uk
Hart	01252 815 652	info@hartvolaction.org.uk .	www.hartvolaction.org.uk
Havant & East Hampshire	0300 500 8085	admin@cfirst.org.uk .	www.cfirst.org.uk/
New Forest	01425 482 773	admin@cfnf.org.uk	www.cfnf.org.uk
Portsmouth		volunteer@portsmouthcc.gov.uk	https://volunteer.hiveportsmouth.com
Rushmoor	01252 398450	info@rvs.org.uk	www.rvs.org.uk
Southampton	023 8022 8291	https://www.southamptonvs.org.uk/contact-us/	www.southamptonvs.org.uk
Test Valley	0330 4004 116	volunteer@unityonline.org.uk	www.unityonline.org.uk
Winchester	0300 500 8085	www.volunteerwessex.org/contact	www.volunteerwessex.org
Isle of Wight	01983 524058	hello@actioniw.org.uk	www.communityactionisleofwight.org.uk

Appendix 4



Useful Websites



Useful Websites (Please note this is not an exhaustive list)

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

<https://jobhelp.dwp.gov.uk/>

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

www.dailyecho.co.uk/jobs

www.hampshirechronicle.co.uk/jobs

www.portsmouth.co.uk/jobs

www.jobs.nhs.uk

www.jobsite.co.uk

www.indeed.co.uk

www.totaljobs.com

www.reed.co.uk

www.searchrecruitment.jobs

www.monster.co.uk

<http://fortypluspeople.com/>

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

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

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

<https://www.cfirst.org.uk/>

<http://www.learndirect.com/>

<https://www.nacro.org.uk/resettlement-advice-service/> (Social justice charity)

<https://nationalcareers.service.gov.uk/careers-advice/making-the-most-of-virtual-job-fairs/>



Additional Services For Young People





Accessing your employment potential

A moped loan scheme for people aged 16 or over living in the districts of East Hampshire, Test Valley, Winchester and New Forest

Who the scheme is for

If you're aged between 16–25 and live in Test Valley or New Forest, or 16 and over and live in Winchester or East Hampshire and

- You do not have access to your own private or public transport
- You need to get to work, training, an apprenticeship or interview

Then Wheels to Work could help you to access your employment potential.

The Council can loan you a moped for three months to a year, which will help you get to and from your job, training or job interviews.

What's included

- A 50cc or 125cc moped, fully taxed and insured
- Full break down and service cover
- Helmet, gloves, a high visibility jacket and a locking device

Costs to hire a moped

- To loan a 50cc moped from us costs £17 per week if you are under 21 and £17.50 if you are over 21.
- To loan a 125cc moped from us (for longer journeys) costs £19 per week if you are under 21 and £20 if you are over 21.

Contact us

The scheme is operated by Community First New Forest their Wheels to Work Co-ordinator can explain more about the scheme and provide you with an application form:

Website: <https://www.hants.gov.uk/transport/wheelstowork>

New Forest & Test Valley districts

- Mobile: 07896 218046
- Landline: 01425 482773
- Email: mopedadmin@cfirst.org.uk

Winchester & East Hampshire districts

- Mobile: 07896 212198
- Landline: 01425 482773
- Email: mopedloan@cfirst.org.uk

Alternatively you can also contact us at Hampshire County Council

- Tel: 01962 846785
- Email community.transport@hants.gov.uk



Your Future - supporting young people in Hampshire

How we help

We can help if you are struggling to get into work, education or training

What we do

- Help you realise your skills and abilities
- Talk to you about the kind of work you would like to do
- Help you to look and apply for jobs and apprenticeships
- Support you with application forms and CV's
- Help you find training courses
- Help find the right opportunities for you
- Keep in touch once you have found something to make sure everything is OK

Website: <https://www.hants.gov.uk/en/educationandlearning/hampshirefutures/yourfuture>



Prince's Trust

We help young people aged 13 to 30 get into jobs, education and training.

Creating life-changing opportunities.

- HELP GETTING A JOB
- START A BUSINESS
- UNLOCK YOUR POTENTIAL
- GET FUNDING TO TRAIN AND LEARN

Programmes:

- Our new education programme, **Achieve**, is a personal development course for 13 to 19-year-olds who are at risk of underachievement or exclusion. This course offers a practical approach to learning to help them fulfil their potential.
- [Get Started](#) are short courses run by professional tutors in sport, music and creative arts for 16 to 25-year-olds.
- We offer **Development Awards** (cash awards) for 14 to 25-year-olds to help make getting back into work, education or training even easier.
- [Team](#) is a 12-week personal development course for 16 to 25-year-olds, offering work experience, qualifications, practical skills, community projects and a residential week.
- [Get into](#) is a short vocational course that develops young people's skills in a specific sector for 16 to 25-year-olds.
- Our [Enterprise programme](#) helps unemployed young people aged 18 to 30 with support and funding to work out if their business ideas are viable and whether self-employment is right for them.
- Our [Fairbridge programme](#) works with young people aged 16 to 25, giving them the motivation, self-confidence and skills they need to change their lives.

Search online or call to see if these courses are running in your area.

Website: <https://www.princes-trust.org.uk/>

Call free: **0800 842 842**

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