

OPPORTUNITY

IS AROUND THE CORNER

JOB SEARCH SUPPORT

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We place workers into roles on both a flexible and permanent basis. Temporary roles are perfect if you have a busy lifestyle as you can find hours that fit around your responsibilities.

If you know what career you want to work in, and prefer a greater sense of job security, then permanent work may be better for you.

Once you've registered with us, you will be assisted in your job search by our highly trained consultants, the majority of whom are associate members of the Institute of Recruitment Professionals (IRP); this is the body that oversees all agencies to make sure we are offering only the highest of standards.

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WRITING YOUR CV

When it comes to job searching your CV is paramount. It is often your first introduction to a prospective employer, so it is important that your CV is clear, easy to follow and relevant to the role you are applying for. Every CV is different as you want to show why your set of skills makes you suitable for the position you are applying for but all follow a similar structure. Here are the sections that you must include in your CV:

Personal Details

You should always include your full name, contact telephone number, email address and postal address at the top of your CV. Ensure that these details are correct, as if not, this may cause delays in your Consultant getting in touch with you about prospective opportunities.

Professional Experience

Your work experience should be listed in chronological order, starting with your current or most recent employment. For each role, ensure you include the job title, the employer, the dates of employment and the location. Following this, provide a short summary explaining your duties, responsibilities and any significant achievements in that time.

Qualifications and Training

It is essential for you to include your qualifications and your relevant professional body membership (including membership number) on your CV. List your qualifications in chronological order starting with the most recent and ensure that the following information is covered, title of the course or training programme, dates, where you studied and the qualification gained.

Formatting Length

Employers only have limited time to read through CVs, therefore you must ensure that your CV is concise but also provides your Consultant or prospective employer with the necessary information. The average CV in

the UK is two to three A4 pages, however this is a guide only and some professions require more detail. If you consider your CV to be too long, review the layout and ensure the information you have provided is relevant to the job you are applying for.

Style

It is easiest to use MS Word or a similar programme to write your CV. We recommend you limit the use of text box or tables and ensure that headings are bold and clear. As your CV is a professional document, it is recommended that you avoid decorative fonts and suggest you stick with using easily readable and professional fonts such as Calibri or Arial in 11 or 12 point. Finally, always ensure you thoroughly proof read your CV and ask a friend or family member to review to ensure the document is free of spelling or grammatical errors and is clear to read.

You can find lots of advice online about creating your own CV, but some of the sites will charge a fee. This site allows you to build a personalised CV using pre-designed templates specific to your industry and it is free of charge! - <https://www.myperfectcv.co.uk>



We recommend you save your CV as a simple Word or PDF document so it is easily accessible for your Consultant and prospective employer

ADVICE ON COVERING LETTERS

When it comes to job applications, often candidates are confident that their CV is the focal point, but a strong covering letter could give you the competitive edge and even a job offer. We've provided tips to boost your covering letter but here's five common mistakes and how to fix them:

Avoiding work history gaps

If your CV has employment gaps, your covering letter will give you the opportunity to explain why. Whether you've been travelling for a couple of months, volunteering or taking time off to assess your next career move – it's important to be honest and address any work history gaps in a positive way.

Adding too many soft skills

Too often the bulk of a covering letter can be made up of generic soft skills, such as being 'driven' and 'reliable'. Employers want you to delve into specific job-related skills, so instead explain how your hard skills, achievements and experiences, are significant in relation to the company to set yourself apart.

Missing a covering letter altogether

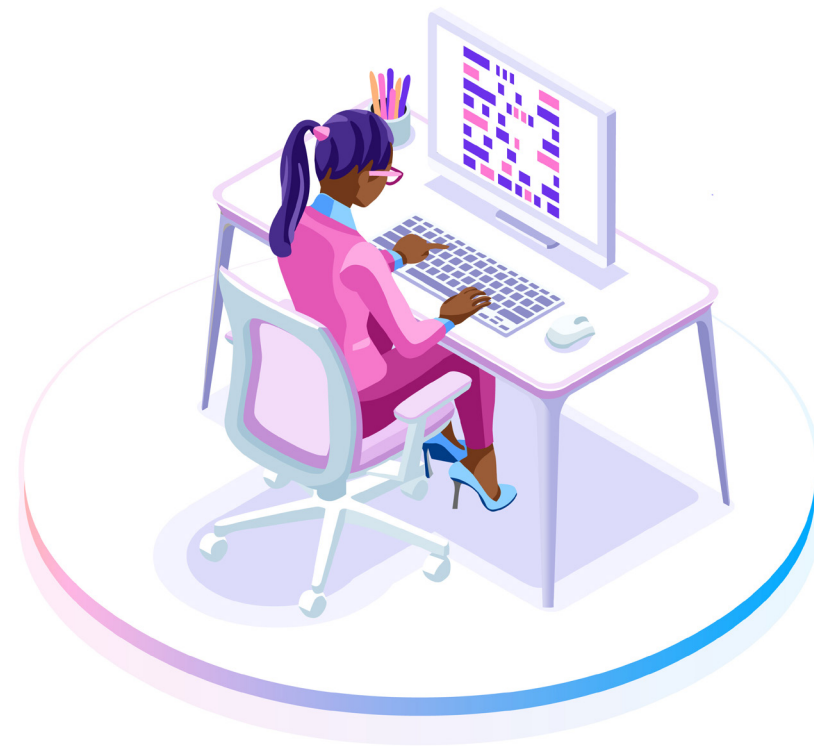
If it's not specified, it can be tricky to decide whether you should submit a covering letter. Unless a recruiter or company has specifically stated otherwise, we advise you should always attach a covering letter with your CV. It not only shows initiative, but it also offers additional context to your CV.

Writing too much

When it comes to your covering letter less is more. Recruiters are busy and could be handling hundreds of applications for one role, so keeping it short will make it easier for them to read and in turn increase the chances that it is actually read.

Using a generic template

A 'cut and paste' job is very obvious to recruiters, even if you have switched out the job title and company name. We've talked about customising your covering letter but adding a personal touch goes a long way. For example, look up the hiring manager on LinkedIn and if you have anything in common and can add it effortlessly to your covering letter – do it!



Still need a hand with your CV or covering letter?

Our consultants are offering bespoke sessions to aid our candidates in their job search. If you need a hand, give your local branch a call.

CV EXAMPLES HERE

YOUR NAME

CURRENT LOCATION:

CONTACT NUMBER:

EMAIL ADDRESS:

PERSONAL PROFILE

Personal profile should be the most hard-hitting part of your CV. This is what a recruiter will read first, so you need to give them a reason to read on to the end of the document. Take a look at examples to get some ideas of the key points you need to include.

EDUCATION

PhD	University Name, Electrical Engineering Dissertation: "Title" Committee: Name (chair), Name, Name	May 200X
MS	University Name, Electrical Engineering Thesis: "Title" Advisor: Name	May 200X
BS	University Name, Electrical Engineering Graduated Summa Cum Laude Minored in Mathematics	May 200X

SKILLS AND QUALIFICATIONS

List relevant skills and qualifications. Include a short description if necessary.

Title of Qualification Brief description	2008
Title of Qualification Brief description	2005

EMPLOYMENT HISTORY

Highlight important accomplishments, skills, and projects using concise sentences, beginning with an action verb. Complete sentences are not necessary. Be consistent in your grammatical style.

Institution/Company/Organisation, Location Position <ul style="list-style-type: none">Skill/Accomplishment/ProjectSkill/Accomplishment/Project	200X Month- 200X Month
Institution/Company/Organisation, Location Position <ul style="list-style-type: none">Skill/Accomplishment/ProjectSkill/Accomplishment/Project	200X Month to 200X Month

Institution/Company/Organisation, Location
Position

200X Month to 200X Month

- Skill/Accomplishment/Project
- Skill/Accomplishment/Project

LANGUAGES

List the languages that you know, along with your level of proficiency. Use an appropriate proficiency scale such as the ACTFL which provides guidelines for Novice, Intermediate, Advanced, Superior, and Distinguished levels in Listening, Speaking, Reading, and Writing.

English: Native Language

Spanish: Intermediate Listener, Novice Speaker, Advanced Reading and Writing

COMPUTER SKILLS

It may be useful to provide a summary of your relevant skills, such as your computer skills. You could list your skills using a consistent format such as

Programming: skill 1, skill 2, skill 3, skill 4

Applications: skill 1, skill 2, skill 3, skill 4

Platforms: skill 1, skill 2, skill 3, skill 4

OTHER

Interests/Hobbies worth noting
Citizenship

REFERENCES

If requested, you will often be asked to provide references.

Dr. Albert Jones, [Title]
[Department Name]
[University Name]
[Mailing Address]
Phone: [Phone #]
Email: [email address]

Dr. Anne Smith, [Title]
[Department Name]
[Company Name]
[Mailing Address]
Phone: [Phone #]
Email: [email address]



SOCIAL MEDIA JOB SEARCH TIPS

It's no surprise that companies have latched onto social media and it's the newest thing to shape the recruitment industry.

So how can you take advantage? We have a look at ways to use social media to boost your job search and some of the best practices to avoid giving a bad impression.

LINKEDIN

It's a biggie. Traditionally known as the business networking platform, LinkedIn allows you to create a profile to showcase all previous experience to your connections.

Treat your profile like your CV

Use the top summary much like the starting paragraph and sum up your experience and where you are in your career.

If you're openly looking for work, make your connections aware by including it here.

Think about companies you would like to work for and follow them on their company pages

If the company advertises roles on this platform, you'll see them here and can apply with your LinkedIn profile rather than your CV.

Make connections

Search and add people you have come across in your career, at University, even down the pub! These people may have links in your industry.

If you want to reach out to them, send them a message to let them know you're looking for work – but don't beg or seem desperate!

Good at something? Talk about it

Fancy yourself a sales expert? Talk about it on LinkedIn. Maybe you can offer guidance on hiring a building contractor or help with planning for the upcoming self assessment deadline. Offer expert tips, guidance on your area. If you begin to showcase your skills, employers may engage with you directly as well as read your content. Keep it consistent to building a following on your expertise!

Keep it professional

There's a lot of talk about what should and shouldn't be posted on LinkedIn. Remember, your connections can see what you are liking and what your comments are – be cautious when engaging in controversial subjects!

FACEBOOK

You might not associate Facebook with finding a job but it could be where you find your next opportunity, especially with the recent launch of Facebook Jobs.

Be aware of what you're sharing

Your privacy settings will determine what information is publicly available. Make sure to check this so there aren't any...shall we say, colourful surprises to your employers.

Follow those companies

Keep up to date with their latest goings on, it may come in handy when you attend an interview. Are they openly advertising for any roles?

TWITTER

Follow, follow, follow!

Keep up to date with their activities; it may grant you an insight into their working environment such as socials, internal culture and more.

Follow recruitment agencies, if you're working with one, chances are they post jobs on their own Twitter channel.

Engage with businesses

If you wish to go direct, send them a message asking if there are any available opportunities or where you may be able to send your CV. If they're active on social media, they potentially have someone on the other side ready to answer questions.

With so much competition out there, reaching out via LinkedIn or Twitter or even Facebook can give you an edge and could get you noticed by the employer quicker.

RESEARCH

With the potential for an interview, social media can offer you an insight into the company's internal culture, a good feel of the company by their 'voice' and how they interact with their followers.

Depending on your industry, there are other platforms that may provide a good place to engage with employers including Instagram and Pinterest.

Always be cautious about how you represent yourself online especially if you are looking for work.

Most importantly, if you do come across a job that you like the look of make sure to **follow up** with a phone call. The person manning social media may not know who to speak to or where to send your CV so make sure your interest goes to the right department.



GENERAL INTERVIEW PREPARATION

Before your interview

Once you know about the telephone interview, any information you can gain from the recruiter will be useful. What is the intention of the interview? Who will you be speaking to? (is it the employer themselves? A member of the HR team?)

Prepare

- Start by learning as much as you can about the company. As you are on the telephone, you can jot down some key notes to draw upon during the call. Though try not to be too scripted, you may end up sounding like a robot!
- Remember to check a company's social media pages to see any latest news as well as any PR that may have emerged.
- Keep your CV nearby for reference as they may ask you direct questions about it.
- You should also read up on the job description if you have been applying for a lot of different roles.
- Once you know the time and date of the telephone interview, you should prepare a space to have the conversation in. This should be well away from any noise or where you may be interrupted. If you feel there may be issues, you should contact your recruiter as quickly as possible.
- As with all interviews, rehearse your answers for the interview including why you wish to work there and what made you apply for the job.
- For Skype or Facetime interviews, the safest bet is to sit at a desk or dining table to keep yourself in a static location.
- The safest bet is to dress the same way you would for an interview - smart and professional is always the safest way to go!
- You should also check your software is up to date so that you do not experience any technical issues before the call.

During

- Start the interview enthusiastically and in a friendly way
- Ask questions such as, 'Is that what you wished to know?' or 'would you like more detail?'.
- As time may be limited, try to keep your answers to the point.
- Smile! The positivity will show in your voice and will help with first impressions.

- Your interviewer may be asking questions with small hints in them to help you, ensure you actively listen to what they're saying before you answer.
- If you do not understand a question, ask them to clarify what they mean.
- Don't panic too much if there is silence, your interviewer may be jotting down notes. Take a breath and wait.

After

- Thank your interviewer through an email! You can reiterate your interest in the role and any key points you may have mentioned.
- Finish with confidence! You can always use the phrase 'I look forward to speaking with you in the future' as it shows keenness for the next step.
- Follow up a week after your call. They may be held back because of other interviews, holidays or other issues. Don't be put off - give the recruiter a call to find out if you've reached the next step.
- Managed to sway the interviewer and get to the next stage? Brilliant! Make sure you keep a note of any important things that may have come up in the telephone interview as this could come in handy for the face to face interview.



STAR TECHNIQUE

The STAR interview method is a technique that helps you prepare for interview questions that determine whether you will be able to handle specific situations associated with a particular job.

STAR stands for: **situation**, **task**, **action** and **result** and will help you prepare clear and concise responses using real-life examples.

Employers ask behavioural interview questions to determine whether you are the right fit for a job.

What are behavioural questions?

The behavioural interview is used to learn how you have behaved in previous work situations. In your answers, interviewers are looking for examples of your past actions that may illustrate of how you would act if faced with these situations again. These questions tend to be more open-ended.

STAR interview question examples

Here are a few examples of behavioural questions you might be asked during an interview:

- Share an example of a time when you faced a challenging situation at work. How did you solve this problem?
- Can you think of a time when you were under pressure at work? Describe it and explain how you handled the situation.
- Have you ever had a disagreement with colleague at work? How did you resolve it?
- Can you think of a time when you'd proposed an idea at work that got rejected? How did it make you feel? What did you learn and would you do it differently next time?
- Tell me about a time you worked with other departments to complete a project.

How does the STAR method work?

The STAR method helps you create an easy-to-follow story with a clear conflict and resolution. Here's what each part of the technique means:



Situation

Share context around the situation or challenge you faced. For example, "In my last role as lead marketing executive, my team was short-staffed and facing a significant backlog of work. The managers were setting testing deadlines, which was causing stress for my team."

Task

Describe your responsibility or role in the situation or challenge. For example, "It was my role to delegate work and also communicate with the other departments involved and report back to management."

Action

Explain how you handled the situation or overcame the challenge. If the action was carried out by a team, focus on your efforts. For example, "I produced a detailed plan listing the tasks at hand and prioritised them and assigned individuals with tasks. I scheduled weekly meetings with managers to update them on progress and fed this back to team."

Result

What was the positive outcome of your actions? If possible, quantify your success or provide examples of how your actions benefited the business or team.

For example, "By prioritising the workload, team members were able to complete the required tasks on time. Regular communication with management allowed us to provide timely updates and review each stage of the process."

PHONE INTERVIEW

Phone interviews are an opportunity for recruiters to gain a better understanding of the type of candidate you are. It generally can take up to 30 minutes and luckily you can have notes in front of you. But preparation is still everything, even though it's not a face to face interview, it's important to remember that first impressions are still vital.

First and foremost, have a snappy elevator pitch in the bank, that sums up who you are and your experience in a concise way.

Start with your current position and lay out your key responsibilities. Then, summarise the key educational and professional steps you've taken to get there.

Top Tip: Remember to keep it brief – three to four sentences will do. You've got the whole interview to go into further detail on your key achievements and skills.

Make sure you know your CV and cover letter inside out. This is what you'll be questioned on, after all, so make sure you're prepared for questions about your employment and education experience. The best part of a telephone interview is that you can keep your CV in front of you, so you can refer to it if you get tongue tied.

Top Tip: In the call, they're going to be fact checking your CV and cover letter, so make sure you go over these and think of anecdotal evidence of your previous experience that you can share on the phone.

It's also important to show your enthusiasm for the job on a telephone interview.

How do you conduct a phone interview?

While the interviewer can't see you, it's still a good idea to dress smart. This will help you feel more professional, and you'll carry out the phone interview more confidently. Plus, if your phone signal cuts out and you have to resort to video interview, at least you'll look the part!

Next up, when you answer the phone make sure you sound professional – not like you're greeting your mates!

"Be sure to smile too, as this naturally ensures you sound enthusiastic. You could even try standing up, as this will make you feel more assertive" says Michelle.

When it comes to answering competency-based telephone interview questions, try to use the STAR technique, where you lay out the situation you were facing, the task you had to do, the action you took and what the result was.

Situation: Start by outlining the situation you were in.

Task: Talk about the task at hand. What was required of you?

Action: What did you do? What action/s did you take and why?

Result: Summarise the results of your actions.

Typical Telephone Interview Questions

Each telephone interview is different however questions are used in a way to confirm the details on the CV were correct, gaps in the CV can be accounted for, that the experience matches the language used by the individual. As well as your confidence matches the level of experience, and the candidate can demonstrate their work in a variety of ways."

Job interview questions will be varied, but you're likely to be asked questions in line with the below, so it's a good idea to prepare for them using the STAR technique.

- Tell me about yourself and your experience
- Why do you want to work in this industry?
- Why do you want this role?
- Why do you want to work at this company in particular?
- What is your greatest achievement?
- Can you share any experience of when you managed a team?
- Tell me about a challenge you have faced and how you solved it
- Where do you see your career heading in the next five years?
- Why should we hire you?
- What do you do in your personal time?

What should you ask your interviewer?

Asking questions during a telephone interview is a good idea and shows your aptitude to the job in question. This is not the time to ask about holiday entitlement, or company bonuses; you should use this as an opportunity to find out about what the day to day entails, how big your potential team will be, and what opportunities for career progression there are.

As long as you prepare, act confident and show your enthusiasm for the role, you'll do brilliantly. Remember to write down your feedback after the phone interview too, such as questions you weren't prepared for, or questions you wish you'd asked, so that you can prepare better for next time.

Top tips for keeping calm during a phone interview

- Plan ahead
- Find a quiet place with no distractions
- Count to ten before the call
- Control your breathing
- Have your CV to hand
- Stay positive
- Have water at the ready



VIDEO INTERVIEW

With advancements in technology, video interviews are growing in popularity. It's increasingly becoming a regular part of the job application process for many businesses. Remember to be TV ready for this one. The interviewer will be able to see you, so smile, dress appropriately and consider your surroundings. Also, as we all know technology can come up with a few glitches, so remember to test your computer, camera and any software before the interview.

Punctuality

For an in-person interview, it's courteous to show up approximately 10 minutes early. This tip also applies to video interviews – leave plenty of time to log on. For example, if the company uses a video conferencing software you've never used, it might take some time to download the application. You'll want to make sure you do all this beforehand so that you're ready to go at your interview time. Being late for the interview, no matter what the reason, is not a good way to start a successful online interview.

Technology

Always test your microphone or webcam prior to any interview. Do they work? Are you coming over clearly with no static? Is the camera focus too dark or light?

It's also wise to check your internet connection beforehand!

You'll also want to familiarise yourself with the software being used for the interview. Zoom, HireVue, GoToMeeting, Skype, and Google Hangouts are some common platforms. Consider signing up for a free trial, watch tutorial videos, or read online guides to help get to grips with the software you'll be using.

Environment/Setting

Choose your location very carefully. Be wary of places like coffee shops or co-working spaces, because you'll want to avoid the sounds and distractions of other people in the background. You won't want to interview in a place where there's a lot of visual distractions, either. Try to find an area with a plain wall to use as your backdrop, and make sure that your lighting isn't creating a glare or shadow.

The ideal setting for a video interview is a secluded room. Avoid being near windows against busy streets, and make sure children and pets are out of the house or being supervised to be sure you'll have a distraction-free environment.

Speak Slowly and Clearly

When using technology for a video interview, there can be delays or the microphone may not pick up your voice well. To prevent this from happening,

take your time when speaking and enunciate your words. This will make sure that your interviewer can hear and understand you.

Listen Carefully

Keep your mind from drifting off and focus on listening when the interviewer speaks.

Pay close attention to what the interviewer is saying. Sometimes when you're on a video job interview, it's easy to accidentally cut someone off due to audio delays or from not paying attention to nonverbal cues. To avoid this, listen carefully to the interviewer and wait a few seconds before speaking to avoid cutting in.

Attire

Attire is one of the most frequently overlooked video interview tips. Even though an online interview usually means the interviewer won't see anything from the waist down, it doesn't mean you should only dress up the upper half of your body.

You may need to stand up to grab something in the middle of the interview, which would reveal your mismatched bottoms. Avoid this risk and wear interview clothes from head to toe. View yourself through your webcam to make sure your outfit looks professional on camera.

Body Language

Your body language in a video interview can convey a lot of things about who you are as a person. You can present a positive image by ensuring you're sitting up straight with good posture. Place both feet on the ground, and avoid doing things like slouching or holding your head up with your hand. Always try to keep your hands in your lap to avoid distracting gesturing or fiddling.

It's also important to pay attention to where you're looking. Looking at the interviewer's face on your computer screen means you're not actually looking into the camera and making eye contact. Instead, look into the camera as often as possible, especially when you're speaking.



ASSESSMENT CENTRE INTERVIEW

Assessment centres are a series of exercises commonly used by employers to test skills which are not assessable from the traditional interview alone. An assessment centre interview can last anything from a few hours, to a full day or even across several days.

Components of An Assessment Centre:

1. Presentation by the employer
2. Group exercises (for example case studies and presentations)
3. Individual exercises (for example aptitude tests and psychometric tests)
4. Interview (technical or competency)
5. Role play and simulation exercises

Nerves are normal, but thorough preparation ahead of the day will give you the best foundation for success. Some top tips include:

1. Know what to expect

Read through your assessment centre invitation carefully and make a note of the activities and tasks you are expected to face. Make sure any presentations are prepared, perfected and practised. Contact the employer in advance if you have any questions or queries.

2. Research

Make sure you know everything there is to know about the company and the role you are applying for. Check out the company's social media profiles and pages, read up on any news articles in which they are mentioned and try to speak to people who may have worked at the organisation. Look in detail at the job description and understand the tasks you are likely to be involved with if you get the role.

3. Practise aptitude tests

You can find many example tests online which will give you a flavour of what you might be up against on the day. Speak to the employer to get an understanding on what tests you will be doing, watch tutorial videos and read blogs from people who have undertaken similar tests.

4. Check the key competencies

The original job description is a good place to look for finding out what competencies the employer is scoring you against during the assessment centre. Find out what they are and have these in the back of your mind throughout the day.

Typical competencies include:

- Communication
- Teamwork
- Leadership
- Customer focus
- Influencing
- Problem solving
- Achieving results

5. Review your application

It may be some time since you first submitted your application, so read through your CV and application form to make sure all the information you provided is fresh in your mind. If the assessment centre includes an interview, your interviewer is likely to use your CV as a starting point. So be prepared to talk them through every point included. If you have been asked to take a CV with you on the day, make any improvements or amendments so you can present recruiters with the strongest version possible.

6. Stand out during group exercises

Your performance in group exercises is vital to your overall success at an assessment centre, as recruiters are looking to see how you would work as part of their team. It is important that you support and encourage other candidates. Show confidence in the group exercise and don't be afraid to take the lead or put your ideas forward. However, give others a chance to contribute too, and be sure to treat all ideas and input with courtesy and respect.

On the day of your assessment centre interview

- Arrive in good time.
- Be polite and friendly to everyone you meet, including other candidates
- Try to make a note of people's names and remember to use them.
- Join in with discussions, including informal ones (e.g. during lunch/dinner). Remember that you are being assessed throughout the day, even during the more social aspects, so remain professional and consider the impression you are making at all times.
- Be assertive during group and individual exercises (but don't dominate or undermine others).
- Move on quickly if you make a mistake. Assessors are not expecting you to be perfect in all areas, so try not to dwell on any errors.



TIPS TO NAVIGATING JOB BOARDS

With advancements in technology, video interviews are growing in popularity. Finding the right job online can be like finding a needle in a haystack. Type your job title into your computer or phone and the search engine is likely to throw up thousands of suggestions, many of which will be completely irrelevant.

A better option would be to use job boards as this will be a better use of your time and help improve the results.

Here's a few top tips for using them correctly.

1. Use an aggregator

One of the most effective types of job board is a job aggregator – the most popular being Indeed. These sites will scan through various job boards to save you having to go through each of them individually. A bit like Compare the Market when looking for your car or home insurance. Another benefit of a job aggregator, and some job boards, is that it will allow you to create saved job search alerts which will send you suitable vacancies as and when they are posted.

2. Tweak search parameters

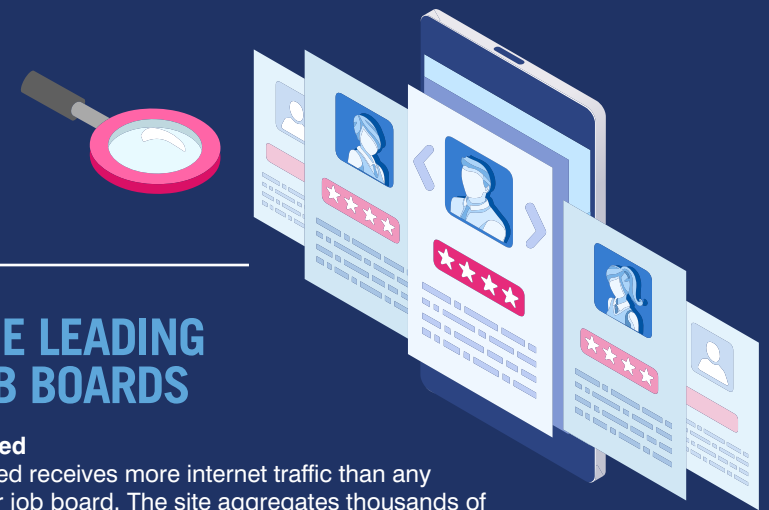
A job board will give you the option of really narrowing down your job search. You can search for jobs based on the job title or industry, your expected salary, radius to your postcode and even the name of the company. More recently, they have added options for searches based on jobs involving remote or home working.

3. Post your CV

It isn't just job seekers who are using job boards in this day and age: recruiters and direct employers are on them all the time on the lookout for candidates for roles they are working on. Most job boards allow you to create a profile and share your CV. This will make it viewable by recruiters. A further tip is to create your CV as a Word Document – this will make it easier for recruiters to find as many use software that scans CVs for keywords.

4. Consider niche job boards

While the aggregators do a great job of trawling through other job boards, they don't always include every site that is out there. Take a look at smaller, niche boards that may be sector-specific for the industry where you wish to work. To find job boards in your area of interest, look at associated institutions, societies and industry publications, many of these will have their own job board postings or have links to suitable websites. These may not be updated as regularly as the big job boards so you will need to keep checking every few days.



THE LEADING JOB BOARDS

Indeed

Indeed receives more internet traffic than any other job board. The site aggregates thousands of employment-related websites across many sectors to provide users in a single search engine.

Glassdoor

Like Indeed, Glassdoor provides a search engine that aggregates thousands of jobs from a wide range of sources. What separates Glassdoor from other sites is its emphasis on employee reviews. Glassdoor users can read reviews, research salary information, and consult company ratings before applying to a position.

LinkedIn

LinkedIn is the most popular social media platform for working professionals. In addition, the professional networking site allows employers and job seekers to connect, share resumes, and advertise available positions.

Monster

Like Indeed, Monster provides an extensive database of available jobs for job seekers. For employers, Monster provides a large database of resumes for potential employees. Monster also offers employers candidates with a wide range of educational experience, from high school diplomas to graduate degrees.

Total Jobs

Total Jobs is one of the largest job boards and like others has implemented a 'one click apply' options which speeds up the application process. It claims to have around 100,000 jobs online at any one time. The site also includes career advice and informative articles as well as the ability to search for training and appropriate courses.

CV Library

CV-Library invites jobseekers to upload their CV, highlighting their skills and sectors they are interested in, and allowing them to apply using one click. Jobseekers will receive alerts for vacancies specific to these skills and sectors, ensuring that they don't miss the jobs that are most suited to their needs.

PRACTICE MAKES PERFECT!

Whilst every interview is different there are generally a key set of typical questions that are asked so it helps to ensure you have thought through your answers. Here are a few general questions and also by job type – so to get ahead of the game use these to prepare and practice your answers!

Common General Interview Questions

- Tell me about yourself. ...
- What do you know about the organisation? ...
- Why do you want to work for us? ...
- What can you bring to the company? ...
- What are your weaknesses? ...
- What are your strengths? ...
- Why is there a gap in your work history?

Management

- Describe your management style. ...
- How do you define success? ...
- How do you manage stress among your team members? ...
- How do you handle conflict between team members? ...
- Tell me about a time you let an employee go. ...
- Tell me about a time you led by example. ...
- How do you motivate people?

Customer Service

- How would you define good customer service?
- What's the best customer service you've ever received? Why?
- Is there a difference between customer service and customer support?
- Can you tell me about a time when you were proud of the level of service you gave a customer?
- Have you ever dealt with an unreasonable customer? How did you handle it, and how would you handle it today?
- In your past work, have you ever received negative feedback from a customer? What did you do with that feedback?

Administration

- What tools do you use to stay organised?
- Tell me what technology you're experienced with
- How do you prioritise your workload?
- In what ways have you contributed to improving efficiency within an office environment?
- How do you cope with busy periods?

Production, Manufacturing & Warehouse

- What checks and balances do you use to make sure that you don't make mistakes?
- How do you react to problems?
- Tell me about a time you had to follow specific safety protocols
- How much experience do you have with power tools and heavy machinery?
- What precautions do you take to ensure that products in shipments aren't lost or stolen?
- If you have boxes of different sizes and weights, how do you ensure that they're stacked safely on a pallet?
- What is the safest way to lift a heavy box?
- Maintaining inventory accuracy can be repetitive. What motivates you to do your best?
- Describe your familiarity with inventory software.
- How do you cope with busy periods?



FREE TRAINING WHILE YOU SEARCH FOR YOUR NEXT ROLE



Pertemps have partnered with ISV Partners to provide FREE online training to our flexible workforce and anyone else who wants to brush up on key skills. During these unprecedented times, it's important to keep business moving and ensure we're ready to thrive when we come out of the other side.

Our fully online courses are available to complete anytime and anywhere. We provide training where it's needed most and cover a range of business areas, using engaging content involving videos, quizzes and assessments.

Management Training

You can develop enhanced management skills with this online training, focusing on improving an individual's skills as a leader and manager. This includes modules on business strategy, motivation and teamwork, as well as performance management and planning.

Microsoft Office

Need to touch up on your MS office skills? Microsoft Office is the most popular range of desktop applications used in the workplace and at home. This training for Excel, Word and Powerpoint can take you from a basic user right through to advanced skills. So, if you've ever wanted to impress your boss with a standout Powerpoint presentation or gather, structure and present data so it looks impressive in Excel or use mail merge to manage bookmarks and footnotes, then this online course will get you there. We have a collection of online, interactive training videos to ensure you and your colleagues are up to speed.

Cyber Security

Would you know what to do in the event of a data breach? Staying safe online and protecting your data has never been more important. This course will give you and your team the know how when it comes to protecting yourself and your data security. The modules include information security, protecting and sharing data, information in the workplace, working on the move, staying safe online and fraud. You can dip in and out of the online video-based training, learning at your own pace.

Customer Service and Telephone Training

This is ideal for those working in a contact centre or predominantly on the telephone. The ability to understand the importance and use of the telephone in delivering exceptional customer service is key to the success of any contact centre or those who predominantly use the telephone. You can gain enhanced key skills in sales, overcoming objections, listening to and dealing with challenging callers.

Sage

This is a training masterclass which will give you an understanding of the day-to-day operations of Sage Accounts. From the basics, right through to advanced levels; sales ledger through to credit control function. It's the most flexible, comprehensive Sage training program we know!

At Pertemps we have taken necessary measures to ensure business continuity and protect essential services. We continue to deliver our services to the highest standards, whilst maintaining the health and safety and wellbeing of our employees and candidates.

Pertemps Driver Training

Pertemps Driver Training delivers quality driver training services throughout the UK to enhance driver skills, driver behaviours and improve on-road safety.

We offer training to both individuals and businesses, so whether you're a new Driver starting from scratch, an existing Driver looking to gain new skills or an employer looking to train your team, look no further. We have the expertise, resources and facilities to meet your needs.

Our dedicated Trainers have years of experience in the driving and logistics arena and are passionate about making courses enjoyable and unforgettable for your long-term benefit.

Our training courses hold a range of benefits, including:

- Making your job easier
- Helping you/your fleet to work more efficiently
- Keeping you/your Drivers safe and legal on the roads
- Bringing you up to date with the latest road transport developments
- Improve road safety and reduce road risk

Forklift Training

We can provide access to Fork Lift training – please contact your local branch.

To see a full list of our training courses please visit <http://www.pertempsdrivertraining.co.uk/training-and-services/>

Free Training Courses are readily available in many skills and sectors on-line so please do your research and take advantage of this great way to brush up on your skills. For more information on how to upskill using the free training, contact your local Pertemps branch

TAKE SOME PRACTICE TESTS WITH PERTEMPS ISV

Taking practice tests to help you prepare for an upcoming interviews and also give you confidence to talk about your skills and provide evidence of your ability. We can provide access to a suite of tests so contact your local branch for further information!

- Fork Lift
- Drivers Mate
- Digital Tacho
- Lorry Loader
- Health and Safety
- Basic literacy
- Advanced Spelling
- Verbal Reasoning
- Reading Measurements
- Personality Profile
- Numeric Reasoning
- Prioritisation
- Verbal Reasoning
- Telephone Call handling
- Complaining Customers
- Customer Service Simulation
- Attention To Detail
- Understanding Instructions
- Inspection
- Microsoft – Word/Excel & PowerPoint



Pertemps has managed all kinds of change in our near-60-year history, for both our clients and individual workers.

We provide a smart, considered and empathetic approach.