

Job Skills

Find and Succeed



- Prepare for interviews, hints and tips
- Planning for the first day in a new job
- How to get the most from a job
- Tips for finding your ideal job
- Succeed in your career
- Discover your skills

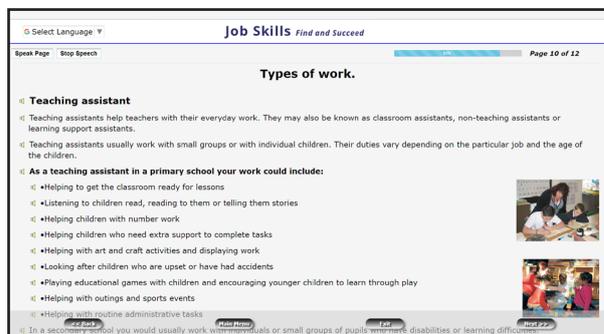
An introduction to the Job Skills guide

This guide contains lots of help, hints and tips to help you to find your ideal job in the UK. The easy-to read pages will tell you all you need to know starting with looking for jobs, then interviews and moving on to actually starting work.

You'll find many tips on where to find local jobs and we have even supplied lots of links to the careers and job vacancies section of numerous national employers.

There is advice and help on how to speak to people on the phone as you enquire about job vacancies, with some useful phrases for you to use. You'll also discover how to get through to the right people. To prepare you for your interview we have also included typical questions and suggested answers.

Above are just a few of the many job skills that the program covers and ends with advice on what should be included in employees contracts and how to be properly prepared for the first day of work.



Job Skills - types of work



Job Skills - main menu



Job Skills - being ready to start your new job

Job Skills Find and Succeed – Topic by Topic

Personal attributes

Working in a team

A look at the importance of working with others as a part of a team. Explaining the important role of the manager in an efficient team and how many problems can be solved easily by working as a team. The section details how a team can make things happen better and quicker than an individual.

Working in an appropriate manner within a team

Continuing with the team theme, this section starts by looking at the benefits a person can get from teamwork and explains how good relationships lead to several things including improved co-operation and increased job satisfaction. It explains how to learn from others and that everyone is a potential source of information. Finally some guidelines are given about good communication within a team.

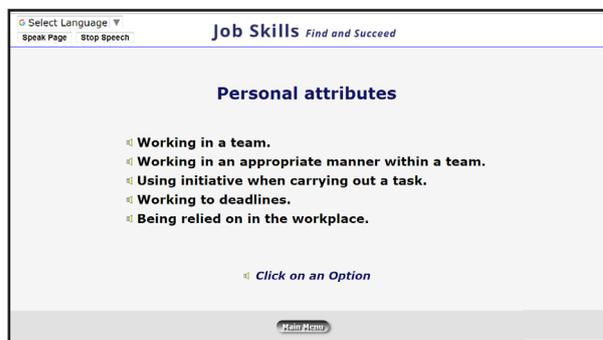
Using initiative when carrying out a task An explanation of what initiative is and how important it is in today's workplace. The section points out that initiative is a skill that a person can develop and gives some areas where employees can find chances to show initiative – with examples.

Working to deadlines

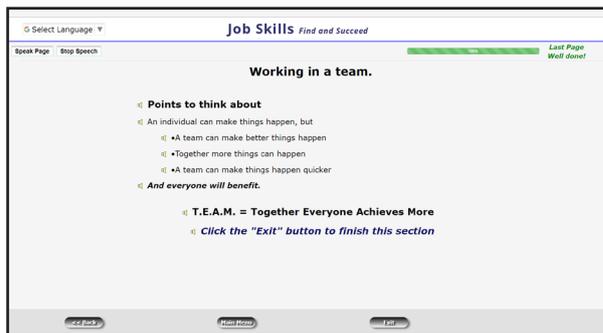
Starting with “Managing your time” this section points out that the type of job will alter how employees need to manage their time. It moves on to not wasting time with some suggestions on how to respond when asked to do something that there is currently no time for. Finally, some problem solving ideas are given to help employees save time and meet deadlines.

Being relied on in the workplace

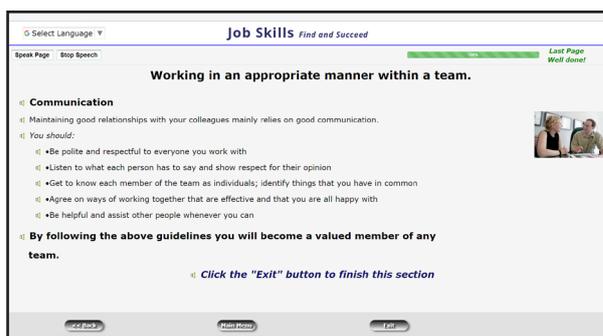
Explaining that reliability is a judgment made



Job Skills - personal attributes



Job Skills - working in a team



Job Skills - working in an appropriate manner in a team

by others, based on their experience of you, the section gives some important points about being reliable, including meeting deadlines, demonstrating commitment and being honest if the task is beyond capabilities. The section ends by stating that an essential part of reliability is “taking on as much as you can then ensuring you finish what you took on”.

Personal effectiveness

Responding to written requests

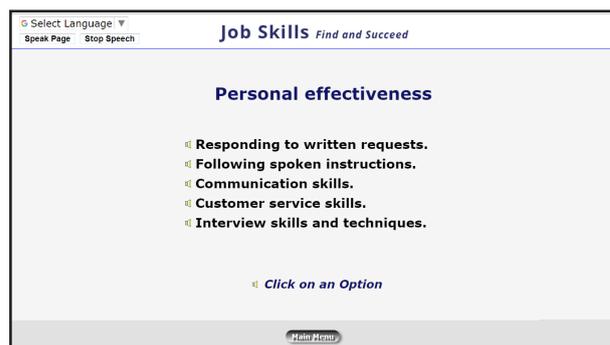
Starting with the points to consider when writing things down, the section then moves on to reading. Pointing out that you should be careful to read exactly what is there and not what you want to see, the main points to look for in a job advertisement are given as an example. Finally some points about checking any replies are given.

Following spoken instructions

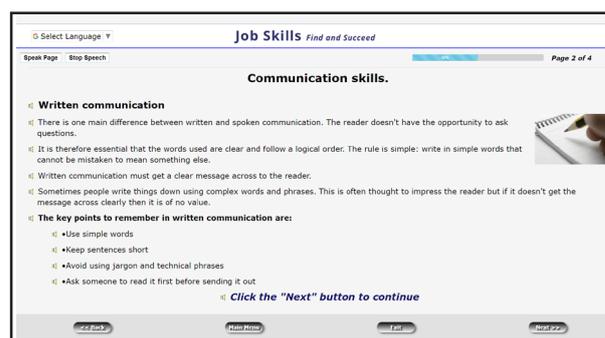
As with written communication, this section starts with a warning that you should listen carefully to what people say and not just what you want to hear. A list of the needs to listen with both benefits to the talker and listener is given.

Communication skills

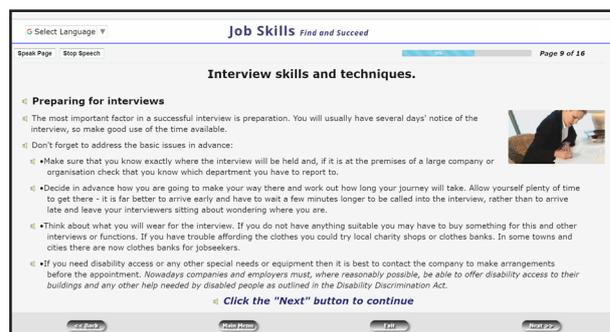
Pointing out that there are many forms of communication, this section starts by outlining some of the many forms such as spoken, written, gestures and telephone calls and emphasises that the main point of communication is that the person receiving it understands it. The section then covers written and spoken communication in detail listing the differences and main points to remember.



Job Skills - personal effectiveness



Job Skills - communications skills



Job Skills - interview skills and techniques

Job seeking abilities

Introducing yourself to people who you don't know

Covering why and when you should introduce yourself to someone you don't know the section moves on to explain how to do this face-to-face and then how to introduce yourself on the phone. Finally, some confidence-boosting points are given.

Feeling comfortable talking to new people

Starting with the reason why someone would want to talk to new people and what type of situations the need may arise, the section covers how to approach new people, how to start a conversation and polite ways to end it.

Making a telephone call to someone that you don't know asking for simple information or job opportunities

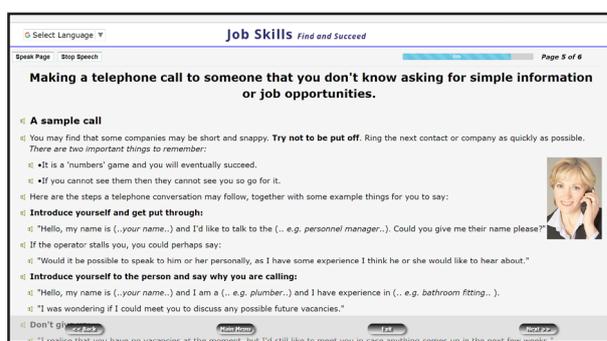
Giving hints and tips in all types of telephone enquiry, emphasis is put on seeking employment. After explaining that the caller should explain the reason for the call, the conversation needed in several situations is explained. Points that will help a person to get noticed are given followed by how a conversation could progress on a sample call. Finally, a checklist is given of things a person should have to hand when calling about a job.

Being prepared to put time and effort into learning new skills

A look at all types of skills such as transferrable skills and job-specific skills. The skill types are explained in detail and a list is given to help a person decide what skills they already have. Many suggestions of how to gain more skills are given.



Job Skills - job seeking abilities



Job Skills - making a call to someone you don't know for simple information or about job opportunities



Job Skills - be prepared to be put time and effort in to learning new skills

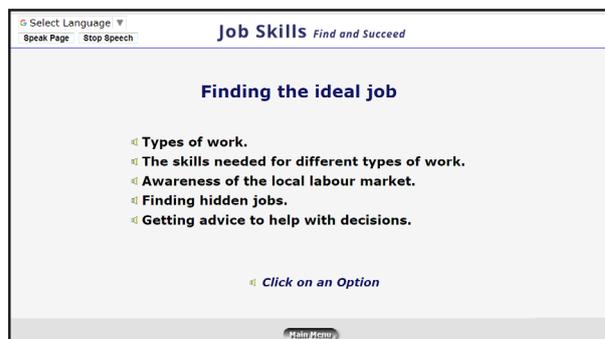
Being properly prepared for an interview

It is obviously important to be prepared for an interview and this is emphasised from the start of this section. It covers the many things that should be done in preparation for an interview and gives tips about attending the interview itself.

Finding the ideal job

Types of work

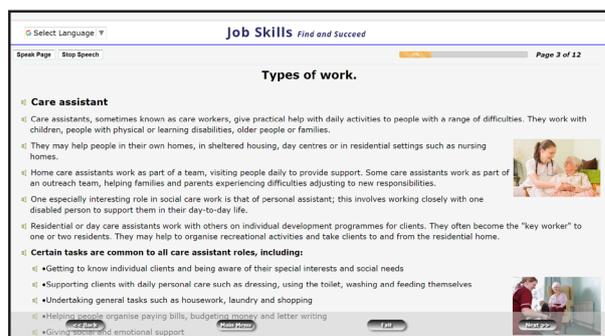
After a look at the types of job available – full-time, part-time, job-sharing, voluntary, flexible, self-employed, agency, holiday work, seasonal, term-time, contract and zero-hour – next, a menu is given where the reader can select individual jobs to view or move through them sequentially. The sample jobs are: care assistant, kitchen assistant, sales assistant, secretary, security officer, warehouse worker, sports coach, teaching assistant, gardener and call centre operator. Descriptions of the jobs together with skills needed and qualifications are given.



Job Skills - finding the ideal job

The skills needed for different types of work

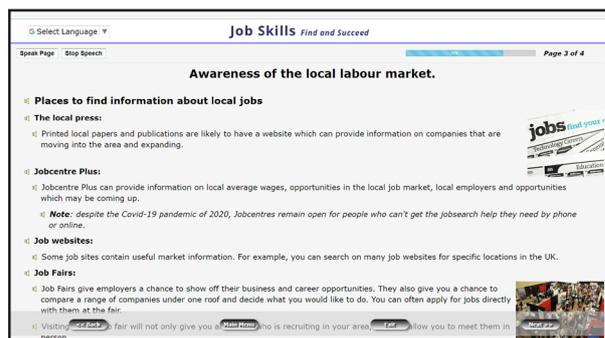
Types of skills were previously covered so the section starts with a link so the reader can look back if necessary. It then moves on to identifying the type of skills that the reader has and points out that they should have confidence in their skills. Ideas about how the reader should emphasise their skills to a prospective employer are given.



Job Skills - types of work

Awareness of the local labour market

Looking at how candidates should look at their local job market the section explains how people should understand it and some ideas about deciding on the type of work to look for. Some places to find out about local jobs are given – the local press, Jobcentre Plus, job websites and job fairs – and a list of things that people need to know about their local job market is given.



Job Skills- awareness of the local labour market

Finding hidden jobs

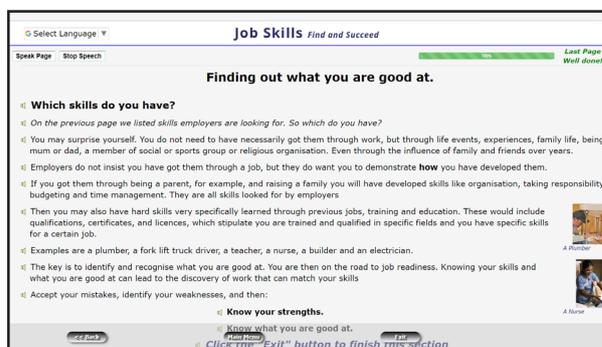
An encouragement to look beyond the local job centre with an in-depth look at the benefits and ways to use national newspapers, specialist publications, networks (including on-line

networks), guidance services, recruitment consultants and the internet. How the right job can be recognised is covered and finally a growing list of links to the recruitment pages of national companies is given.

Job readiness

Finding out what you are good at

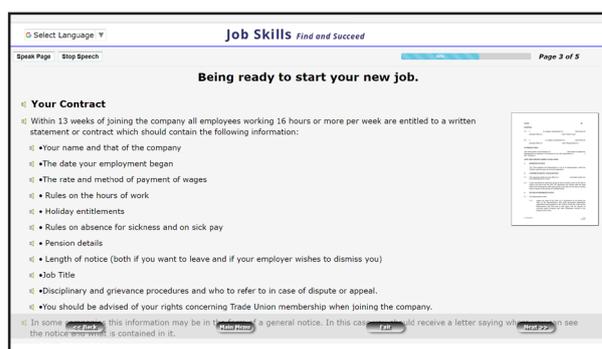
This section covers matching a person's skills to jobs available. Pointing out that the person will have many skills not learnt in schools it advises a person to look what they are good at and learn from their past. A list of the many qualities needed in a job is given and the person reading is encouraged to think whether they have those skills.



Job Skills -finding out what you are good at

The skills and work experience needed to get a particular job

A look at thinking about how a person's skills can often be matched to a job that they are seeking. It recaps on the key skills for employment and that a person may not have all of them but could consider training or education.



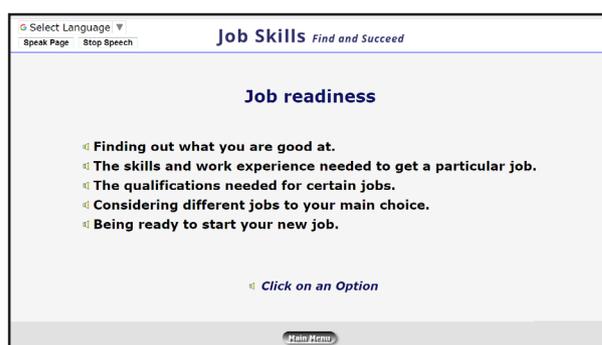
Job Skills - being ready to start your new job

The qualifications needed for certain jobs

The section points out that qualifications may be needed in addition to skills and points out some places where courses are available if a person wants to gain more qualifications.

Considering different jobs to your main choice

Starting with applying for jobs on the Find a job website and using the "Include at least one..." option a person will not move too far out of their comfort zone. A list of the pros and cons of considering different types of jobs is given and followed by some reasons why other types of work should be considered.



Job Skills - job readiness

Being ready to start your new job

Some hints to help a person starting in a new job. Firstly it gives details of things the person should know and do and it finishes with some advice on coping with the change. It covers P45s

and P60s, the trial period and contracts (with a list of what a contract should contain), It gives some hints on handling the change and how to not feel "left out".

The 220 Soft Support Range

Guides in the 220 Soft Support Range

The guides are updated versions of the programs that have been licenced to and used in many UK Libraries and other organisations for over twenty years.

Universal Credit – Step by Step

A guide to the Universal Credit system that takes you through the steps of setting up your account, how much will be paid and when it will be paid. Other useful areas like budgeting and, for those new to computing, basic computer skills are also covered.

Demo at universalcredit.220soft.support/phoenix *

Job Skills – Find and Succeed

A guide to the skills and techniques you need for finding your new job. Among the many areas covered are interview preparation and techniques, tips on finding your ideal job, your first day at work and how to get the most from your job.

Demo at jobskills.220soft.support/phoenix *

Find a job – Step by Step

A guide to the government's Find a job system that takes you through the steps of setting up your account and managing it. Other useful areas like covering letters and creating CVs (with templates) and searching for jobs are also covered.

Demo at findajob.220soft.support/phoenix *

Life in the UK – The British way of Life

This guide is designed to support all newcomers to the UK. There is lots of useful information including customs, religion, travelling and public transport, health, hygiene and the NHS, making a living and benefits.

Demo at lifeintheuk.220soft.support/phoenix *

Collections in the 220 Soft Support Range

The collections bring together guides to support people facing changes in their life.

Redundancy Support contains:

- Redundancy and adapting to change
- Universal Credit – Step by Step
- Find a job – Step by Step

Demo at redundancy.support/phoenix *

Find a Job Support contains:

- Adapting to change
- Universal Credit – Step by Step
- Find a job – Step by Step

Demo at findajob.support/phoenix *

Life in the UK Support contains:

- Life in the UK – The British way of Life
- Job Skills – Find and Succeed
- Find a job – Step by Step
- Universal Credit – Step by Step

Demo at lifeintheuk.support/phoenix *

BNO contains:

- Applying for your Hong Kong BN(O) Visa and Settling in the UK
- Job Skills – Find and Succeed
- Find a job – Step by Step

Demo at bno.lifeintheuk.support/phoenix *

* You will need a code to login to the demos. Please contact info@220soft.co.uk