

# Job*READY* Kit

Prepare yourself for job applications and interviews

Update this kit before each new job to ensure you're fully equipped and ready to go



# Job*READY* Kit

## How to use this kit

### CV Development

- CV Builder
- CV Hacks

### The Application Process

- Application Checklist
- Adjusting your CV
- Covering Letters

### Interview Preparation

- Soft Skills
  - STAR Stories
  - Checklists
- 

# How to use the kit

## What is the kit?

A tool to prepare yourself for job applications and interviews

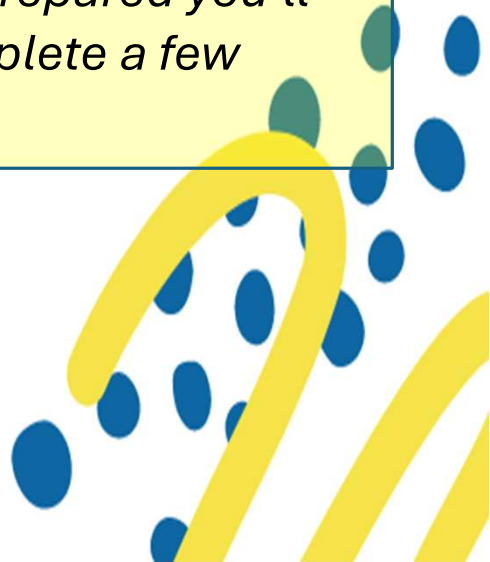
## When should I use it?

You can complete it at any time, and it's a good idea to fill it out before you start applying so you have plenty of time to think.

Then you can go back to it ahead of any new job application or interview and update your answers – so they are fresh in your mind.

***Woah – that's long – I'll never complete all THAT!***

*Use as much or as little of the kit as you like. Obviously – the more you complete, the better prepared you'll be. Some people complete a few questions each week.*



# Job*READY* Kit

## CV Development



**SMASH**

ONE PERSON CAN CHANGE A LIFE

# Job*READY* Kit

## CV Builder



# CV Builder

## **CV = Curriculum Vitae**

Meaning ***course of life***, it provides a record of your qualifications, skills and experiences.

Some employers will ask you to provide this as a document; some will ask for the information to be put into their application form.

Either way you will need the information ready when you apply.

### ***Use the CV builder...***

*on the following pages to make sure you have all the information you will need.*

*Then get going on your CV*



# CV Builder

## Contact Information

Full Name

*Use the name you would like to be known by. You can give your legal name (if it is different) when you get the job and need to complete the official paperwork*



# CV Builder

## Contact Information

Email Address

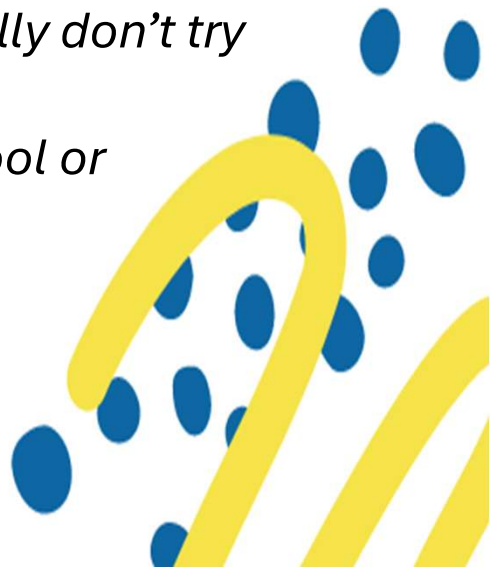
*Keep it professional!*

*Do*

- ✓ *Keep it simple*
- ✓ *Include your name*
- ✓ *Use Gmail / Outlook / iCloud or your own domain*
- ✓ *Use clear, recognisable words*

*Don't*

- ✗ *Include reasons for discrimination  
Age (year of birth)/ethnicity/religion*
- ✗ *Avoid using outdated domains like  
AOL / Hotmail / BTInternet*
- ✗ *Avoid drink / drug / gaming  
references – basically don't try  
to be funny*
- ✗ *Don't use your school or  
college email – you  
might lose access*





# CV Builder

## Contact Information

### Email Address Examples

#### **GOOD**

- ✓ *Jane\_Doe@gmail.com*
- ✓ *contact@janedoe.co.uk\**
- ✓ *Jane.Doe.UK@icloud.com*

*Obviously – use your name not Jane Doe! 😊*

*\* You will have to pay for your own domain and email handling*

#### **AVOID!!**

- ✗ *SexyGamerGirl2007@AOL.com*
- ✗ *ZombieSlayerz@SkibbidiRizz.com*
- ✗ *PleaseHireMe@btinternet.com*
- ✗ *BowlingGenius@hotmail.com*
- ✗ *AmazingSinger@icloud.com*
- ✗ *JaneTherapist@doe.co.uk*



# CV Builder

## Contact Information

Phone Number

*Do*

- ✓ *Use a number you will answer. If you have to use a shared number, try to be the person who answers it.*
- ✓ *Make sure anyone who might answer the phone knows the name you have put on your CV*
- ✓ *Break the number into chunks so it's easy to read*  
*Like this: 07770 123 456*

*Don't*

- ✗ *Give a work number your current boss might answer*



# CV Builder

## Education

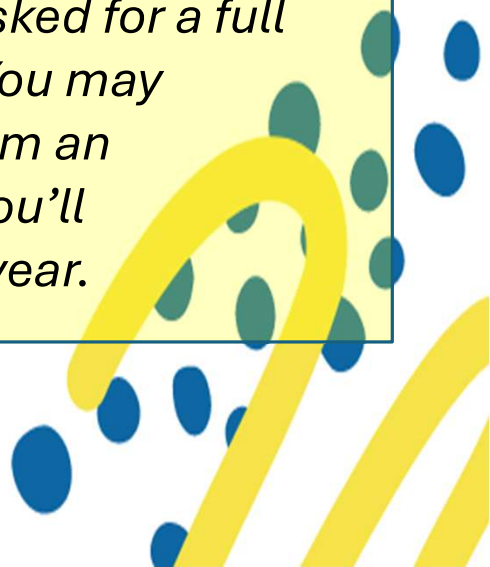
Next – you'll need to list your educational qualifications

- Date(s)
- Name of school / college
- Qualification subject or title

*Use the following pages to record these. Add new qualifications as you achieve them through your life.*

### ***Keep a record of all dates***

*You may one day be asked for a full employment history. You may need to pick a date from an online calendar – so you'll need day, month and year.*



# CV Builder

## GCSEs or equivalent

[illegible]

# CV Builder

## A Levels or equivalent

[illegible]

# CV Builder

## Higher Education

### Degrees & Diplomas

<b>School / College</b> Include location		
<b>Dates</b>		
<b>Subject</b>	<b>Result / Grade</b>	

<b>School / College</b> Include location		
<b>Dates</b>		
<b>Subject</b>	<b>Result / Grade</b>	



# CV Builder

## Higher Education

### Degrees & Diplomas

<b>School / College</b> Include location		
<b>Dates</b>		
<b>Subject</b>	<b>Result / Grade</b>	

<b>School / College</b> Include location		
<b>Dates</b>		
<b>Subject</b>	<b>Result / Grade</b>	



## CV Builder

### Professional & Vocational Qualifications

Certificates & business

#### Examples



A word cloud of various qualifications and certifications. The words are arranged in a circular pattern, with some words being larger and more prominent than others. The colors of the words include orange, blue, red, and black. The qualifications listed are: advanced advocacy skills, mortgage advice and practice, cscs card, safeguarding, prince2, hgv licence, cad software training, food safety, manual handling, advanced welding techniques, social work practice in child care, electrical safety, forklift truck driving, first aid at work, cognitive behavioural therapy (cbt) certification, environmental management systems (ems), comptia network+ certification, event planning and management, and full uk driving licence.

advanced advocacy skills  
mortgage advice and practice  
cscs card  
safeguarding  
prince2  
hgv licence  
cad software training  
food safety  
manual handling  
advanced welding techniques  
social work practice in child care  
electrical safety  
forklift truck driving  
first aid at work  
cognitive behavioural therapy (cbt) certification  
environmental management systems (ems)  
comptia network+ certification  
event planning and management  
full uk driving licence

*Here are some examples of  
qualifications you should  
keep a record of.  
Don't forget to keep a  
copy of any certificates*



# CV Builder

## Professional & Vocational Qualifications

Certificates & business

<b>School / College</b> Include location		
<b>Dates</b>		
<b>Subject &amp; Level</b>	<b>Result / Grade</b>	
<b>School / College</b> Include location		
<b>Dates</b>		
<b>Subject &amp; Level</b>	<b>Result / Grade</b>	

*Note: These qualifications are usually just pass or fail. So, you may not need to list the grade.*

# CV Builder

## Work Experience

**Organisation**

Include location

**Dates****Role / Job Title****Key responsibilities**

*Note: When adapting your CV for a job, make sure you focus on what is relevant to the role you want*

# CV Builder

## Work Experience

**Organisation**

Include location

**Dates**

**Role / Job Title**

**Key responsibilities**



# CV Builder

## Work Experience

**Organisation**

Include location

**Dates**

**Role / Job Title**

**Key responsibilities**



# CV Builder

## Work Experience

**Organisation**

Include location

**Dates**

**Role / Job Title**

**Key responsibilities**



## CV Builder

### Skills & Qualities - Employability

Keep a list of all skills you have developed.



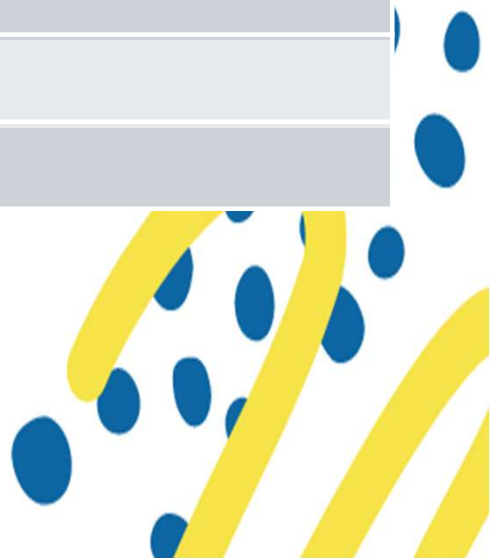
These are example transferable employability skills – what are yours?

*Choose relevant skills for the job you are applying for and make sure they are in your CV or covering letter. Be careful – if you list 'attention to detail' make sure you don't have any typos in your application.*

# CV Builder

## Employability Skills

Skill or Quality	How would you rate yourself?



# CV Builder

## Skills & Qualities - Technical

Here are some examples of technical skills. What are your technical skills?

Mobile app development  
Safety compliance (OSHA) Lesson planning  
Cloud computing (AWS, Azure)  
Programming (e.g., Python, Java, C++)  
Data visualization (Tableau, Power BI)  
Web development (HTML, CSS, JavaScript)  
Video editing (Adobe Premiere, Final Cut Pro)  
Hospitality management software (e.g., OPERA, RMS)  
Graphic design (Adobe Photoshop, Illustrator)  
E-learning platforms (Moodle, Blackboard)  
CAD software (AutoCAD, SolidWorks)  
Database management (SQL, MySQL)  
Hardware installation and maintenance  
Cybersecurity ERP systems (SAP, Oracle)  
Budgeting and cost control SEO optimization  
Quality control Microsoft Office Suite

*Be specific when talking about systems you are familiar with.*



# CV Builder

## Skills & Qualities

### Technical Skills

Skill or Quality	How would you rate yourself?
PhotoShop	★ ★ ★ ★ ★

*Can't think of anything you are good at? Ask your friends, family, teachers or work colleagues*

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## CV Hacks



# CV Hacks

## **Keep it brief and to the point**

Hiring managers do not have time to read in depth text. Bullet points and short sentences which are packed with key words will get noticed

## **Make it clear**

Choose a design that makes it easy to read. Use columns and graphics.

## **Format**

Always save your CV as a PDF and embed the fonts, if you can.

A4 is the normal paper size for a CV in the UK. However, this may change, so keep an eye on current trends.

***Keep it to a maximum of  
2 x A4 pages***



# CV Hacks

## **Things you don't need to include**

- Your age, gender and sometimes your name

*To help against unconscious bias, employers may now ask you for a version of your CV that removes these*

- Anything older than 10 years

*Unless specifically asked for a Full Employment History for Safeguarding reasons*



# CV Hacks

## **Things that are easy to forget**

- Have you put your driving license on?
- Links to your personal website or appropriate Social Media accounts
- Voluntary work – this is just as important as paid work on your CV
- References – you can write ‘References Available on Request’ this saves you asking them before every job application
- Languages – do you speak more than one?
- Gaps in employment – If you have been ill or had caring responsibilities, for example, these should be mentioned and can often highlight some of your skills.

If you have been in prison what to put will depend on your experience, so seek advice.



# CV Hacks

## Design

× Not like this...

### My CV - Jane Doe

#### Contact Details

Phone: 07770345678 email: jane\_doe2007@gmail.com address: 42 Bright Road  
SWINDON SN2 8XX

#### Personal Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

#### Professional Experience

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus suscipit tortor eget felis porttitor volutpat. Pellentesque ac felis eu sapien cursus vestibulum. Nullam id dolor id nibh ultricies vehicula ut id elit. Curabitur blandit tempus porttitor. Donec id elit non mi porta gravida at eget metus. Integer posuere erat a ante venenatis dapibus posuere velit aliquet.

#### Education

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed posuere consectetur est at lobortis. Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Cras justo odio, dapibus ac facilisis in, egestas eget quam. Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis vestibulum. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed posuere consectetur est at lobortis. Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Cras justo odio, dapibus ac facilisis in, egestas eget quam. Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis vestibulum.

#### Skills

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras mattis consectetur purus sit amet fermentum. Nulla vitae elit libero, a pharetra augue. Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh, ut fermentum massa justo sit amet risus. Curabitur blandit tempus porttitor.

#### References

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam porta sem malesuada magna mollis euismod. Donec ullamcorper nulla non metus auctor fringilla. Curabitur blandit tempus porttitor. Duis mollis, est non commodo luctus, nisi erat porttitor ligula, eget lacinia odio sem nec elit.

# CV Hacks

## Design

✓ Try something like this...

**YOUR NAME SURNAME**  
ASSISTANT MANAGER

[Address] [Phone] [Email address]

**OBJECTIVE**  
[Replace this sentence with your job objective. To replace any tip text with your own, just select a line of text and start typing. For the best results when selecting text to copy or replace, don't include spaces to the right of the characters in your selection.]

**EDUCATION**  
[School Name], [City], [County/Region]  
[You might want to include your final grade here and a brief summary of relevant coursework, awards and achievements.]

**EXPERIENCE**  
[Dates from] - [To]  
[Job Title] • [Job Position] • [Company Name]  
[Dates from] - [To]  
[Job Title] • [Job Position] • [Company Name]  
[Dates from] - [To]  
[Job Title] • [Job Position] • [Company Name]  
[This is the place for a brief summary of your key responsibilities and most stellar accomplishments.]

**KEY SKILLS**  
Marketing  
Project management  
Budget planning  
Social media  
Planning

**COMMUNICATION**  
[You delivered that big presentation to rave reviews. Don't be shy about it now! This is the place to show how well you work and play with others.]

**LEADERSHIP**  
[Are you president of your society, head of the accommodation board or a team lead for your favourite charity? You're a natural leader – tell it like it is!]

**REFERENCES**  
[Available upon request.]

***This is a default template from Microsoft Word***

*You can find a range of other free templates and ideas online*

# Job*READY* Kit

## The Application Process



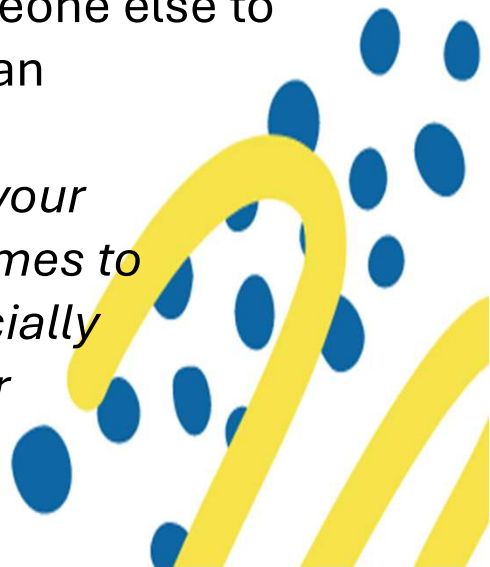


# Application Forms

## **To apply for a job you will need to fill out an application**

These days these are almost always online. Follow these fundamentals:

- Start the form well ahead of the submission deadline
- Look at the form before you start & find out:
  - Can you save it and come back to it?  
*You may get timed out or need to find something and come back later; so if you can't save as you go along, copy and paste your answers into a document*
  - Do you have everything you need to fill it out?
- Check it thoroughly for mistakes and typos. Get someone else to look over it, if you can
- Keep/print a copy  
*It's good to refresh your memory when it comes to the interview, especially if you're applying for lots of jobs*



# Adjusting Your CV

**If you are serious about a job, make sure your CV and covering letter show that**

Adapt your CV for the job you want

- ☐ Highlight different skills
- ☐ Add in key words from their job description
- ☐ Say more about previous jobs or experiences which are relevant to this job
- ☐ Say less about ones which have nothing to do with it

## Covering Letter

You should write this fresh every time to make sure you know what the organisation is looking for



# Job*READY* Kit

## Application Checklists



# Application Checklist

**Make sure you keep this in mind before you start**

Your application should show that...

- ☐ You have researched the organisation  
*You can comment on their goals in your covering letter*
- ☐ You have read the job ad and description carefully  
*Use language from the job description in your CV to describe your skills or qualifications*

Email

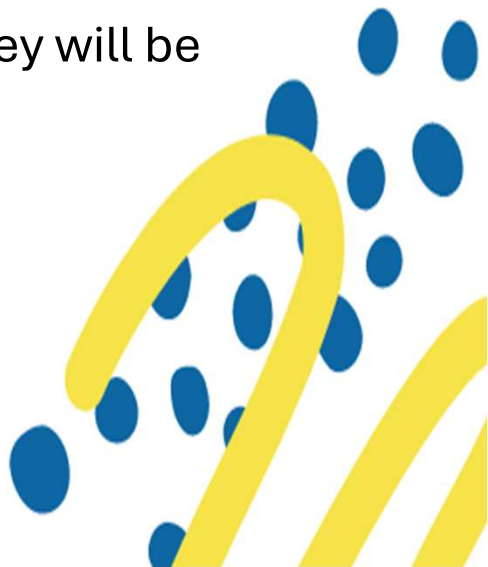
- ☐ Is professional and doesn't look like a gamer tag!

Get Social

- ☐ Make sure your Social Media reflects a person they will be happy to hire  
(or make it private)

Referees

- ☐ Get permission to include them



# Application Checklist

**Make sure you have done these before you hit 'Submit'**

- ☐ Check you have **included everything** they have asked for  
e.g.
  - ☐ CV
  - ☐ *Covering Letter*
  - ☐ *References*
  - ☐ *Any documents or proof of qualifications*
  - ☐ *Random requests to make sure you've read everything*
  
- ☐ **Proof-read** for spelling and grammar.  
*Even if you're good at this, it's always a good idea to get someone you trust to look at it too. You can also run blocks of text through AI.*

***Be very careful...***

*if you are asked for money as part of the application process.*

*This could be a scam!*

**SMASH**

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# Job*READY* Kit

## Covering Letters



# Writing a Covering Letter

**Your covering letter is your chance to shine**

What hiring managers are looking for:

- Evidence you are passionate about the job
- That you have the skills and knowledge to do the job

What to include

- The role you are applying for
- That you are suitable for the role and why
- Your experience: use words from the job ad or description
- A conclusion that reenforces your enthusiasm for the role

***If you are applying by email...***  
*your covering letter will be the content of your email not an attachment*

# Example Covering Letter

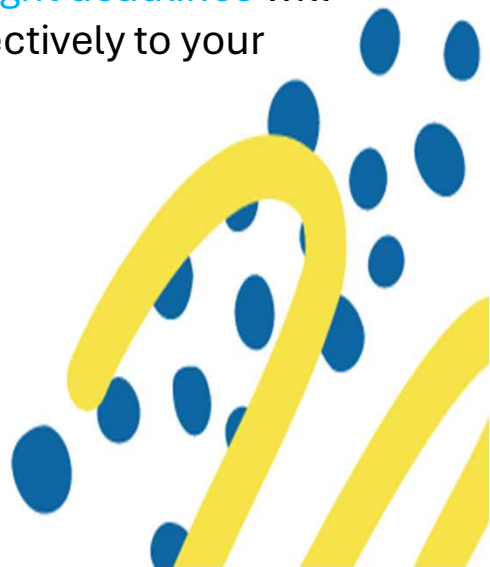
Hiring Manager (put the name if you have it)  
Acme Industries  
154 Letsby Avenue,  
Bristol BS1 1AB

Dear Hiring Manager,

I am writing to express my interest in the [Junior Web Developer](#) position at [Acme Industries](#), as advertised on [Indeed](#).

With my background in [freelance web design](#), combined with my hands-on experience in [creating and copy-editing the online school newsletter](#), I believe I would be a strong addition to your team.

In reviewing the job description, I am confident that my [design experience](#) aligns closely with the key requirements of the role. I have [used WordPress, CSS and HTML](#) and have successfully [created websites from scratch](#). Furthermore, my ability to [manage my own time and work to tight deadlines](#) will allow me to contribute effectively to your team's goals.





# Example Covering Letter

## Continued

In my previous position of [Student Editor](#) at [Northfield Academy](#), I was responsible for [creating and editing posts, developing the appearance and site layout](#), which helped me develop strong skills in [site development and maintenance](#).

I am particularly excited by the opportunity to [take the lead on ensuring the Acme Industries website is inclusive](#), and I am eager to bring my experience to [Acme Industries](#) to help achieve [the relaunch of your website](#).

I am enthusiastic about the chance to contribute to your team and am confident that my skills and passion for [web design](#) will make me an asset to your company.

Thank you for considering my application. I look forward to the opportunity to further discuss how my experience and qualifications align with your needs.

Yours sincerely,  
[Jane Doe](#)



# Example Covering Letter

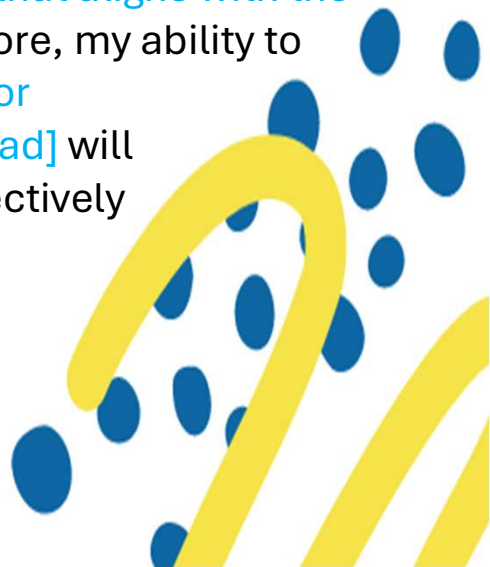
Hiring Manager (put the name if you have it)  
[Company Name]  
[Company Address]  
[City, Postcode]

Dear Hiring Manager,

I am writing to express my interest in the [Job Title] position at [Company Name], as advertised on [where you found the job listing].

With my background in [relevant field or industry], combined with my hands-on experience in [specific skills or tasks mentioned in the job ad], I believe I would be a strong addition to your team.

In reviewing the job description, I am confident that my [relevant experience] aligns closely with the key requirements of the role. I have [mention specific skill or qualification], and have successfully [provide an example of your work or achievement that aligns with the job description]. Furthermore, my ability to [mention another key skill or responsibility from the job ad] will allow me to contribute effectively to your team's goals.



# Example Covering Letter

## Continued

In my previous position at [Previous Company Name], I was responsible for [mention specific tasks that relate to the job you're applying for], which helped me develop strong skills in [key areas that match the job description]. I am particularly excited by the opportunity to [mention a specific responsibility or project mentioned in the job ad], and I am eager to bring my experience to [Company Name] to help achieve [specific goal or value of the company]. I am enthusiastic about the chance to contribute to your team and am confident that my skills and passion for [industry or specific field] will make me an asset to your company.

Thank you for considering my application. I look forward to the opportunity to further discuss how my experience and qualifications align with your needs.

Yours sincerely,  
[Your Full Name]



# Job*READY* Kit

## Interview Preparation



# Interview Preparation

## What is an Interview for?

Interviews are often a very bad way of working out whether someone is a good fit for the job.

Unfortunately, they are still a common way for hiring managers to get an insight into the candidates.

## How to smash your interview!

Try to get into the head of the hiring manager and give them what they are looking for

- ☐ Use your research on the job and the company to find key things to talk about
- ☐ Play the part – think about what they are looking for. Sell the things that you are good at and acknowledge areas you are working on.
- ☐ Practice, so you are confident

### **Remember**

*An interview is your chance to sell your qualities and convince them you'll be a great asset to their team*

# Interview Preparation

## Interview Types

Interviews can take many forms. When you are offered the interview, it should be made clear what to expect. If not, ask.

### Traditional One-on-One Interview

A face-to-face meeting with the hiring manager or recruiter where you discuss your qualifications, experience, and fit for the role.

### Panel Interview

You are interviewed by a group of interviewers, typically from different departments or levels within the organization, who take turns asking questions.

### Phone Interview

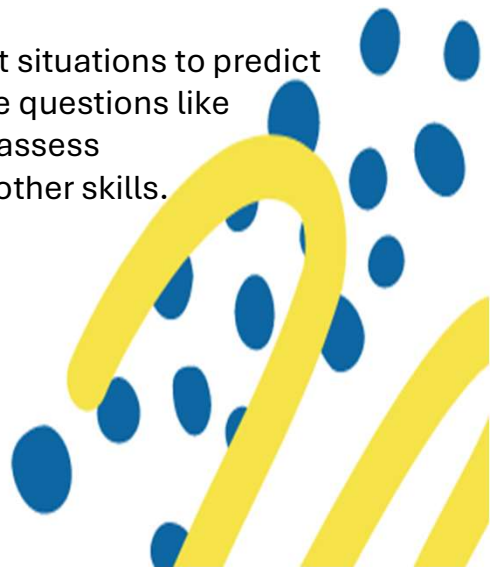
A remote interview conducted over the phone, often used as an initial screening to determine if you're a good fit before an in-person interview.

### Video Interview

Conducted via video call (e.g., Zoom, Skype) and often used for remote roles or as a first-round interview, especially for global companies.

### Behavioural Interview

Focuses on how you handled past situations to predict future behaviour. Interviewers use questions like "Tell me about a time when..." to assess problem-solving, teamwork, and other skills.



# Interview Preparation

## Interview Types

### Group Interview

Involves multiple candidates being interviewed at once, where you may work on a group task or answer questions in front of the group, assessing how you interact with others.

### Case Interview

Typically used for consulting and analytical roles, where you're asked to solve a business problem or case study in real time, testing your critical thinking and problem-solving skills.

### Competency-Based Interview

Focuses on assessing specific competencies or skills required for the role, such as leadership, communication, and teamwork, through examples of your past work.

### Informational Interview

A casual conversation with someone in the industry to learn more about a role, company, or career path. It's not a formal interview but can help expand your network and knowledge.

### Stress Interview

Designed to test how you handle pressure, these interviews may include aggressive questioning, rapid-fire questions, or challenging scenarios to see how you perform under stress.



# Interview Preparation

## Interview Types

### Technical Interview

Designed to assess your job-specific skills, such as coding, problem-solving, or technical knowledge. These interviews often include practical exercises or tests.

### Lunch or Dinner Interview

An interview conducted over a meal, where the goal is to assess your social skills and professionalism in a more relaxed, informal setting.

### Assessment Centre Interview

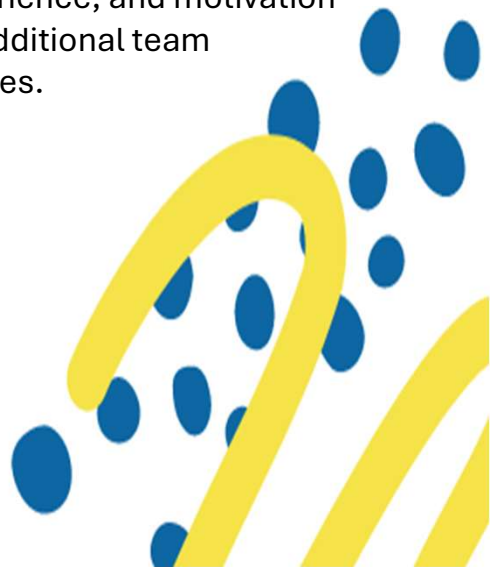
Often used for graduate or management roles, candidates complete a series of exercises or tasks (e.g., role-playing, group activities, written tests) to assess various skills.

### Hiring Manager Interview

Focused on evaluating whether you're a good fit for the specific role within the team or department. It's often more focused on your experience and ability to perform the job.

### Second-Round Interview

After a successful initial interview, this round typically goes deeper into your skills, experience, and motivation for the role. You may meet with additional team members or higher-level executives.





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# Job*READY* Kit

## Soft Skills



## Soft Skills

**These are often hardest to talk about at interview if you aren't prepared**

So, it is well worth spending time thinking about where you excel and where you may need some support



# Problem-solving

## **Are you good at problem-solving?**

List 1 to 3 specific problems you have solved.

1.

2.

3.

## **You may be asked questions like...**

*‘Can you tell me about a time when you solved a tricky problem?’*

*‘Tell me about a time when you identified and fixed a problem before it became urgent.’*

*‘How do you decide when to handle a problem independently or seek help?’*

## **Remember:**

Focus on what YOU did. If it was part of a team effort – what did you contribute? Expand any key ones in the STAR stories section.



# Emotional Resilience

**Do you have good techniques for managing your feelings?**

List 3 examples

1.

2.

3.

**You may be asked questions like...**

*‘Can you describe a time when you had to manage your emotions in a challenging situation at work?’*

*‘What strategies do you employ to understand colleagues’ perspectives?’*

*‘Describe a time when you helped resolve a conflict between coworkers.’*

**Remember:**

Keep this light and positive; you don’t want to overshare in an interview.



# Goal-setting

**Be ready to talk about how goal-setting has helped you.**

List 3 examples of goals

*Did you achieve them & what did you learn?*

1.

2.

3.

**You may be asked questions like...**

*‘Tell me about a goal you set yourself’*

*‘Tell me about a goal you failed to achieve’*

*‘Do you think that setting goals can be beneficial in day-to-day life as well as business situations?’*

**Remember:**

Goals you didn’t achieve are just as important. An awareness of how you learned from them shows resilience and adaptability.



# Communication

## TOP SKILL!!

**Make sure you are ready to talk confidently about this**

### **Think about a variety of methods of communication**

*email / visual presentations / face to face conversations / online meetings / talking on the phone / texting - even dance???*

*Think also about which method is appropriate and how you use formal and informal tone*

### **In what ways do you communicate well?**

List 1 to 3 examples

- 1.
- 2.
- 3.

### **Remember:**

Think about the job you are applying for. What is going to be important in your day-to-day work?

# Communication

**What strategies do you use to improve communication in areas you find naturally challenging?**

List 1 to 3 examples

1.

2.

3.

**You may be asked questions like...**

*‘Describe a time when effective communication helped you resolve a workplace conflict’*

*‘Can you provide an example of how you’ve used visual aids to enhance understanding during a presentation?’*

*‘Outline your approach to crafting persuasive written communications.’*

**Remember:**

We’re all terrified of something.  
You’ll stand out if you know what you struggle with and have ways to lessen the impact



# Teamwork

## TOP SKILL!!

**Strong organisations value diverse teams**

**It's a common mistake to think you need to match other people's skills to fit in. What would be the point of hiring two identical people?**

*Far better to know your strengths and be confident in the part you can play in a team.*

### **Check online for a personality test**

List your personality type and any thoughts you have about your type

My personality type:

My thoughts:

**Myer-Briggs** Is the most widely known test and free version like the [16-personalities](#) test are based on this



# Teamwork

## **What part do you play in teamwork?**

Be ready to talk about your strengths and areas you are less strong on.

List 1 to 2 strengths and 1 example where someone else would do a better job *Think of a positive spin on this*

1.

2.

3.

## **You may be asked questions like...**

*‘What makes a good team?’*

*‘What do you enjoy about working in a team?’*

*‘Describe your role in the most successful team project you’ve participated in.’*

**Remember:** A strong team embraces diverse personalities. Know your strengths and take pride in them. BUT also, be ready to step out of your comfort zone when needed.



# Confidence

## How can you show an employer you have the confidence to do their job?

List 1 to 3 examples *of times your confidence increased when you stepped out of your comfort zone*

1.

2.

3.

## You may be asked questions like...

*‘How do you maintain confidence when dealing with challenging situations in the workplace?’*

*‘Tell me about a time when you made a mistake at work. How did you handle it?’*

*‘Share an experience where you had to remain calm and confident while dealing with an upset customer. How did you handle it?’*

## Remember:

You don't need to be confident in everything. Just know the key skills the job needs & build confidence there.



# Time-management

**What specific tools and tricks do you use to manage your time?**

List 1 to 3 things

1.

2.

3.

**You may be asked questions like...**

*‘Tell me about how you balance work and your personal life.’*

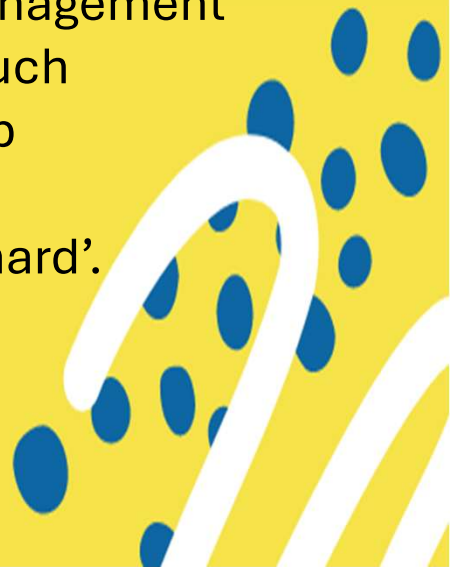
*‘How would you prioritise the following tasks?’*

*‘How do you handle interruptions or unexpected changes in your schedule?’*

**Remember:**

Improving your time-management skills can make a job much more enjoyable and help you to get ahead.

Aim to work ‘smart not hard’.



# Adaptability

## How able are you to be flexible?

List 1 to 3 examples of times you have changed plans at short notice

1.

2.

3.

## You may be asked questions like...

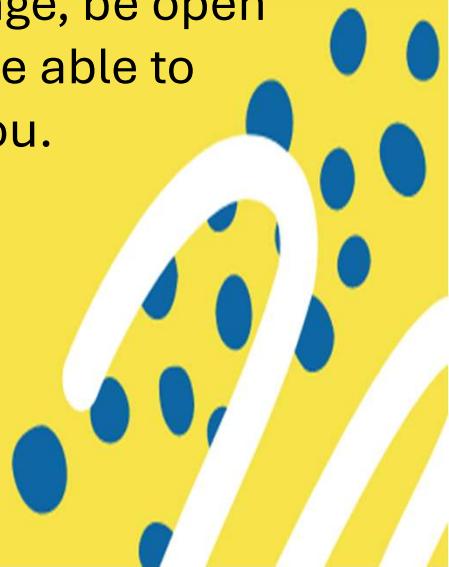
*'How do you adjust to changes you have no control over?'*

*'When you suffer a setback, how does that emotionally affect you and your work?'*

*'What does adaptability mean to you, and how do you demonstrate adaptability in the workplace?'*

## Remember:

If you struggle with change, be open and the employer may be able to put things in place for you.



**SMASH**

ONE PERSON CAN CHANGE A LIFE

# Job*READY* Kit

## Star Stories



# STAR Stories

STAR stories are a structured way of answering behavioural interview questions by providing clear, concise examples of past experiences. The STAR method helps you to focus on delivering relevant answers that showcase your skills and abilities.

Here's what STAR stands for:

**Situation:** Set the scene by describing the context or background of the situation you were in.

**Task:** Explain the challenge or responsibility you were tasked with in that situation.

**Action:** Describe the specific actions you took to address the task or challenge.

**Result:** Share the outcome of your actions, ideally with quantifiable results (e.g., improved performance, saved time, solved a problem).

Using STAR stories allows you to demonstrate your problem-solving, teamwork, and leadership skills in a clear and compelling way.

## STAR Stories - Example

**Question:** *"Can you tell me about a time when you had to meet a tight deadline?"*

**Situation:** "At my previous job, our team was given a last-minute request to complete a project report that was due by the end of the week."

**Task:** "I was responsible for gathering data from multiple departments and compiling it into a cohesive report."

**Action:** "I prioritized tasks, delegated parts of the work to team members, and coordinated with other departments to get the necessary information quickly. I also set up a timeline for review and revisions."

**Result:** "We completed the report on time, and it was praised by senior management for its accuracy and clarity. It helped inform key decisions for a new product launch."

*For your interview – think ahead about which stories would be best*

# My STAR Stories

**Write down some notes about one story**

SITUTATION

TASK

ACTION

RESULT



# My STAR Stories

**Write down some notes about one story**

SITUTATION

TASK

ACTION

RESULT

# My STAR Stories

**Write down some notes about one story**

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ACTION

RESULT

# My STAR Stories

**Write down some notes about one story**

SITUTATION

TASK

ACTION

RESULT

# Job*READY* Kit

## Interview Checklists



# Interview Preparation

## **Checklist 1 - A week or two ahead**

Get your head around this checklist as soon as you are offered an interview

- ☐ Re-read the job description and your application
- ☐ Check the company's social media and website
- ☐ Think about questions you may be asked and practice your answers
- ☐ Plan your journey or if it's an online interview make sure your software is updated and make test call
- ☐ Plan what you will wear. Make sure it fits and you can get it clean and wrinkle-free in time

### ***Headspace***

*Visualise success – imagine yourself answering the questions confidently and building rapport*

*Career goals – reflect on how this role will help you with your long-term aspirations*

# Interview Preparation

## Checklist 2 - the night before

You want to feel comfortable that you have everything you need, and you know where you are going

- ☐ Re-read the job description and your application
- ☐ Get your outfit ready – *don't forget accessories and shoes. Have a plan for your make-up (if you use it) and hair*
- ☐ Prepare your questions for the interviewer. *These should show that you know about the company and are eager to start.*
- ☐ Pack your bag – *make sure you have a copy of your CV, your application and any notes or documents you need. If you smoke and will need a cigarette pack those.*
- ☐ *Double-check how to get there & how long it will take – Google Street View is a great way to work out exactly where you're going*

### **Headspace**

*Relax and unwind – prepare early then do something relaxing and get a good night's sleep*

*Positive affirmations – as you are drifting off to sleep tell yourself you are qualified and well prepared*

# Interview Preparation

## Checklist 3 - on the day

Be prepared and allow plenty of time for everything.

- ☐ Eat a balanced Breakfast or Lunch – *avoid heavy or greasy foods and drink some water*
- ☐ Bring your bag - *Don't forget all the documents you packed the night before*
- ☐ If you smoke – *try to smoke as early as possible to reduce any smell when you go in*
- ☐ Arrive Early – *At least 15 minutes. It's a good idea to find a café nearby so you can arrive even earlier and pop to the toilet if you need. For online interviews log in at least 5 minutes early to make sure everything is working*
- ☐ When you arrive – *Be lovely to everybody, you never know whose opinion the interview panel will ask. Impressing the security guard could win you the role! Accept a glass of water if offered, in case your throat gets dry*

### **Headspace**

*If you are getting nervous before you go in – calm your breathing. Breathe in for 4 beats, hold for 4 beats and breathe out for 8 beats*

*Positive affirmations – repeat your positive affirmations and think through your questions*



# Interview Preparation

## **Bonus tips for the Interview**

Remember they have offered you an interview, so they are interested in what you have to say

- ☐ Take your time – *it's fine to take some time to think before answering. Your perception of time will speed up so a pause which seems like ages to you will be fine*
- ☐ Be honest – *Without being negative. If you are nervous about an aspect of the job, you can say so – but try to think of strategies to overcome your nerves. You might say "I'm not naturally comfortable talking on the phone, but if I have a script worked out beforehand, I will be fine." "I have dyslexia, so my emails might have some typos - but I'm quick at using Google/Al to check spellings for formal documents."*
- ☐ Cut the bull – *If you say you are amazing at everything the interviewers will call you on it. They will respect you more for knowing areas to work on and having strategies in place.*

### **Headspace**

*It's can be useful to have some water to hand. You can take a sip if you need thinking time.*

*Repeat your breathing exercises when the interviewer is asking you questions*

# Job*READY* Kit

That's all folks!

Happy Job Hunting

