



# Redundancy Support Toolkit

BEING MADE REDUNDANT WHAT DO I DO NEXT?



At Communitas you will get help with the steps you need to take before and after being made redundant the staff will be able to point you in the right direction don't worry we are there to help.

### **1. You're most important and first step is to contact Jobcentre Plus**

The present system is to call a national freephone number to register as unemployed. You will then need to carry out a telephone interview with a Jobcentre plus advisor which will take approximately 45 minutes. If necessary an appointment will then be made with your nearest Jobcentre plus office where a one to one interview will be held.

### **How to claim**

#### **Claiming benefit**

#### **How Jobcentre Plus will help you**

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# **Job Search Guide**

## **Useful Advice and Tips If You Are Looking For Work**

## ***Contents***

- **Aims, Objectives**
- **Coping with Change**
- **CV Writing**
- **Job Search – Application Forms**
- **Interview Techniques**
- **Employment Opportunities**

## **Aims**

- To give general information on a variety of areas which will allow people to make better, more informed choices
- To prepare people for what to expect and how to cope with redundancy

## **Objectives**

- To provide general information on how to access benefits
- To provide information on services available through the Employment Service
- To help people understand how to access training for work opportunities
- To explore different ways of approaching job search
- To look at basic interview techniques and how to manage expectations
- To focus on life changes, the impact of finance, social life and the future
- To reinforce the importance of Networking
- To discuss the next steps

## Life Changes

- Changes affect everyone differently and over different timescales
- There is a process for change – either in or out of work situations
- Life changes mean that everything about your life is affected. In redundancy, that means
  - **Finances**
    - Coping on a lower income
    - Loss of status – being unemployed
    - Having to budget
  - **Social Elements**
    - Changes to social life
    - Less money means cutting back on food, drinking, smoking and holidays
    - Changes in people you have called ‘friends’ because your lifestyle has changed and theirs may not have done
    - Little or no contact with old work mates
  - **Future**
    - Planning ahead
    - Setting yourself achievable goals
    - Looking at –
      - **What** you want – job or retirement
      - **Where** you want to be in five years
      - **How** you can get there
    - Positive choices

## **Preparation of a CV**

### **What is a CV?**

The initials stand for the Latin 'curriculum vitae' meaning 'course of life'. A CV is a short factual account about yourself, including your work experience and qualifications. It should ideally be no more than two sides of A4. It gives a potential employer essential information.

Some advertisements for job vacancies may ask you to apply in writing. In this case it is normal to send a copy of your CV with a short covering letter.

If you have a disability, which means you are unable to produce a written or typed CV, you could send an audio version of your CV.

There are also several other ways in which you could use a CV:

### **Speculative Applications**

You can send your CV with a covering letter, enquiring if companies have any current or future vacancies in your trade. You can find company names and addresses in newspapers or trade and telephone directories. (See Step 2 in the Applying for Jobs section.)

### **Memory Jogger**

You can use your CV to help you when completing APPLICATION FORMS. This will help you to remember all the dates and information each time you have to complete a different form.

### **Telephone Applications**

Having your CV handy when applying for jobs by telephone can help if you are asked to give more information about previous jobs.

If you are hearing/speech impaired and use textphone or Ttypetalk, having a copy of your CV can cut down the length of time spent making a call.

### **Interviews**

Having your CV with you while waiting to be called in can help you refresh your memory. It is also handy to leave a copy with the interviewer if they do not already have one.

## **Employment Agencies**

May sometimes require a copy of your CV before registering you.

## **What to include**

There is no set format - the style of a CV is a personal choice, but you may find it useful to include the following:

## **Personal details**

Name	Date of Birth
Address	Driving licence
Phone number	

## **Personal Profile/Career History**

A short statement at the beginning of the CV can be a positive way of selling yourself. You could include positive words such as competent, adaptable, and conscientious.

## **Achievements**

Mention things you did well in your past jobs which could be relevant to the job you are applying for.

## **Work history**

Put the most recent job first, with dates. What you have done recently will be of more interest to a prospective employer.

Don't leave gaps - employers will want to know what you did during these periods.

If your work experience is limited you may have to include temporary, holiday, part-time or voluntary jobs. Give the job title and the main duties involved. KEEP IT BRIEF.

If you have had many different jobs, emphasis the skills and experience you have gained by grouping them together. For example 'I have worked in many different types of jobs during vacations including office, shops and factory work'.

## **Training/qualifications**

Include any training and qualifications gained in previous jobs. Again put the most recent first. Educational details and qualifications can be included from secondary school.

## **Interests/spare time activities**

Aim to show the employer that you have a well-rounded personality. This is a chance to sell yourself. You can include any sporting activities, hobbies and membership of clubs and societies.

**Note:** Make sure you know enough about your interests to be able to talk about them at an interview - they are often picked up by employers for further questioning.

## **Additional information**

This is optional - but useful if there are gaps in other parts of your CV. If you have had a break at home make this positive. Do this by describing skills you have used in, for example, bringing up children and running a home. If you are changing career direction, explain why you are interested in the new type of work.

## **Discrimination**

If you think you may have been discriminated against during the course of your job search, contact your Job centre or local Citizens Advice Bureau. They will be able to give you general information and leaflets on your rights and how to appeal to an Employment Tribunal.

## **References**

You may or may not want to include these on your CV but you should always have a record of two or more people you can use as references. One should be your last employer or, if you have not worked for some time, you could use your family doctor or a friend (not a relative) who has known you a long time. You should ask the people to agree to this beforehand.

## **And finally**

You have put your CV together and you're happy that it provides a good picture of your strengths. The REAL test is to use it to apply for jobs and contact employers. Good Luck!

## Curriculum Vitae

**Your Name**  
**Address**  
**Telephone Number (home and mobile)**  
**E-mail address**

**Personal Profile:** A highly conscientious positive person, with considerable experience in the and has a strong work ethic. An enthusiastic team member who has a willingness to embrace new work practices and is prepared to participate in all aspects of the job to improve production, health and safety. His timekeeping, and attendance are of an excellent standard.

### **Key Skills**

- A wide range of practical knowledge in all areas of the **(whatever industry your skills are in)**.
- Able to work effectively within a team or on own initiative.
- Adept at forward planning with excellent problem solving, and organisational skills.
- Able to demonstrate all the relevant skills for **(whatever industry your skills are in)**
- Excellent communication skill able to deal with wide variety of people.

### **EMPLOYMENT HISTORY**

#### **Last employment first Date started (2002 to 2004)**

Name of Company and Job title. Brief description of Duties and Responsibilities i.e.

#### **(JOHN SMITH ENGINEERING) Fitter**

Responsible for breakdown, planned and preventative maintenance in all departments of production. Maintenance and upkeep of the water treatment and filtration plant.

Installation and maintenance of all types of driving equipment and gear boxes.

**Next employer (1990 to 2002)**

Name of Company and Job title.

Brief description of Duties and Responsibilities

**Next employer (1988 to 1990)**

Name of Company and Job title.

Brief description of Duties and Responsibilities

**EDUCATION**

Name of School and exams taken /passed

**ADDITIONAL TRAINING**

Additional Training courses completed

**REFERENCES (should be two with last employer as one )**

# Job Search

- Tips for Job Applications
- Telephone Skills

## 25 Tips on Applying for Jobs

- Make your applications as quickly as possible after seeing the job advertised. It makes you seem more enthusiastic than if you wait a week
- Find out as much as you can about the company. Ask for any brochures or catalogues about the business and its products
- Write down any questions you have before phoning to make your applications so you don't forget anything
- Sound enthusiastic on the phone. The person you are speaking to may be your interviewer at a later date
- Ask for the name of the person you are speaking to. It makes you sound more efficient and may come in useful at a later date
- If you have to request an application form by letter, make the letter brief and to the point. If possible, type it. Check carefully for any spelling mistakes
- Once you receive the application form, make a note of any special instructions for filling it in. For instance, they may want it typed or written in a certain colour ink
- Do not write straight onto the form. Work out exactly what you are going to say on a separate sheet of paper
- Make sure your surface is clean before you fill in the form – grubby marks on it won't make a good impression
- Bear in mind the type of work you are applying for and emphasis the experience and interests you have that are relevant. For instance, if the company has connections abroad, point out any foreign languages you speak
- Don't put in information that is not relevant to you or the job. Selectors will soon lose interest in your application if they have to wade through masses of unimportant waffle
- Employers prefer people with varied lives. So, under 'other interests', write down any sports and hobbies you enjoy, such as walking, swimming or reading

- While it is important to emphasize all the things you have to offer, don't over exaggerate; you may be caught out!
- Double check that all the dates, of past employment, school etc, are in the correct order. Start with the most recent and work backwards and check that they tally
- Once you have finished the draft, make sure that it reads well and that there are no spelling mistakes
- When transferring your rough copy onto the form, use a tried and trusted pen that will not run or leak. Unless otherwise specified, use a black or dark blue pen
- Use neat clear handwriting. If your writing is very difficult to read, print rather than use joined-up writing
- If space is limited, don't try to cram everything onto the application form, continue on a separate piece of paper
- Once finished, read the form, checking for mistakes. Ask someone else to look at it too, as they will have a fresh, more critical eye
- If you have made a mistake, cross it out neatly with one line, or paint it with correction fluid, letting it dry completely before writing over it
- If you have been asked to supply names of referees, do check with them first that they are happy to give you a good reference
- Write a short covering letter to accompany the application form. If possible, you should address this to the personnel manager/person who will be selecting you by name
- Finish the letter by using the correct ending ie 'Yours faithfully' for formal and 'Yours sincerely' if you have a contact name
- Address the envelope very neatly, using the name of the person it is going to, not just the name of the company
- Keep a copy of the your application form and letter, so that you can refresh your memory before the interview

## **Telephone Skills – Job Search**

### **Telephone Enquiry's or Applications**

Make sure you can reply on the telephone eg;

- If ringing from work, make sure you can operate the system
- If calling from a payphone check that it is good working order and you have plenty of change

**Be clear what you want to say, prepare for it by jotting down heading eg;**

- The type of work?
- Are any qualifications needed?
- Are there any restrictions on application eg, age etc?
- What are the hours of work?
- Is there any training involved?
- How to apply? eg; name and address of firm

**Try to relax;**

- Avoid gripping the telephone too tightly
- Lay out any notes you need in front of you so you don't panic whilst scrambling for notes

**Be clear who it is you are speaking to;**

- Sometimes in our anxiety we blurt out everything to the first voice we hear. This is often the telephonist so be patient and ask for the person who is most likely to be able to give you the information you need
- If unsure, ask to speak to the person in charge of recruitment – ask the telephonist for this person's name and write it down

**Greet the Person;**

- Check that you are speaking to the right person
- Introduce yourself and your purpose slowly and clearly. Don't gabble
- Remember they have never heard of you and don't know who you are ringing

**Listen to what it said;**

- Sometimes we are so anxious to ask what it is on our list of questions that we forget to listen to the points made to us – taking your time is important

**Don't be afraid to ask for time to jot things down;**

- This information can be recorded for later use

**Don't interrupt;**

- But try to make sure you get some of your questions answered

**If the person is talking for a long time, give them some indication that you are listening;**

- Say – “Yes, uh-hum”
- Not – “Yeah, uh” this sounds ignorant and off-putting over the telephone

**Don't be put off by someone indifferent at the other end;**

- The call is likely to be more important to you than them (they have a job and you don't) so make an effort

**Make your voice as interesting as you can;**

- Talking in a dull manner at one tone or pace can be off-putting
- Vary your time and pace – you will sound more lively and interesting

**Summarise the main points at the end;**

- Check through the main points – this can suggest you are efficient and is the best way of making sure you heard correctly
- This is most important, if an interview date and time has been arranged

**Thank the person you have talked to;**

- Basic good manners still make a difference to most people
- The ‘final touches’ could make all the difference to the impression you leave

## **Interview Techniques**

- Interview Checklist
- After Interview Checklist
- Body Language

## Your Interview Checklist

- Prepare as fully as you can, gathering information about the company and the job itself. Remember you can get information from the company itself
- Dress as well as you can, appropriate to the job, if in doubt overdress slightly rather than under dress
- Arrive at least ten minutes early. Make sure you know where it is. Whilst waiting you can make last minute preparations. Wash your hands etc
- Always shake hands. If a hand is not offered, still offer yours
- Sit comfortably, remember you are not in front of the television with a packet of crisps and a cup of tea. Neither are you lashed to the chair with a rope. Don't fidget
- Don't smoke, even when offered one, also never swear, argue or be flippant
- Listen to what is being said and answer questions fully without over-stating the case. Remember saying too much can be as bad as saying too little. If you don't hear the question clearly then apologise and ask them to repeat it
- Don't talk yourself down such as
  - 'I was just a..'
  - 'I only did..'
  - 'I can only..'Always be positive!
- Feel free to discuss your hobbies and interests when invited to do so. This helps find common ground and provides a talking point other than a vacancy
- Always talk in terms of job. Tell them why you are particularly suitable for it
- Be prepared to give references
- Try not to stare fixedly at the interviewer. Maintain good eye contact but break off for fleeting periods. Remember, too much eye contact can be considered aggressive
- Smile from time-to-time and enjoy it! Try to make it natural and not a wedding photograph (smile that makes your face ache)

- No matter how good or how bad you feel you have done, always thank them before you leave. Remember they have done you a big favour in giving you an interview
- Try to make notes as soon after the interview as possible. It may help you get it right next time if you are unsuccessful. You can also use your notes when contacting the employer if you are unsuccessful this time

**Remember – the preparation is every bit as important as the interview itself. If you don't prepare then you are not giving yourself a fair chance**

**Failing to Prepare is  
Preparing to Fail!!!**

## After Interview Checklist

Tick each item dealt with satisfactorily. Put an X against anything forgotten or otherwise unsatisfactory. Add any relevant comments;

**Place of Interview** ..... **Date** .....

- Arrived on time
- Dressed appropriately
- Entrance ok, shook hands
- Avoided nervous mannerisms
- Answered questions fully
- Didn't undersell myself

### **Described my;**

- Qualifications
- Previous experience
- Personal interests
- Pointed out my special strengths
- Stressed why I was suited to this job
- Gave references
- Looked at the interviewer whilst talking
- Smiled occasionally
- Thanked the interviewer and gave a handshake at the end

### **Questions needed to review or practice answers;**

- About last job
- Previous jobs
- Dates
- Reason for leaving
- Health
- Age
- My personal circumstances
- My future plans

## Body Language

There is an adage amongst those involved in sales, which asserts that, when putting over a message effective communication depends;

- 10% on what is said
- 90% on the way it is said

This is almost certainly an exaggeration and the best possible advice to anyone attending an interview, is as far as possible, be natural

You should, however, be aware of non-verbal communication. How many of us after seeing ourselves for the first time on film or video, have said;

- 'I never realised I did that'

There is no doubt that our posture, facial expressions, voices and physical reaction, say a lot about us. Look at the pictures on the next page – you may recall some people you know

Four important areas worth paying attention to;

- Eye contact – look at the interviewer during conversation without appearing to stare. Eye contact is very important, it conveys listening, interest and honesty
- Facial expression – smiling indicates that you are relaxed. Too much smiling or scowling looks like hysteria
- sitting – sit well back in the chair, relaxed and comfortable, not sloppy or slumped
- Gestures – Too much 'sketching' point in the air is aggressive and detracts from the verbal message. No movement at all is considered to be rigid, passive behavior

All of this may have started to sound too much – how are you going to remember everything?

### **Don't worry**

The chances are that you already have 90% of the attributes necessary to make an Olympic interview. Just a little attention to detail can tip the balance.

The last thing that you want to do is appear 'studied' in an interview.

Don't be afraid to practice sitting and talking in front of the mirror – actors do it all the time!

## **On the day – Be Natural, Be Yourself**

## Where to find those Hidden Vacancies

### Newspapers;

Don't just look in the Situations Vacant!

Read the adverts – they give a good source of contacts for speculative letters and phone calls

Read the articles – you could discover

- New firms moving into the area
- Firms who have recently gained new contracts and who may need extra staff
- Firms who may be expanding and possibly opening another depot/factory etc

### Yellow Pages;

Don't just turn to the section you require –

- Look at the classifications index at the back. It gives over 30 pages of business categories that can help you decide on what job you apply for
- Don't just stick to large adverts, small companies need staff just as much as their larger competitors

### Thompson Local;

- Use the community pages for ideas
- Remember voluntary organisations, this type of work could lead to a job, it is a good way of developing your experience and it looks good on your CV

### Word of Mouth;

- Make this work for you, but don't be too pushy!
- Remember to keep reminding friends and relatives etc, that you are keen to get back to work

### Explain

- **How** they can help you
- **What** you are looking for
- **What** your specific skills are

If you are given any job leads remember to get full details of;

- The company name and address
- Who to get in touch with
- The sort of work they do

### **Job Centre;**

- Check the vacancy boards regularly or daily if you can
- Don't forget the other services the Job Centre provides. Their NATVAC's system list vacancies in other areas. The Travel to Interview Scheme (TIS) may help travel to interview outside your usual home area

**Remember – Job Centre staff are there to help you!**

### **Agencies;**

- For best results, consider registering with several agencies. Remember – a temporary job can sometimes lead to permanent work

### **TV/Oracle/Job Finder;**

- Available on Teletext

### **Unions**

- Sometimes pass on vacancy information to redundant employees

### **Careers Office and Adult Guidance**

- Although the Careers Office is for under 18's they also provide guidance for adults. Specialist help is available together with advice on training and career changes. To see them arrange an appointment through the Job Centre

### **Other Sources**

- Trade Magazines
- Local Radio
- Libraries
- Occupation Books
- Shop Windows
- Chamber of Commerce

## Personal Contacts

### Make Word of Mouth Work for You

#### Think

- Who could I get in touch with?
- Who might know of openings?
- What about colleagues and friends from the past?
- Relatives who I don't see very often?

#### Plan

- What will I say?
- What should I say I am looking for?
- How can this person be helpful?

#### Do

- Make a note of anyone you think might help
- Decide how to get in touch, in person, by telephone or in writing

#### Then do it?

I will get in touch with .....

Because .....

And say .....

By phone .....

Result .....

I will get in touch with .....

Because .....

And say .....

By phone .....

Result .....

## Personal Contacts

### Make Word of Mouth Work for You Continued.....

I will get in touch with .....

Because .....

And say .....

By phone .....

Result .....

I will get in touch with .....

Because .....

And say .....

By phone .....

Result .....

I will get in touch with .....

Because .....

And say .....

By phone .....

Result .....

I will get in touch with .....

Because .....

And say .....

By phone .....

Result .....

## **What Type of Voluntary Work May be Right for Me?**

It is essential that anyone considering voluntary work thinks carefully about why they want to do it. It is a decision, which cannot be taken lightly, as many voluntary tasks are of an extremely responsible nature and require commitment, hard work and above all, reliability. Therefore, volunteers must be prepared to meet the demands made of them.

Questions potential volunteers must ask themselves;

**“How much time do I have available to devote to voluntary work?”**

**“What skills/abilities and knowledge can I realistically offer?”**

**“Are there any particular groups of people I would like to work with eg, elderly, disabled or young people?”**

**“Is there any specific training I would need before undertaking any voluntary work?”**

**“Why do I want to offer my services?”**

The above questions provide examples of issues, which must be resolved before any commitment to voluntary work can be made. Where possible, it is advisable to discuss such issues with an appropriate person or referral agency who can offer objective and practical advice of how to proceed. Examples of appropriate agencies are given below.