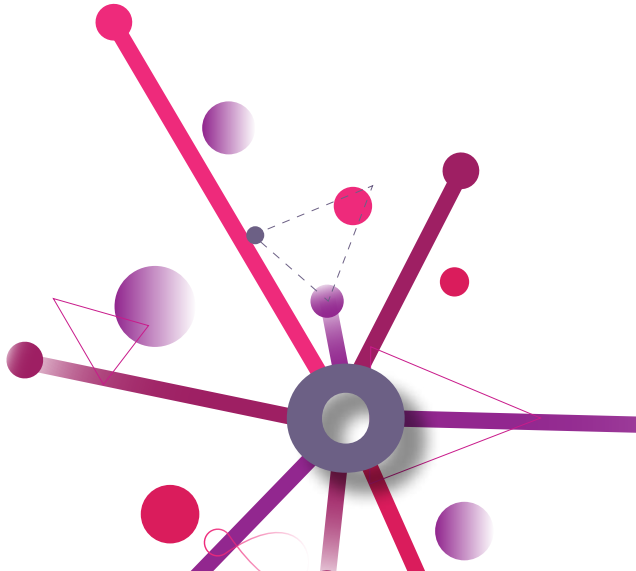


the jobs hub

CV Writing Guide



What is a CV?

CV (Curriculum Vitae) is a summary of your education, work history and the skills and experience you have.

It is your very own sales and marketing document.

It should:

1. Clearly present your skills, experience and qualities;
2. Create a good impression;
3. Help you get an interview;
4. Not give the employer any reason to discard your application.

The purpose of your CV is to show a prospective employer that you have the necessary qualities to do the job you are applying for.

The easier the CV is to read the better. An advertised job vacancy will often attract many applicants and the employer usually has two questions in mind:

1. Is this person able to do the job?
2. Will this person fit with our team?

Your CV is a very important document. It's worth taking the time to get it right.

Remember

This is not a time to be modest - you will not get a second chance to make a first impression!

CV Basics

Presentation

- Make your CV attractive and easy to read;
- Your CV must be typed and printed on white or cream paper (don't use fancy paper or excessive artwork);
- Do not amend your CV by hand;
- Keep it short - aim to fit your CV on two pages if possible;
- Use one, type face only (but you can use different sizes) and do not use fancy fonts;
- Avoid big blocks of text - use bullet points instead.

Information

Keep it relevant and to the point

- ✓ Always start with most recent job and work backwards;
- ✓ Be sure that there is no gaps in your employment history;
- ✓ For each position give job title, company name, address and brief description of company business;
- ✓ Under each job give brief details of duties, skills and (if relevant) achievements;
- ✓ Put greater emphasis on work experience which is most relevant;
- ✓ Sell the experience you have - not the experience you lack;
- ✓ Where employment history is lengthy, summarise early years (i.e. 1975-1983, variety of jobs involving...).

What not to include:

- ✗ The title Curriculum Vitae or CV – the employer knows what it is!
- ✗ A silly e-mail address (i.e. devil666@... or honeybunny@...) – if you have one, change it;
- ✗ Reasons for leaving previous employments (but remember you may be asked about it during the interview);
- ✗ Information on your disabilities or convictions;
- ✗ National Insurance Number;
- ✗ Photograph.

Common Mistakes

Don't give the employer any reasons to reject your application. The most common mistakes are:

- Typing errors, and poor spelling and grammar – CV has not been checked for errors;
- Disorganised layout – not divided into easy to read sections, difficult to read;
- Poor presentation – poor quality photocopy, poor quality paper, amended by hand, handwritten, too loud (bright paper/colour);
- CV too long – includes irrelevant information, too descriptive;
- Poorly described job history – company nature of business not described, no description of duties or responsibilities;
- Missing information – employment gaps not explained.

- Unnecessary information – includes irrelevant information such as place of birth, names of children/parents, photo etc;
- Abbreviations not explained, foreign words not translated.

A CV with these mistakes in it can make it seem like you haven't put the time in, or you don't think details are important.

Ways to use your CV

- ✓ Applying for an advertised vacancy;
- ✓ Speculative job applications;
- ✓ Useful information for completing application forms;
- ✓ Telephone job applications and interviews;
- ✓ Preparing for job interviews;
- ✓ Registering with employment agencies.



Preparing Your CV

CV Structure

Typically a CV will include the following sections:

- 1. Personal Details;**
- 2. Personal Profile;**
- 3. Employment History;**
- 4. Education And Training;**
- 5. Additional Information;**
- 6. Interests And Hobbies;**
- 7. References.**

If you are a recent school/college leaver with little work experience or you would like your qualifications to stand out / be noticed first the following order may work better for you:

- 1. Personal Details;**
- 2. Personal Profile;**
- 3. Education;**
- 4. Work Experience;**
- 5. Additional Information;**
- 6. Interests And Hobbies;**
- 7. References.**

Personal Details

Include:

- ✓ Name, address and postcode;
- ✓ Telephone number, mobile number and e-mail address.

Personal Profile

A personal profile is a descriptive summary of your key strengths, skills, experience and career aim. It should be short and positive and you must be honest as you will have to back up any statements you make when interviewed. An unfocused profile is worse than none at all. However, a carefully worded summary will enhance your CV.

Personal Profile should include the following elements:

- 1. DESCRIPTIVE INTRODUCTION** of your profession, e.g. Web Designer or Mechanic, this should be backed by key features of your professional self, e.g. experienced automotive mechanic. You could also include your immediate professional goals. Be punchy, precise and try to use no more than 5-6 sentences.
- 2. KEY SKILLS** listed as bullet points; usually 5-8 are sufficient. Make sure they are relevant to your experience and concisely written. Include workplace knowledge as well as formal training, e.g. 5 years experience in servicing BMWs. TIP: Avoid meaningless phrases like 'self-motivated'
- 3. ACHIEVEMENTS (optional)** include major achievements and try to quantify any results, e.g. reduced vehicle service times by 5% over 12 months.



EXAMPLE 1

I am a conscientious, hardworking and punctual individual with over five years experience as a warehouse operative. I am honest, trustworthy & a good team member.

Key Skills:

- *Experience and good understanding of warehouse work*
- *Experience and licence to operate a counter-balance forklift truck*
- *Ability to work under pressure and to set targets and deadlines*
- *Good understanding of Health and Safety in a warehouse environment*

Achievements:

My observations and recommendations lead to changes being made in the company's lorry unloading process and contributed to the efficiency of the warehouse operations.

EXAMPLE 2

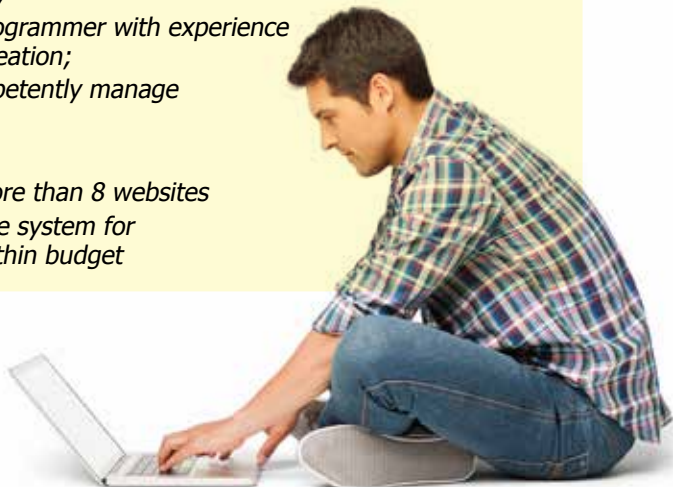
An MCSE qualified IT professional with broad ranging experience in IT support, programming and web design. Capable of quickly adapting to changing environments and supervising a development team. Flexible and committed individual with excellent communication and trouble shooting skills, aiming to specialise in web development.

Key Skills

- *Well versed in Flash, Photoshop and Illustrator with recent advanced courses in all 3 packages;*
- *Proficient Visual Basic programmer with experience in data base front-end creation;*
- *Proven capability to competently manage an IT helpdesk team.*

Achievements

- *Successfully launched more than 8 websites*
- *Implemented a call centre system for 50 users, on time and within budget*



EXAMPLE 3

I'm an organised, responsible and reliable person with 4 years experience of administration, customer service and sales work gained while working for British Gas.

Customer-focused, good team worker, I always strive to achieve the best possible results. I'm hardworking, flexible and happy to take on new challenges. My positive attitude to work and people helps me to quickly establish good relationships with work colleagues, customers and management.

Key Skills:

- *Excellent administration skills*
- *Experience of customer service and sales*
- *Ability to engage with public / win new customers*
- *Good IT skills including ability to work with Excel and databases*
- *Good attention to detail*
- *Organised, able to work without supervision*
- *Able to follow set procedures and work to targets and deadlines*
- *Multilingual (French and Italian)*

EXAMPLE 4

I'm currently a full-time student at Bedford College and I'm looking for a new part-time job that will fit around my studies and will help me to develop new skills.

I have experience of customer service/retail work that I have gained during my current Saturday job at Boots in Bedford. I am confident and friendly with a natural ability to interact well with people and show enthusiasm and positive attitude when faced with challenging situations.

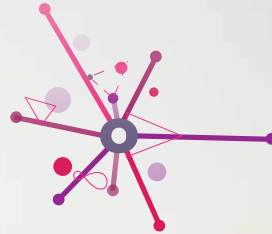
I'm reliable with very good attendance and time-keeping record. I'm very keen to learn and have the ability to quickly grasp new ideas and tasks.

Key Skills:

- *Good understanding and experience of working in a busy retail environment*
- *Excellent customer service skills*
- *Ability to work towards achieving sales targets*
- *Very good at prioritising time and workload*
- *Good computer skills incl. experience of using internal (retail) software*
- *Quick learner*

Your Personal Profile Checklist

- 
1. Is your Personal Profile positive?
 2. Is it short and concise?
 3. Does it emphasise relevant experience and achievements?
 4. Does it highlight important qualities, skills and knowledge?
 5. Does your profile reflect YOU?



Employment History

Start with your current or most recent position and work backwards. Describe your duties and responsibilities and mention any special achievements.

Include the following:

- Dates of employment: State exact dates if known, if not month/year;
- Job Title: Your job title/position. You can also specify if part-time, temporary, job experience etc;
- Employer: Name of the company/organisation you have worked for;
- Nature of Business: Specify company business/sector;
- Duties: List or describe your duties and responsibilities.

EXAMPLE 1

Date: May 2001 – February 2005

Job Title: QUALITY CONTROLLER

Company: BARIVEG, Sandy, Bedfordshire

Nature of Business: Fresh salads manufacturer

Duties:

- *Checking quality of in-coming fresh produce*
- *Ensuring stock control and stock rotation*
- *Carrying out regular storage temperature and humidity checks*
- *Recording this data on internal QA system*
- *Printing labels, ensuring that the correct 'best before' and product information is printed on the label*
- *Ensuring the correct 'goods-in' and 'goods-out' procedures are followed*

EXAMPLE 2

Date: September 2010 – May 2012

Job Title: JUNIOR ADMINISTRATOR

Employer: Bedford Borough Council, Bedford

Nature of Business: Local government office

Duties:

- Answering telephone
- Updating database and spreadsheets
- Updating manual records
- Scanning documents and sorting information
- Filing and photocopying
- Welcoming office visitors

School Leaver with no employment history?

Most people have done some 'work' even if they did not get paid for it.

Think about it:

School work experience, helping family or neighbours, things that you may have done in school or college i.e. helping out with an open day, school event, showing visitors around, working in the school library, babysitting, volunteering work etc.

Now! Think about the skills you used:

- Interpersonal skills - when dealing with people;
- Team work skills - when working together on a project;
- Organisational skills - when planning an event or managing your work;
- When working on your CV use 'WORK EXPERIENCE' heading rather than 'EMPLOYMENT HISTORY'.



Education and Training

Here you should state any school/colleges/universities you attended, dates and qualifications you gained.

Under the sub-heading 'Training' you can mention any professional and relevant training/courses you completed/attended, i.e. IT training, Health and Safety, Food Hygiene, First Aid etc.

EXAMPLE

*2008 – 2010 - Bedford College, Bedford
BTEC National Diploma in Computer Applications*
Training
*2011 – Operating counterbalance fork lift truck
2008 – 'Handling Difficult Customers' training
2005 – 'Basic Food Hygiene' course*

Additional Information

Here you can mention:

- ✓ Languages;
- ✓ Driving Licences;
- ✓ IT, programmes you can use;
- ✓ Other skills i.e. welding, soldering.



Interests and Hobbies

Give a brief description of your interests and hobbies

EXAMPLE

I'm interested in healthy foods and nutrition and take part in a weekly Health Food Club meeting.

I enjoy travelling, learning foreign languages, cooking, listening to music and watching TV.

References

Here you can include references contact details or simply state that references are available upon request.



CV Example 1 - General

Anna Wilks

PERSONAL INFORMATION

Address: 10 Wilson Street, Bedford MK99 9BT
Telephone: 01234 567890
Mobile: 07777 888999
E-mail: anna.wilks@yahoo.co.uk

PERSONAL PROFILE

I'm an organised, responsible and reliable person with experience of administration, customer service and sales work. Quality-oriented, good team worker, I always strive to achieve the best possible results. I'm hardworking, flexible and happy to take on new challenges. My positive attitude to work and people helps me to quickly establish good relationships with work colleagues, customers and management.

Key Skills:

- Excellent administration skills
- Experience of customer service and sales
- Ability to engage with public / win new customers
- Good IT skills incl. ability to work with Excel and databases
- Good attention to detail
- Organised, able to work without supervision
- Ability to follow set procedures
- Good understanding of business and customer needs
- Ability to work under pressure and to set targets

EMPLOYMENT HISTORY

Date: 05.02.2011 - present

Job Title: Business Administrator

Employer: BUILDHOME Services, Bedford

Nature of Business: Home Improvements Company

Duties:

- Responsible for all general business administration
- Ensuring all paperwork is well organised and maintained
- Day to day accounting incl. preparing quotes, issuing invoices, processing payments and monitoring business cash flow
- Liaising with customers
- Assisting with preparing bids and price negotiations
- Assisting with business marketing and advertising
- Ensuring the company website is up to date
- Organising company meetings and visits

Date: September 2009 – February 2011

Job Title: Administrator (temporary assignments)

Employer: Employment through Office Angels recruitment agency in Bedford

While employed by the recruitment agency I have worked on the following contracts:

OFFICE ASSISTANT at Bedford Borough Council Electoral Services (3 months)

Duties included:

- Dealing with incoming phone calls
- Updating voters electronic database
- Updating manual records
- Scanning documents and sorting Information
- Checking documents and verifying submitted information
- Welcoming and assisting voters

PUBLIC RESEARCH ASSISTANT for MyMoney, Financial Services Authority (1 month)

Duties included:

- Engaging directly with public to research miss-sold PPI situation
- Explaining questionnaires to people
- Assisting with filling in questionnaires
- Answering questions
- Working to set targets

Date: January 2005 – June August

Job Title: COMPUTER SALES ASSISTANT

Company: NETTLE IT in Bristol

Nature of Business: IT Services provider

Duties:

- Preparing quotes and special offers
- Selling software (home and commercial)
- Preparing invoices and processing payments
- Providing customer service
- Assisting with product promotions and marketing

EDUCATION AND TRAINING

2000 – 2004, Bristol University, Bachelor Degree in Environmental Studies

1998 – 2000, Higher Education College in Bristol, BTEC National Diploma in Food Technology

ADDITIONAL INFORMATION:

Languages: French – good, German – basic

IT: Confident PC user, knowledge of MS Word and Excel

Driving Licence: Full, clean (car owner)

INTERESTS AND HOBBIES

Music, collecting art

REFERENCES

References available on request

CV Example 2 - College Student

Adam Fisher

Address: 57 ABC Road, Bedford, MK11 9YZ
Telephone: 01234 132123
Mobile: 07777 000999
E-mail: xxxxx@hotmail.com

Date of birth: 01.01.1994

PERSONAL PROFILE

I'm currently studying BTEC National Diploma in Engineering at Bedford College and I'm looking for a part-time job that will fit around my studies and will help me to develop new skills. I have experience of retail and customer service work that I gained during my part-time job at Game in Bedford and during my two-week work experience in Halfords. I'm reliable with very good attendance and time-keeping record. I'm keen to learn and I have the ability to quickly grasp new ideas and tasks.

Key Skills:

- **Communication** - While at school, I was a member of the after school science club in which I was appointed deputy chair. This experience gave me the chance to speak to the group about my ideas, and has given me the confidence to express myself clearly and confidently in a group situation.
- **Time management** - While at school I worked weekends at the company Game in Bedford in order to gain extra income. I also worked additional hours over the busy Christmas period. Despite these added demands I still managed to complete all my school work on time. I am good at prioritising my workload and believe that this skill will be very important in employment.
- **Customer care** - While at Game, I have worked in a front-line position dealing directly with customers. I have worked on the tills serving customers and also on the shopfloor offering advice to customers. I have received in-house training on Customer Care Skills and I was awarded Employee of the Week on four occasions.
- **IT** - I have achieved GCSE 'A' grade in Information Technology and was ranked as top student in my school year. This course included using various IT skills such as word processing, spreadsheets, databases and graphics. I am a competent user of the internet and have used it regularly to do research for my homework and for the science club.

EDUCATION

2012 – Present, Bedford College, Cauldwell Street, Bedford, MK42 9AH
BTEC National Diploma in Engineering

2007 – 2012, Mark Rutherford Upper School, Wentworth Drive, Bedford, Bedfordshire MK41 8PX
GCSEs: Maths B, English C, Science A, Additional Science A, Information Technology A,
Geography C, Religious Studies C, Physical Education A

WORK EXPERIENCE

June 2010 – June 2012, Sales assistant (part-time)

Company: Game, 98-99 Midland Road, Bedford (01234 345678)

Type of business: Retail (Video games and accessories sales)

This was a part time job during my last two years at school. I had many responsibilities including:

- Recommending products and helping customers
- Answering customer queries
- Processing cash and card payments and using the tills
- Keeping the store tidy and presentable
- Handling deliveries
- General housekeeping duties

June 2009 - General Assistant (work experience)

Company: Halfords, St Johns Centre, Rope Walk, Bedford, MK42 0XE (Tel. 01234 567899)

Type of business: Retail (Bicycle and car accessories & parts)

During my 2-week work experience at Halfords I have learnt about the retail trade and have gained experience in the following areas:

- Assisting customers with their enquiries
- Helping customers find products
- Arranging items on shop shelves
- Assembling bicycles
- Bicycle maintenance and minor repair work

OTHER SKILLS

Very good IT skills

Bicycle maintenance (completed Halfords course during work experience)

First aid trained (current)

ACHIEVEMENTS:

100% Attendance Award at Mark Rutherford School

Student's Representative at the School Council

Deputy Chair of after school science club

Helped to organise fund-raising events at school

INTERESTS AND HOBBIES

My main interests are in IT and engineering which I am currently studying at Bedford College.

I also enjoy cycling and regularly go on long cycle rides with my friends.

REFERENCES

References available upon request.

Notes

Funded by the Bedford Borough Partnership and Jobcentre Plus, the Jobs Hub is a unique, new approach to helping Bedford Borough residents of all ages who are unemployed, looking for new skills, have entrepreneurial aspirations or those who are still in education and deciding on their next step.

Opening Hours:

Monday to Thursday, 9.30am to 4.30pm
Friday, 9.30am to 1.30pm

Address:

15 Greyfriars
Bedford
MK40 1HJ

Phone: 01234 223510

Email: thejobshub@bedford.gov.uk



@thejobshub



The-Jobs-Hub

The Jobs Hub is supported by:



Department for
Work and Pensions

