



Careers & Employability

Getting started

CVs and covering letters
for part time jobs

'My CV looks good, thanks to the support and expertise of the people in the Careers Service. They have helped me to maximise my potential and my attractiveness to future employers.'

Craig Duffill BA (Hons) Business Management

Getting started: CVs & covering letters for part time jobs

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APPLYING FOR PART TIME JOBS – CV GUIDELINES

Competition for part time jobs is strong so you should treat applications for them just as seriously as if you were applying for a graduate job or placement.

GENERAL TIPS

Your CV should be a **positive** document which ‘**markets**’ your education, experience, skills and achievements to an employer. Before you start, think about why the employer should give YOU the job.

- The aim of your CV is to get you an interview for a **specific** job so show how you match the criteria listed in the vacancy. Make it easy for the reader to identify your **most relevant** qualifications, experience and skills.
- Keep to **one** or **two** pages, use size 12 font and use reverse chronological order (most recent first).
- Ensure that dates and qualification titles are correct.
- Spelling and grammar DO matter so check carefully.

CV CONTENT (Some suggested headings)

Personal Details

What is needed

Your full name
Term time address
Term Time phone number/s
Sensible email address

What is not needed

Date of birth
Marital status or number of dependants
Health status
Photographs
Comical or offensive email address
National Insurance number

Education and Qualifications

Work in reverse date order starting with:

- University details (Name of university, the year you started, anticipated finish date and course title). Address is not needed.
- Only include details of modules **if they are relevant to the part time job**
- Same details for previous universities/colleges attended
- Secondary school details (Include A levels, or equivalent qualifications), and summarise your GCSEs.

Employment/Voluntary Experience

Think through your previous jobs or voluntary experience. What skills did you gain, what successes did you have and what responsibilities were you given?

- Show your most recent experience first then work backwards.
- If you have done this job before, give detailed evidence showing specific responsibilities and achievements.

- Make sure you can back up claims about your skills with clear evidence E.g. 'Met daily targets by'
'Gained excellent communication skills by advising customers
- **Don't** give extensive details about experience that isn't relevant
- **Don't** need to give employer addresses or contact numbers

Additional Information

This section gives you the opportunity to write about additional qualifications, achievements and personal interests and show your motivation and commitment.

Technical – can include:

Details of your IT skills – what you can use and to what level

Driving licence (or you can include in your personal details)

Foreign language skills, including level of knowledge

Personal interests/achievements

Don't just include a long list of hobbies and interests.

Concentrate on the two or three most significant and give details of **how** you participate and **what** you have **achieved** where possible.

You could include additional qualifications such as First Aid, Pool Lifeguard, music grades

WHAT TO DO IF YOU HAVE LIMITED OR NO WORK EXPERIENCE

If you have limited or no previous work experience, think about other things you've done which will have given you valuable transferable skills. E.g.

- University course – group work, projects, presentations, being course representative, working to deadlines etc
- Sporting activities – representing your school or a club, being team captain etc
- Voluntary work – employers value this as highly as paid work.
- Travel – particularly where you have organised it yourself and shown independence
- School studies – competitions, projects, Duke of Edinburgh, being a prefect.
- Life experiences – caring for family members etc

Skills Profile

If you don't have much work experience you might want to use a skills profile to market some of the above activities. See page 7 for an example of a skills based CV and page 8 for information about the type of skills employers want.

SAMPLE VACANCY

Each time you write a CV **analyse the vacancy** so that you understand what skills and experience the employer is looking for.

You can then **tailor your CV** to show the employer that you have the right skills.

In the advert below we have highlighted the key requirements for the job.

CONTACT CENTRE ADVISERS (PART TIME)

Duties will involve taking incoming calls from existing customers regarding a range of different enquiries relating to their credit cards. **Ideal candidates will have worked in a similar role** and have **fantastic customer service skills** and **an excellent telephone manner**. **Good IT knowledge** is also required. These positions are to start immediately. Hours of work will vary and can include day, evening and weekend shifts so **flexibility** is required. You must be available to work for the next 6 months.

To apply: Send your CV and covering letter to Ms J Johnson, Human Resources Officer, North East Contact Centre, Middlesbrough, TS1 8GH.

CV AND COVERING LETTER EXAMPLE

On the following pages you will find a sample CV and covering letter tailored to the above vacancy.

① You could put the Education section after Employment Experience if you prefer

LAUREN PATTERSON

26 Wallace Street, Darlington DL3 7TY
01325 748846 or 07765 933224
Email: lauren@fastmail.com

① You don't need to include modules unless they are relevant to the job.

EDUCATION

- 20YY - date Teesside University
BSc (Hons) Forensic Biology
- 20YY - 20YY Queen Elizabeth Sixth Form, Darlington
A Levels: Biology (B) Maths (B) Psychology (C)
- 20YY - 20YY St Hilda's School, Durham
GCSE: 9 at A - C including Maths and English

① Give evidence that you have the **skills** you identified from the job advert.

EMPLOYMENT EXPERIENCE

- Sept 20YY – March 20YY Debenhams Middlesbrough
SALES ADVISOR (part time – evenings and weekends)
- Gained excellent communication skills advising customers on the shop floor, serving on the tills and working with other colleagues.
 - Developed a good telephone manner through liaising with the warehouse and other departments and setting up credit agreements for customers taking out store cards.
 - Demonstrated willingness to work flexibly in the evenings and at weekends.
 - Used IT skills when ordering items from the warehouse and generating sales reports.

ADDITIONAL INFORMATION

- Technical**
- Excellent knowledge of Microsoft Excel, Access and Word. Working knowledge of Microsoft Publisher.
 - Full clean driving licence
- Personal**
- Keep fit by attending the gym and training with my local running club twice a week
 - Represented school and college at hockey and am currently Vice Captain of the University hockey team
 - Treasurer of the Teesside University Badminton Club

References: Available on request

① Continue to a 2nd page if necessary but one page is fine if you don't have much experience yet.

26 Wallace Street
Darlington
DL3 7TY

Ms J Johnson
Personnel Officer
North East Contact Centre
Middlesbrough
TS1 8GH

10 October 20YY

Dear Ms Johnson

Contact Centre Adviser

① Your letter should be positive and tailored to the job. Briefly introduce yourself and where you saw the job advertised.

① Use the bullet points to give evidence to show your suitability for the job.

I am interested in the above post as advertised Students' Union Job Shop. I am currently a student at Teesside University and am looking for a position where I can work flexibly around my academic commitments.

I include my CV and would like to draw your attention to the following points, which I believe are particularly relevant to my application.

- **Customer Service Experience** – Through working as a Sales Advisor in Debenhams I have gained excellent customer service skills. I enjoy resolving customer queries on the shop floor and at the till and regularly exceed my targets for selling store cards.
- **Telephone Skills** – I have developed a confident telephone manner when setting up credit agreements and also liaise with the warehouse and other stores when sourcing stock.
- **IT skills** – I am a confident user of Microsoft Word, PowerPoint and Excel which I use at university. At Debenhams I quickly learned how to use the computerised ordering system and create sales reports.

I am interested in this role as I particularly enjoy dealing with people and have received good feedback relating to my customer service skills. Having spoken to other students who work for your organisation I know that you offer good training and are very flexible about working hours. I hope to have the opportunity of discussing the post at an interview and can be available most days.

Yours sincerely

Lauren Patterson

① Use this paragraph to emphasise your interest and finish on a positive note.

Flat 4, 27 Hall Drive, Middlesbrough, TS2 7YU
01642 345654, 07734 123456, saziz21@fastmail.co.uk

❗ If you have little or no previous work experience, think about **other things you've done** which will have given you valuable transferable skills e.g. University course work and sporting activities.

Career Objective

Highly motivated second year law undergraduate currently seeking paid part-time work experience (up to 15 hours per week) as a receptionist/office junior in a legal office.

Skills Profile

IT skills

- Confident user of MS Word and PowerPoint which I use regularly at University.
- Working knowledge of Access and Excel through studying for ECDL through Learn Direct.

Communication

- As Course Representative I put forward the views of students to the academic staff and have successfully negotiated on assignment hand in dates.
- Presented work, both individually and as part of a team, to my peer group and academic staff and received good feedback.

❗ Give evidence that you have the **skills** you identified from the job advert.

Teamwork

- Member of the university netball team and take an active role in running the club and helping organise fixtures.
- Involved in several major group projects at university where success is dependent on motivation and management of widely differing individuals. Elected as team leader for one project in my first term for which we achieved the 2nd highest grade (69%).

Education and qualifications

20YY- present Teesside University - **LLB Law**
 20YY - 20YY Middlesbrough College - **A levels:** English (B) and History (C)
 20YY - 20YY Gilbrook School - **GCSEs:** 6 subjects A - C including English and Maths

Achievements

- Elected to be Course Representative in first year and have recently taken on the role of School Representative for my second year.
- 2015 – Duke of Edinburgh Gold Award.

Interests

- **Law** – Member of the University Law and Mooting Society.
- **Music** – Currently learning acoustic guitar.
- **Sport** – In addition to playing for the University netball team I also go the gym regularly and am training for a half marathon.

References: Available on request

WHAT DO EMPLOYERS WANT?

While you're developing your experience at University, be aware of what all employers want. Think about how you will show you have these skills on your CV.

- **self-awareness:** knowing your strengths and skills and having the confidence to put these across;
- **initiative:** anticipating challenges and opportunities, setting and achieving goals and acting independently;
- **willingness to learn:** being inquisitive, enthusiastic and open to new ideas;
- **action planning:** prioritising, making decisions, assessing progress and making changes if necessary;
- **interpersonal skills:** relating well to others and establishing good working relationships;
- **communication:** listening to other people and clearly getting your point across orally, in writing and via electronic means, in a manner appropriate to the audience;
- **teamwork:** being constructive, performing your role, listening to colleagues and encouraging them;
- **leadership:** motivating others and inspiring them to take your lead;
- **customer service:** being friendly, caring and diplomatic with clients and customers;
- **networking:** building effective relationships with business partners;
- **foreign language:** specific language skills;
- **problem solving:** thinking things through in a logical way in order to determine key issues, often also including creative thinking;
- **flexibility:** ability to handle change and adapt to new situations;
- **commitment/motivation:** energy and enthusiasm to achieve goals;
- **numeracy:** competence and understanding of numerical data, statistics and graphs;
- **commercial awareness:** understanding business and how it affects the organisation and sector;
- **IT/computer literacy:** office skills, ability to touch type and use common software packages.

The above information is taken from www.prospects.ac.uk and can be found in the *Careers advice* section. See *Applying for jobs*.

CV/LETTER ACTION WORDS

COMMUNICATION	MANAGEMENT	TEACHING AND HELPING	TECHNICAL
Arranged	Administered	Advised	Adapted
Authored	Analysed	Aided	Applied
Collaborated	Appointed	Answered	Assembled
Communicated	Approved	Assisted	Built
Consulted	Assigned	Clarified	Computed
Corresponded	Attained	Coached	Debugged
Debated	Authorised	Contributed	Designed
Defined	Chaired	Demonstrated	Developed
Discussed	Coordinated	Educated	Directed
Drafted	Decided	Encouraged	Established
Edited	Delegated	Evaluated	Fashioned
Explained	Directed	Explained	Founded
Interacted	Established	Facilitated	Illustrated
Interpreted	Executed	Guided	Invented
Interviewed	Implemented	Helped	Modelled
Joined	Increased	Informed	Originated
Listened	Led	Assisted	Performed
Marketed	Managed	Instilled	Shaped
Mediated	Motivated	Instructed	Solved
Moderated	Organised	Motivated	
Negotiated	Oversaw	Persuaded	CREATIVE
Observed	Planned	Resolved	Acted
Participated	Presented	Simplified	Built
Persuaded	Prioritised	Supported	Composed
Presented	Reorganised	Taught	Constructed
Publicised	Reviewed	Trained	Created
Reported	Scheduled	Tutored	Customised
Responded	Set up	Volunteered	Designed
Translated	Supervised		Developed
Wrote		RESEARCH	Directed
		Analysed	Edited
CLERICAL	FINANCIAL	Collected	Established
Arranged	Administered	Compared	Founded
Catalogued	Adjusted	Conducted	Illustrated
Classified	Allocated	Criticised	Invented
Collected	Analysed	Detected	Modelled
Compiled	Appraised	Determined	Originated
Filed	Audited	Diagnosed	Performed
Organised	Balanced	Evaluated	Redesigned
Prepared	Budgeted	Examined	Shaped
Processed	Calculated	Experimented	Solved
Recorded	Estimated	Formulated	
Scheduled	Forecasted	Gathered	
	Projected	Inspected	
	Qualified	Invented	
	Reconciled	Measured	
		Searched	
		Tested	

Further help

Presentation

If you feel you need more in-depth information about how to create a CV for student placements or graduate jobs why not attend one of our CV sessions? This includes in-depth discussion and advice and analysis of what makes an effective CV. You won't, however, be able to get individual advice on your CV at the session - see below for how to get this.

For details of dates and times of all our upcoming events check www.tees.ac.uk/careers and click on 'Events'.

One-to-one advice

To make a 40-minute appointment to discuss your CV with a careers adviser or a graduate recruitment consultant, go to www.tees.ac.uk/careers.

To get quick feedback on your CV come to a drop in session. You will have up to 15 minutes and should remember to bring a paper copy of your CV. You can find out about drop in times at www.tees.ac.uk/careers.

Career/subject specific CV examples

You'll find further CV examples and video clips in the *Careers* section of E-learning@tees. Click the *Careers* link in *My Organisations* then view the following links:

- *Applying for jobs*
- *Your School* - where you will see CV examples related to specific career areas.

STUDENT FUTURES



**Careers &
Employability**

Website: www.tees.ac.uk/careers

Facebook: www.facebook.com/TeessideUniversityCareersService

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