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| --- | --- |
|  | ForenameSurname Current Job Role |
| Personal information  |  |  | | --- | --- | |  | emailaddress @email.com | |  | Home Number Mobile Number | |  | Address Line 1 Address Line 2 Home Town County Post Code |  Personal profile ***Example:***  I am a highly organised, target-driven individual with a professional telephone manner. have two years of experience working as a customer service advisor in the education sector, and am looking for a challenging full-time role that will continue to improve my skills. | Employment history  * Job title, name of employer, location, month and year started – present (or month and year that you left). * Briefly list the duties you had, and skills you learned while working here. Choose skills or qualities that the employer has listed in their job description.   ***Example***:   * Customer Service Advisor, University of Southampton, November 2016 – present * My responsibilities in this role include answering  and dealing with incoming phone calls, providing support for general and residence teams, individual projects and working with colleagues to resolve issues.   ***What jobs should you include?***   * Any jobs you’ve had in the administrative and secretarial sector will be useful to include here as lots of the skills will overlap  and show you’re a good candidate for the role. * If you have recently left education, or are new to this type of work, try to include any jobs you’ve had that will highlight the skills the employer is looking for. For example, if you have worked on the reception desk in a school, use this to show  that you have developed a good telephone manner, paperwork organisation and the ability to prioritise your workload.  Education  * Name of course or qualification, name of training centre  or education centre, dates you were in attendance or you completed the course. * Explain briefly the training certificate relevant to the job you are applying to. What did you learn that is relevant to the job?   ***Example***:   * Microsoft Office Plus Diploma, Pittman Training, Southampton, September 2016 * Covered the key areas of MS packages including  Word, Outlook, Excel, PowerPoint and Access, as well  as two elective courses in Excel expert and effective business communication.   ***If you have completed courses or gained certificates in other work-related areas, or first aid, include that information here.*** Skills ***Example***:   * Working in a team – ‘I have learned how to work well  in a team, taking on a leadership role where appropriate,  in order to complete tasks. I’ve learned the importance  of realising individual strengths and how to set deadlines  to ensure tasks are complete’. * Communication skills – ‘In my current role I have been focusing on improving my communication skills. This includes listening carefully to others, ensuring that all information is passed on correctly and efficiently, and being aware of other people’s situations and backgrounds.’  References  * First Name, Surname and Job Title * Relation to you in the work place (if it isn’t obvious  from the job title), work contact number (or main company phone number which they can be reached through) and work email address.   ***Example***:   * Jane Smith, Supervisor at the University of Southampton * 07888 888888 * janesmith@email.com   ***Who should you include as a reference?***   * Your first reference should ideally be from a senior colleague  or manager who you’ve been working closely with in your  most recent role. The second reference can be from a current colleague, or line manager or supervisor from a previous job.  It’s best practice to ask someone if they will be a reference for you before they are contacted. Be aware that not all employers actually contact references, but it’s important to have them available if needed. * It’s important to remember that while you are in your current job, consider that you may not want your reference (e.g. your current boss) to be contacted until you have had an interview for a new possible job, or are actually offered it. This is because, for instance, if you weren’t offered the new job, and end up staying in your current job then you might not want your manager having been contacted as a reference. It can cause tension or awkward conversations about why you were trying to leave. A good way to get around this is to simply write ‘References available on request’. This shows the new employer that they can ask you  for them as needed, but also means you can ask them to only contact them if you are offered the job, and then have time  to ask the reference if it’s okay for them to be contacted.  Most potential employers will be happy to wait to do this  after offering you the job. * If you have only had one previous job, or have been studying,  it is okay to include a tutor as a reference, or someone else  as a character reference (who is not related to you). |