Your CV

For a lot of people, the most daunting part of finding employment is putting together a CV. The go-to is quite often Google, and if you were not already confused before your search, then you probably will be once you have finished. The truth is that CV's do not have to be confusing and it is important to know that it is not intended to be your autobiography. For the CV to be effective it will do more than simply list the jobs that you have had, but very importantly will highlight the skills and qualities that you will bring to the role. Essentially it is as important to show what you can do as it is to show what you have done. **So where do you start?** This handout will hopefully help you to build up your CV in a logical manner, whilst getting you to start thinking about your skills and experience.

Contact Details: It is important to include contact details in your CV, but how much you would like to display is down to your own personal preference. The most important thing is that they have your name and a means on which to contact you about further information or hopefully to invite you to interview.

NAME

This can include any post-nominal initials or titles, especially if they are relevant to the role.

HOME ADDRESS

This does not have to be included if you do not wish. Some people feel that they may be discriminated against due to where they live or that by providing this, they are putting themselves at risk.

EMAIL ADDRESS

Make sure that this is sensible and does not have the year that you were born included. A good tip is to always set up a separate email address that you use purely for job searching.

PHONE NUMBER

Use only active phone numbers as you would not want to miss an important message left on a rarely used number.

LINKEDIN/ ONLINE PORTFOLIO

If you are an active member of LinkedIn, it's good to put a link to your profile on your CV. Likewise if you have an online portfolio or similar then a link could be beneficial.

This is usually the opening section of your CV; it is often the first section that a potential employer will read. You may also know it by other names including personal statement, profile, summary, etc. It is important that this section matches the role that you are applying for especially in terms of what we call keywords or buzzwords. These are what you find on the Job Description or Person Specification. A good tip is to print off all documents for the role that you are interested in. As you read them you will notice that they are looking for certain skills, these are the keywords/buzzwords, and by highlighting them you can then tick them off as you include them into your CV. They might include skills like communication, budget management, leadership, physical fitness, the list is endless. Some people find it easier to complete the rest of their CV and then come back to this section, as by then they will have already started to think about their skills and experience. This section should be amended every time you apply for a different role.

Who you are?

Open your Personal Profile by letting people know what experience you have. "I have 10 years of experience within engineering, where I have supported various projects and shown a high degree of IT competency". Or "I have 5 years of experience of working in roles where I have to deliver results under pressure and build relationships with external stakeholders".

What you have to offer?

Highlight the skills you are able to bring to the role that you are applying for. "With an organised and proactive attitude, I am skilled at coordinating, establishing relationships and prioritising workloads".

What are you looking for?

Finish the paragraph by explaining what you are looking to do next, with this relating to the role that you are applying for. "I am now seeking a role as a project manager".

A good place to start building your CV is to think about what skills you have used previously. These could have been used or developed during paid employment, volunteering, work experience, training, education, hobbies, achievements, etc. By putting these down in a list, it will act as a reminder of your experience and the skills that you have used. Many of these skills are what we describe as transferable skills and can be used in any number of roles.

Communication

Skill	
Speaking effectively	
Writing concisely	
Adapting your style	
Gleaning information	
Expressing ideas	
Negotiating	
Facilitating group discussions	
Speaking in public	
Delivering and receiving feedback	
Encouraging others to speak openly	
Describing feelings	
Reporting information	

Planning and Organisation

Skill	
Being able to manage multiple tasks	
Meeting deadlines	
Managing high caseloads	
Working without constant supervision	
Delegating tasks	
Setting SMART objectives	
Identifying risks	
Keeping people safe	
Utilising resources	
Project management	

IT

Skill	
Use of Microsoft Office package	
Video production and editing	
Data protection	
Coding	
Networking	
Able to build presentations	
Touch Typing	
Website design	
Problem diagnosis	
Cyber security	

Business

Skill	
Increase sales	
Use of social media	
Creative thinking	
Quality control	
Research	
Safety conscious	
Marketing aware	
Analyse information	
Classify data	
Build relationships	

Customer Service

Skill	
Understanding the needs of customers	
Follow through on requests/complaints	
Puts the customer first	
Show active listening skills	
Demonstrate empathy	
Pleasant and polite	
Promoting a positive customer journey	
Open and engaging conversation	
Helpful and willing nature	
Displaying positive language	
Exercising patience	
Product knowledge	

Leadership

Skill	
Encouraging others to express themselves	
Leading by example	
Listening to the ideas of others	
Showing trust in others	
Positively influencing	
Teaching, coaching, and mentoring	
Taking responsibility	
Offering support and direction	
Building relationships	
Strategic thinking	
Remaining calm under pressure	
Understanding change	

Teamwork		Logistics		Practical Work		Personal Standards		Numerical		Creative		Administration	
Understanding the work of others		Securing loads		Health and Safety aware		Smart appearance		Compiling statistics		Illustrations		Minute taking	
Working towards collective goals		Plant operator		Following instructions		Punctual		Budget management		Creative writing		Filing	
Collaborating		Route planning		Understanding drawings		Dependable and reliable		Estimating costs		Able to take good photos or videos		Organising meetings and events	
Supporting others		Driving in other countries		Safe use of machinery		Adaptable		Accountancy and bookkeeping		Decorative displays		Accurate recording of information	
Open and honest communication		Space awareness		Engineering knowledge		Willing to go the extra mile		Making savings		Use of graphics software		Neat and tidy workspace	
Mutually accountable		Long distance		Dexterity		Regular attendance		Analysing data		Voiceovers		Information	
Encourage difference in opinions		Understanding of driving laws		Instructing others		Grooming and hygiene standards		Projections		Musical		Reception duties	
Shared credit and good ideas		Passenger vehicles		Physical fitness		Loyal		Ordering material		Able to plan events		Good telephone mannerism	
Maximising strengths within the team		Avoiding likely delays		Working in all weather conditions		Flexible		Taking accurate inventories		Produce newsletters		Booking hotels, trains, tickets	
Showing flexibility and adaptability		Heavy machinery		Foresee problems		Determined		Tracking costs		Design ideas		Timely response to emails	
Managing conflicts		Instructing others											
Cooperating		Concentration											
Reporting information													
Finding resolutions													
Respecting others													

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Career History:

This is a great section to think about what you have done in the past and, importantly, what skills you have used. In general, you only need to go back 10 years or 5 jobs and this can include any volunteering that you may feel you want to include.

Role:	Company:	Dates:

Role overview/achievements:

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Role overview/achievements:

Typically, you would want to put your highest and most relevant qualifications to the top of this section, but it is also important that they relate to the role that you are applying for as best you can. There is no real need to include dates that you completed the vtraining/qualification as these can indicate your age. The exception would be for courses that are timebound i.e, a 5-year First Aid Certificate.

Expired qualifications can also be included if they are relevant, as this would show background knowledge in that area. By simply writing "(expired, looking to renew)" next to the qualification, this makes it clear to the prospective employer. It could be that it is cheaper for them to bring this certificate back up to date than to train someone else from fresh. Additionally, you have already proven previously that you can pass the course.

Training/Qualification	Level

Hobbies and Interests:

This area can give a prospective employer an idea of the person you are away from work. Try and be descriptive and informative about what you enjoy. Although it is important to not lie anywhere on your CV, do not do it here to try and impress people!

Example: "I have a keen interest in reading about military history, in particular WW1 and WW2, including the years in between. Keeping fit is also important to me and I regularly play badminton and squash as well as playing golf on a weekly basis".