

The Kelly Promise

Our commitment to you

At **Kelly Services** we recognise that in today's climate, changing or finding permanent work, as well as seeking temporary work requires a lot of thought, inspiration and support.

Our promise is to make your experience as rewarding as possible.



The Kelly Promise

Kelly promises to provide support and guidance as you manoeuvre through the challenges of changing careers, returning to work, managing the output of redundancy or simply leaving university and seeking your first job opportunity.

We want to ensure that you benefit from not only our expertise but our commitment.

Kelly commits:

- To ensure that your **experience** with us is second to none.
- To **invest** time in understanding your experiences, aspirations and career desires.
- To **developing** your skills to ensure you are 'assignment ready'.
- To work with you to **create** and refine your cv.
- To spend time rehearsing interview techniques and helping you understand more about the **opportunities** available to you.
- To **facilitate** opportunities that match not only your skills but your experience.
- To keep in regular and close **contact** with you.
- To **support** your job search through whatever method, including visibility of local community connections, Jobcentre Plus and government funded opportunities.
- To **help** you every step of the way.

Helping you
create the
best CV.

That's the
Kelly Promise.



Creating the Perfect CV

Preparing your own CV can seem a daunting task, quite apart from what to put in and what to leave out, describing your own strengths and abilities isn't easy.

Making your CV stand out is more important than ever. Employers are looking for a closer match between a prospective employee's skills and experience with the job role.

We have put together the following advice to help ensure your CV is a professional document that will make you stand out from the crowd.

Presentation and layout

- Always ensure that your CV is printed on white, good quality paper, use a clean typeface and don't go smaller than 12 point.
- The use of sub-headings (e.g. Personal profile, Career history, etc.) will help potential employers glean the information they require with ease.
- There should be clear spaces between category headings for easy clarification and definition.
- Your name, address and contact number should form the start of the document.
- Beginning with your present or most recent employer, state your career history. Then list your professional qualifications. If you have been working for many years list your academic qualifications and a very brief mention as to your College or Schooling.
- If you are just commencing your working life, having previously been a student, provide more in depth information regarding your academic achievements.
- Keep your CV to a maximum of 2 pages.

Content

- Begin with a bold profile about yourself and your abilities – give the reader a snapshot of the person you are and the skills you possess.
- Keep it short, objective and make sure you can back up the statements at your interview.
- Starting with your current or most recent employment provide details of your position as follows:
 - Job title
 - Time that you have held this position
 - The key tasks and responsibilities that comprise this role's requirements
 - Notable achievements whilst in the role
 - Where possible quantify your achievements with precise facts and figures, e.g. Managed junior staff, handled department budget, prepared management reports
 - Expand on the skills you are using in your current job which you believe will be valuable in the position(s) for which you are applying
- It is not necessary to state the reason you are leaving your current position. This will be a topic for conversation when you are invited for interview or can be covered in your letter of application.
- For all previous employment, unless one appointment was more significant than your current or last position, keep details brief i.e. the name of the company, job title, period of employment a short overview of the position.
- Be sure there are no gaps in your career history - unless for example you took a year out to travel, in which case make reference to this under Interests/Hobbies.
- If you are a student just starting work, give any evidence you can to demonstrate your practical skills e.g. event organiser, member of sports team, contributor to your college magazine, or voluntary work.
- Consider what examples (Interests/Hobbies) you can give to show that you match the selection criteria.
- If they want someone to work in a team, remember to say if you belong to a local organisation or if you are part of a sports team.
- If they want someone who will work on their own for large periods of time, make reference to an Open University course you are considering undertaking.

Helping you
improve
your skills.

That's the
Kelly Promise.



Training from Kelly Services

We have invested millions of pounds in developing the Kelly Services Training Centre, a totally new approach to training featuring exclusive courses that will help improve your skills and give you an advantage in your career search.

The Kelly Services Training Centre enables you to learn across a number of disciplines, from Data Entry and Microsoft Office to Accountancy and Digital Literacy.

You are welcome to book an appointment in branch, or if you have a Windows enabled PC and a web connection you can train at home in your own time. Best of all this service is completely free!

Pinpoint™

Our Pinpoint service has a range of training courses for all popular software applications as well as courses designed for those new to using a computer. Courses include:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- PC Skills
- Customer Service
- Data Entry
- HTML Programming
- Telephone Skills

Talent Match (*Only available in branch.)

If you are looking to further your career in Customer Services, Talent Match can help. Our courses feature a series of interactive, multimedia applications that help you improve or learn new skills in a variety of situations in our Virtual Call Centre.

Getting you
connected.

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Getting connected

We have developed a number of online tools to put information at your fingertips and help you manage your career. We are also building communities on popular social networks to keep you updated and help your job search. You can get connected with Kelly Services in the following ways:

The Kelly website

www.kellyservices.co.uk has a wealth of information to help you in your career search. In addition you can also join the Kelly Career Network (KCNi) to search for jobs and set up email alerts of relevant opportunities.

Twitter

You can also keep up to date with the latest jobs from Kelly by following us on Twitter. We have a feed for each of our divisions and it's a great way of getting up to the minute job information. Each Tweet links straight to our website making application quick and easy.

All Kelly jobs - www.twitter.com/kelly_services

Education jobs - www.twitter.com/kellyeducation

Science jobs - www.twitter.com/KellyScienceUK

Engineering jobs - www.twitter.com/KellyEngineers

IT jobs - www.twitter.com/KellyIT

Facebook

Become a friend of Kelly Services on Facebook. Each week we hold online career surgeries where you can speak to the Kelly team about your career aspirations. We will help point you in the right direction for career advice, put you in touch with a Kelly consultant or answer any other queries about our services.

Become part of our community at www.facebook.com/kellyservicesuk

Webtime

For candidates on temporary assignment you can use Webtime to submit your weekly time sheet. Webtime allows you to access and approve timesheets online plus review your work history at the touch of a button. It's easy to use and available online 24/7.

Access Webtime at <http://webtime.kellyservices.co.uk>

Giving you the
right advice.

That's the
Kelly Promise.



Other Opportunities

At Kelly Services we will do our best to find you a job that matches your skills and aspirations. However in the current economic climate it can be harder to find and secure the right role.

To help we have prepared a guide to advise you on other routes to employment or training.

Jobcentre Plus

Jobcentre Plus is a government agency supporting people of working age and helping employers to fill their vacancies. Thousands of companies and recruitment agencies supply Jobcentre Plus with their vacancies each week, so it's worth checking regularly for new roles that might be suitable.

You can find out more in your local job centre or by searching online at the Jobcentre Plus website. www.jobcentreplus.gov.uk

Searching for jobs online

The Kelly Services website contains all of our jobs so it's worth checking regularly for new vacancies that match your skills. For a broader range it's worth registering with some of the UK's leading job websites. You can search for jobs and upload your CV meaning that potential employers can match you against live roles. We recommend the following websites:

www.kellyservices.co.uk

www.monster.co.uk

Volunteering

Although volunteer work is unpaid there are many benefits that make it an option worth considering. Volunteering is a great way of maintaining a work discipline, learning new skills, and gaining experience. It's also a good way to make contacts that may provide future employment opportunities. There are several organisations across the UK that can help with volunteer work. We recommend the following websites:

www.timebank.org.uk

www.vso.org.uk

www.do-it.org.uk

Training

There are a number of government run training initiatives that can help you improve your skills. These include the "Get On" programme, Train to Gain, and the Adult e-learning scheme. Visit the Government Careers Advice website: advice.direct.gov.uk

Getting impartial Advice

The Citizens Advice Bureau offers impartial advice on searching for work, training and benefits. Their advisors are experts in clearly explaining the best options available to you. You can find your nearest Bureau at: www.adviceguide.org.uk

Making
you shine.

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The Kelly Guide to Interview Success

The short time spent at an interview can directly affect your future career aspirations. It is therefore essential that you present yourself to greatest effect. You are there because you qualify to be considered for this post. Both you and the interviewer are there to decide if you, the job, and the Company are a good match. The interview is a much about helping you decide if it's the right move as it is for the employer to find a new employee.

Honesty and enthusiasm are essential. If you are successful, you need to know that you got the job for all the right reasons. The following suggestions will assist you and in conjunction with the guidance provided by your Kelly consultant will ensure you make the most of this opportunity.

Preparing for the interview

Preparation is essential to a successful interview. We often hear from companies that are surprised by the number of unprepared candidates they meet. Before the interview always ensure:

1. Make sure you know the location and time of the interview.
2. Make sure you know the interviewers name and their title.
3. Find out some information about the company. This information will be available on their website, alternatively your Kelly Services consultant will be able to help you.
4. Prepare a list of questions you intend to ask - check this list is complete by discussing this with us. Remember we are here to assist you in finding the right opportunity - not just a job. Some questions you may like to ask:
 - a) Why is the position currently available?
 - b) Is there a training programme?
 - c) What are the Company's growth plans?
 - d) Are there promotion prospects for the right candidate?
 - e) What are the next interview steps?
7. Please dress appropriately for the interview.
8. If you don't know where your interview is call us straight away or go to www.google.co.uk/maps and enter the postcode.

Attending the interview

The interviewer will ask work-related questions about your past employment, current position and responsibilities, and career goals. This is your opportunity to be remembered as a qualified candidate with notable achievements.

The best interviews are where both the interviewer and candidate ask questions. By asking relevant, informed questions you will also present yourself as someone who is ready to work, not just for any company, but for this company in particular.

The following points should therefore be remembered:

1. Arrive on time or early - never late. Do not smoke before you go in.
2. If asked to complete an application form, do so neatly.
3. Greet the interviewer with a smile and a firm handshake.
4. Do not slouch or relax in the interview - even if the interviewer suggests you do so.
5. Look the interviewer in the eye at all times.
6. Avoid answering questions with a "yes" or "no" answer. Always relate your experience to the question being asked and put yourself at the centre of every example you use.
7. Remember to ensure that you make the interviewer realise they need you in their organisation - sell yourself, your abilities and your experience in the best possible manner.
8. Be prepared to answer questions like:
 - a) "Tell me about yourself."
 - b) "What kind of position are you looking for?"
 - c) "What are your strengths?"
 - d) "What are your weaknesses?"
 - e) "What do you know about our company?"
 - f) "Why do you want the position?"
9. Don't lie, always answer honestly and frankly.
10. Ensure you do not criticise your present employer or competitors.
11. Do not ask about salary, holidays, and bonuses at the first interview - make sure that they want you first.

Closing the interview

1. If you are offered the position and wish to accept - do so immediately and contact your Kelly Services consultant. If you wish to think it over, ask for the offer in writing.
2. If you are interested in the position, make this clear.
3. If no offer is made, don't worry. Often a employer may have several candidates to see before a decision can be made.
4. Summarise the interview briefly, confirming that all relevant points have been covered and how your abilities match the needs of the employer.
5. Ensure you have covered the following before leaving the interview:
 - a. Why you are interested in the position and company.
 - b. What you have to offer the company.
 - c. You **can** and **want** to do the job.
6. Provided you have covered these points you have done all you can.
7. Thank the interviewer for their time and considering you for the position.

After the interview

Call your Kelly Services consultant as soon as possible. The client will often call us, and they need to know your views on the interview and the job. We can ensure that any point you failed to express in interview can be done so now on your behalf, to reinforce your case.

We will wait to get your reaction on how the interview went before speaking to the company.

Finally, make sure you enjoy the experience, and good luck.

Tip: First impressions are key. Think carefully about what to wear, and make sure you are comfortable and dressed appropriately for the position. Avoid extremes in hairstyles, fragrance, makeup, or jewellery.

We welcome your feedback, visit: www.kellyservices.co.uk/promise

www.kellyservices.co.uk
www.kellyservices.ie

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Talent at work