

CV AND COVERING LETTER GUIDE

Oxford Brookes Careers

2019 - 2020



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For Researcher CVs (academic and non-academic), please refer to the Researchers section on the Careers Website

CHRONOLOGICAL CVs

YOUR NAME

YOUR ADDRESS

YOUR EMAIL ADDRESS, PHONE NUMBER AND LINKEDIN PROFILE (OPTIONAL)

NOTHING else! No marital status, NI number, age, gender etc.

PROFILE

Not essential, some employers like them and some don't. Must be short and snappy i.e. no more than 2/3 sentences including relevant experience, qualifications, skills (but not a long list of them) and your career aim.

EDUCATION

Your Oxford Brookes University course comes first including relevant modules and/or dissertation. Then your other qualifications such as A Levels and GCSEs, just a summary for GCSEs is all you need e.g. 10 GCSEs, A-Cs.

RELEVANT WORK EXPERIENCE

By splitting your work experience into two sections you can really tailor your CV to the job and importantly locate your relevant work experience on the front page. For example, if you are applying for retail jobs put all your 'Retail Experience' in one section on the front page with 'Other Experience' on the second page.

OTHER WORK EXPERIENCE

You don't need to include every bar job and supermarket you've ever worked in, but on the other hand you don't want large gaps. If you have had lots of jobs you could try grouping or summarising your experience.

INTERESTS

Yes, employers are interested, but just a paragraph will do. Try to show a variety of interests to catch an employer's attention, but always bear in mind the impression your hobbies may give!

REFERENCES

'Available upon request' or two full references including name, job title, address, phone number and email. Always seek your referees permission first.

(If applying for placements as part of your degree double check with your tutor on requirements).

TOP TIPS

1. Always start with your NAME using a slightly bigger font. Never start with 'CV' or 'Curriculum Vitae'.
2. Don't include 2 addresses e.g. 'semester' and 'home'. This is confusing. Just pick one.
3. Do you have a professional sounding email address?
4. Write your profile last, once you are fully aware of key strengths for the role. Take your time to write it well.
5. Your expected degree class can be added in the education section – especially if you expect to do well!
6. All experience should be in reverse chronological order, i.e. most recent first. You can include voluntary work experience too!
7. For experience that may not be AS relevant to the role, pull out the tasks, skills and achievements that are the MOST relevant.
8. If you don't have many interests don't lie, you could be asked about it at interview!
9. ALWAYS ask your referees FIRST!



Your CV should always be:

NEAT: think about your layout, is it professional? Your CV needs to look good not just sound good! Consider your typeface (arial or other 'sans serif' fonts look good). Have enough margin space so the text doesn't look cramped and do include sub-headings, bullets and bold typeface for ease of reading.

LOGICALLY STRUCTURED: employers need to know quickly where to find the information they need, so a logical order is important. Remember, Education and Work Experience should both be in reverse chronological order ie. most recent first.

CLEAR: don't use jargon or abbreviations. Your font size should be a minimum of 10.

CONCISE: two sides of A4 is the norm for CVs for placements and graduate jobs in the UK. This said, CVs for part-time work or for speculative (direct) applications for unadvertised roles *may* be one page long, depending on the role. If in doubt, ask us at Careers.

QUALITY FOCUSED: if you are posting rather than emailing a CV, use good quality paper and do not fold it into a small envelope. You want to make a good impression.

COMPETENCE-BASED: demonstrate your skills (specialist and transferable) wherever possible, using a range of examples from work, academic study, achievements and interests.

TARGETED: have particular jobs/employers in mind when creating your CV and design the document accordingly. Research first the sorts of skills the employer might want.

REVIEWED: you own your CV and its layout. Careers staff are able to give you specific tactical advice on how best to structure your CV for professional impact. They are however unable to provide a dedicated proof reading/grammar checking service as this might lead to a misrepresentation of your capabilities to employers, or other opportunity providers. You can always ask family, friends and academics for general feedback on your CV and they may spot typographical errors or awkward turns of phrase.

Job description

Company: Oxford Universal Publishers

Department: Marketing

Title of Post: Marketing Assistant

Post Number: W07/076

Overall purpose of post: To assist with the development and implementation of the OUP’s marketing strategy in order to raise the profile of the company. Support the delivery of a range of marketing activities including communications, production of digital and printed marketing materials, events organisation and promotional activity.

Skills and experience required for post: Experience in a marketing related post with excellent creative, organisational, communication, teamwork and IT skills.

Main duties:

1. Contribute to the development and implementation of OUP’s Marketing & Communication Strategy;
2. Contribute to the creation, maintenance and production of imaginative marketing materials within the Company’s branding guidelines;
3. Assist with the development and maintenance of OUP’s website within company branding guidelines;
4. Contribute to social media accounts (Facebook, LinkedIn) to maximise the positive exposure of OUP.

Person specification

Specification	Essential	Desirable
1. Education	Undergraduate degree or relevant experience.	
2. Relevant Experience	Proven design, marketing and promotion work. Competent user of Microsoft Office, design software. Digital and online development to include designing and updating websites and setting up and managing social media accounts, Facebook, LinkedIn etc. Writing / designing for the web and social media. Experience of administrative systems and processes in particular recording and managing contact databases.	Knowledge of Adobe In-Design Software Knowledge of CMS Experience of a CRM system
3. Relevant Skills/ Aptitudes	Confident and professional manner to establish rapport with clients & colleagues. Good standard of spoken English, speaks clearly and confidently, able to present to and network with internal and external stakeholders. Demonstrable written communication skills in English for example, writing and editing marketing copy. Strong attention to detail when writing copy and carrying out administrative tasks. Ability to work flexibly and co-operatively in a team and across the wider company. Ability to act on own initiative and demonstrate problem-solving skills.	



Jane Schiller

Ground Floor Flat, Kinn Road, Oxford, OX2 6HU

email: j.schiller@gmail.com Tel: 07778 955555

www.linkedin/in/janeschiller

Final year English and Music undergraduate with marketing experience within a publishing company. Experienced in developing digital platforms such as company websites and social media to increase outreach. Previous work has included designing and creating print material using Adobe InDesign and Photoshop. Seeking the position of Marketing Assistant at Oxford Universal Publishers.

Education

Oxford Brookes University 2016– 2019

BA (Hons) English and Music, 2:1 predicted

Ampleforth College, York 2009 – 2016

A Levels: English (B), German (C), Music (A)

AS Level: History (C)

GCSEs: 8 grades A* - C

RELEVANT WORK EXPERIENCE

Publishing Co January 2018 - present

UK Marketing Assistant

Duties and skills:

- **Creativity:** creating and designing posters within company branding guidelines using Adobe InDesign and Photoshop.
- **Written communication:** composing letters and writing copy for e-shots to clients. This includes discussing content with my manager to ensure the appropriate tone and language is used in our communications.
- **Administration:** visiting prospective venues in the UK, liaising with event coordinators and representatives, and analysing survey results.
- **IT skills:** creating and updating the marketing internet page, providing administrative support to the sales and marketing teams, and dealing with enquiries by email and phone.
- **Attention to detail:** managing lead data and the contact database. This includes updating contact information and company addresses to promote our events and invoicing.
- **Organisation:** sourcing advertisement opportunities through local and national communications such as newspapers, online advertisements and radio. Creating a spreadsheet to compare prices against outreach possible and target audience.



OTHER WORK EXPERIENCE

Amateur Orchestra

September 2016 - September 2017

Concert Manager

Duties and skills:

- **Advertising:** creating and distributing posters, sending emails, and creating programmes for each concert on a weekly basis.
- **Networking:** liaising with musicians about set length and finding out biographies for programmes.
- **Initiative:** arriving early to set up chairs and equipment and ensuring each performance does not overrun. Notifying staff in advance about pending concerts.
- **Oral communication:** presenting musicians to the audience and notifying the audience of upcoming events.

Tesco Oxford

May 2015 - October 2015

Food Service Assistant

Duties and skills:

- **Problem-solving:** dealing with special customer requests in often a short period of time involved calling both head office and other stores in the area to source stock on a limited time scale.
- **Teamwork:** training new starters as well as leading a sub-section team on Sundays in the absence of my line manager.
- **Responsibility:** setting up and closing down sections; working alone on sections when required and taking stock counts.

I.T. Skills

- Very competent with computers and databases including CRM systems.
- Particularly familiar with Word, Excel, PowerPoint, InDesign and Photoshop.
- Experienced in managing company social media accounts including: Facebook and Instagram

Languages

- English native.
- Fluent in German, written and spoken.

Interests and Achievements

- **Writing:** write for Oxford's 'Daily Info' (www.dailyinfo.co.uk/reviews).
- **Music:** play drums in local bands and record music at home.
- **Sport:** member of the university basketball team; school captain of the girls' hockey teams.
- **Charity events:** raised £2000 for a Ugandan village by walking 550km from Uganda into Kenya with a group of 100 volunteers.

REFERENCES AVAILABLE ON REQUEST

Tom Brown

2 Church Close, Oxford OX2 1TP
 email: tbrown@hotmail.com Tel: 07823 588888
www.linkedin.com/in/tombrown

Final year Environmental Science student passionate about conservation and the environment. Extensive voluntary experience working for wildlife trusts in various capacities, including marketing, website editing and writing press-releases. Looking for a position in a wildlife trust to further develop skills in marketing and communications from July onwards.

Education

2016 - 2019: BSc (Hons) Environmental Science, Oxford Brookes University
(2:1 Predicted)

Relevant modules include:

- Biodiversity Law;
- Communities, Conservation, Conflict & Change;
- Sustainable Resource Use;
- Survey and Monitoring for Biodiversity.

Research Project: Field research on biodiversity in Malaysia has given me knowledge of biological field techniques such as wildlife tracking using GPS telemetry, wildlife collating and wildlife health monitoring.

2014 - 2016: Newbury College
 A levels: Environmental Science (A), Biology (C), Chemistry (D)

2009 - 2014: Newbury School
 GCSEs: 8 A-Cs

Relevant Experience

2016 - 2018: (weekend/voluntary) Oxford Wildlife Trust, Conservation Volunteer

- Weekend volunteer working in small teams to clear rhododendron bushes, coppicing and preparing environments for the Heath Fritillary butterfly.

June - July 2017: (Summer Intern) Oxford Environmental Centre, Marketing Intern

- Managing telephone, email and written enquiries at the centre.
- Supporting the Marketing Team to promote the centre in Oxfordshire through direct email and developing website.
- Conducting visitor tours around the insect house.
- Providing demonstrations of energy saving techniques to visitors.

August 2017: Frontier, Conservation Volunteer, Ecuador

- One month spent in Ecuador Wildlife Sanctuary working with injured mammals and organising environmental education activities for visiting schools. Achievements included writing regular press releases for the Marketing Team.



Other Experience

2017 - present: Oxford Brookes University, Academic Support Worker

- Taking lecture notes and editing materials for disabled students where I learnt to write quickly and clearly, whilst paying attention to detail.

2016 - present: ABC Cinemas, Front-of-House Staff

- Dealing with the general public through ticket and snack sales, bar work and ushering has developed my communication skills.

2015 - 2016: Topshop, Sales Person

- Maintaining the shop floor, stock and providing a good level of customer service during busy periods. Additional responsibilities included opening and closing-up shop, banking, sending orders and using initiative for customer requests and orders.

Practical Conservation Skills

- A full clean driving licence with 4 wheel drive experience.
- NPTC Agricultural Tractor Operation Certificate.
- Undertook a small mammal identification course at Oxford Wildlife Trust.
- Chainsaw Certificate.
- First Aid Certificate.
- PADI Diving Certificate.

Computer Skills

- Very proficient with PC and Mac along with all the standard software such as Microsoft Office.
- Advanced Adobe Photoshop skills.

Interests

I like to draw, paint and do other forms of arts and crafts as well as read and socialise. An avid reader of Nature and New Scientist, I have submitted articles on conservation in Ecuador, expected to be published this year.

Referees:

Dr Andrea Goodman
 School of Life Sciences
 Oxford Brookes University
 Oxford OX3 0BP
 Tel: 01865 555555
 Email: agoodman@brookes.co.uk

Ms. A Manager
 ABC Cinema
 Headington
 Oxford OX4 2YP
 Tel: 01865 222222
 Email: manager@abccinema.co.uk

HOW TO WRITE A GOOD 'PROFILE'



WHAT'S WRONG WITH THIS?

I am a self-motivated, enthusiastic, hard-working and very determined individual with excellent communication and team-working skills who thrives in a challenging environment. Looking for a position that will allow me to further my career and build upon my existing skills.

TOP TIPS

1. Wishy washy, what do you really want? This profile could pretty much have been written for ANY job! It is too general.
2. What a long list of adjectives, with no evidence! Meaningless and anyone could write it, but unfortunately employers see a lot of profiles like this.



AND WHAT'S RIGHT WITH THIS?

A final year Business and Marketing student with one year's experience of business to business marketing, on track for a 2:1. Excellent communication and customer service skills from developing relationships with clients at 'Bank Busters' to ensure repeat business. In addition, 6 months retail experience, now looking for an entry level marketing position with an innovative retail company.

TOP TIPS

1. They say clearly what their current situation is and sell their experience with evidence. The year's experience might only be several voluntary posts combined together but it's effectively presented. Highlight key points where you can.
2. They talk about their skills in the context of their experience i.e. they provide EVIDENCE.
3. They use the profile as an opportunity to sell their relevant experience.

SKILLS BASED CVs

YOUR NAME

YOUR ADDRESS

YOUR EMAIL ADDRESS AND PHONE NUMBER AND LINKEDIN PROFILE (OPTIONAL)

NOTHING else! No marital status, NI number, age, gender etc.

PROFILE

Not essential, some employers like them and some don't. Must be short and snappy i.e. no more than 2/3 sentences including relevant experience, qualifications, skills (but not a long list of them) and your career aim.

EDUCATION

If this is relevant to the role you are applying for keep your education on the front page; if not you can move it to the back page. For example if you are applying for a summer job at a supermarket where they are looking for customer service skills and retail experience your degree isn't always going to be your best selling point! The front page needs to attract interest.

SKILLS

Choose no more than 5/6 relevant skills for the post you are applying for. Use the job specification to help you, and then think of specific examples of when you have demonstrated these skills. These can be from extra-curricular activities, work experience or from being at university. Begin your evidence with an action verb, always in the same tense:

- **Communication:** Represented the English department at university and successfully negotiated with academic staff for a change in course work submission dates through meetings and verbal presentations.

WORK EXPERIENCE

As the emphasis is now upon your transferable skills your work experience should go on to the second page. Remember, to include details of the tasks and achievements for each job, especially where relevant.

INTERESTS

Yes, employers are interested in these, but just a paragraph will do. Try to show a variety of interests that might catch an employer's attention but be mindful of the impression your hobbies give.

REFERENCES

'Available upon request' or two full references including name, job title, address, phone number and email.

(If applying for placements as part of your degree, double check with your tutor on requirements).

TOP TIPS

1. 'CV' or 'Curriculum Vitae' or a photo at the top are all big 'no, no's'!
2. Think: do you have a professional-sounding email address and voicemail?
3. A profile takes time to write well, you don't want yours sounding like everyone else's.
4. In the 'Education' section you should always list your most recent qualifications first and include relevant technical expertise such as CAD, SAGE and lab techniques.
5. You will have to change the skills for every role you apply for depending on what the employer really wants. – especially if you expect to do well!
6. If you have already covered this in the 'skills' section, you don't need to repeat it in great detail in the 'work experience' section.
7. If you don't have many interests don't lie, as you could be asked about it at interview!
8. ALWAYS ask your referees FIRST!



Linda Evans

10 Oxford Road, Headington, Oxford OX12 1PT
 email: levans@hotmail.co.uk Tel: 07234150000
 www.linkedin.com/in/lindaevans

A second year Biotechnology undergraduate with excellent laboratory skills in areas such as spectrophotometry, chromatography and centrifugation developed during my degree. Able to communicate effectively to varied audiences through experience giving numerous presentations. Looking for a one year placement in a commercial laboratory from July to develop my skills.

Education

2017 - present, Oxford Brookes University, BSc (Hons) Biotechnology

First year modules included:

- Sciences Skills for Biosciences
- Quantitative Science Skills
- Control of Cell Function
- Diversity and Evolution
- Cellular Energy and Supply

Second year modules include:

- Laboratory Techniques for the Biosciences
- Genes and Genomes
- Mammalian Biochemistry
- Microbiology and Immunology

2010 - 2017, High School, London

A Levels: Physics, Biology, Chemistry

GCSEs: 10 A-C grades including Maths and English

Key Skills

Laboratory

- Modules such as Laboratory Techniques for the Biosciences have greatly improved my ability, knowledge, confidence and understanding of practical techniques, such as spectrophotometry, chromatography and centrifugation.

Communication

- PowerPoint presentations at university have improved my oral and written communication skills, helping me to project my voice and speak clearly when addressing large audiences.
- Working as a waitress and developing a rapport with customers has significantly improved my inter-personal skills. I was voted 'Waitress of the month' in August 2016 for excellent customer service.

Organisation

- Managed my time at university to meet multiple deadlines whilst working as a part-time waitress and also maintaining many sports hobbies.
- Frequently make lists, use an electronic diary and prioritise tasks. This helps to keep track of ordered procedures, which can be applied to laboratory work.

Teamwork

- A range of university projects such as paired lab work and group poster presentations have helped me develop team work skills, obtaining excellent marks in all projects.
- The Duke of Edinburgh Award scheme allowed me to undertake an expedition with a team of four where we successfully achieved a cross-country expedition over a three day period.

Problem-solving

- Dealing with problems in a calm and professional manner during busy nights while I was a PR Assistant for Students in London. This involved being creative with resources including changing promotions last minute in the face of shortages on certain products.

IT

- Confident in the use of Microsoft Word, Excel and PowerPoint which I use on a regular basis throughout my degree programme.

Work experience

2015 - 2017

Top Restaurant, Waitress

- Employed for outside catering events where tasks included taking orders, using the till and setting up events. Voted waitress of the month by customers.

September 2016

Students in London, PR Assistant

- Promoting student nights out in London and creating guest lists. Role involved developing relationships with new people and excellent organisation skills in order to compile guest lists.

July 2015 and June 2016

Bradley Solicitors, work experience placement

- General office work and creating databases for case files which greatly improved my organisational and IT skills. Liaising with solicitors and the IT department over the design of databases and communicating ideas in team meetings.
- In 2014 I was employed for two weeks covering for an Office Junior, consisting of filing, sorting the post and general office work. I learnt how to work under pressure in order to prepare correspondence for next day delivery.

Other achievements

- **The Duke of Edinburgh Award Scheme** has brought me hours of enjoyment whilst working in a team to achieve several goals including an expedition and service to the community.
- Member of university diving, gymnastics and dance teams. In addition, I was selected to be swimming captain and gymnastic captain on several occasions.

Interests

- Many of my interests revolve around sport including swimming, boxercise, gymnastics and dance.
- To help raise money for charities such as cancer research I have participated in sponsored swimathons and sponsored walks, and also helped the local Rotary Club to raise £250 for charities by selling raffle tickets.
- Music is another interest of mine and I have attended several music venues in Oxford.

REFERENCES AVAILABLE ON REQUEST

Frank Smith

23 Oxford Road, Oxford, OX4 1SA

Email: fsmith123@hotmail.com Mobile: 07735 511111

www.linkedin/in/franksmith

EDUCATION

Oxford Brookes University, **BEng (Hons) Motorsport Engineering** 2016 – 2019
2:1 Predicted.

Key modules include:

- Stress Analysis I
- Engineering Thermo-fluids
- Engineering Mathematics
- Engineering Dynamics I
- Materials Engineering
- Mechanical Engineering Design and Computer Aided Engineering

Otago Polytechnic, **Certificate in Automotive Technology (Electrical)** 2015 - 2016

Units include:

- Wiring repairs and electrical circuit testing
- Basic tuning on 4 stroke engines

Otago Polytechnic, **Diploma of Mechanical Engineering** 2014 - 2015

Modules include:

- Strength of Materials 70%
- Computational Mathematics 70%
- Mathematics 65%
- Engineering Drawing 82%

SKILLS

Mathematics

- Gained a good understanding of Advance Matrix Algebra, MATLAB, Mathcad, application of Finite Differences and Laplace Transform, throughout my second year. Applied this knowledge to solve varied engineering problems.

Analysis

- Developed a good understanding of front pull rod suspension as part of design group project. Carried out FEA (Finite Element Analysis) in SolidWorks to analyse the stresses that act on the suspension components such as wishbones, pull rods and uprights under heavy braking, cornering and full bump.
- Learnt and developed analytical skills in Stress Analysis. Defined the characterisation of Stress Profiles, Yielding and Buckling, under different load conditions.

Mechanics

- Race Go Karts competitively, which has helped me to improve my understanding of how karts behave with different kinds of set up. This experience included toe in and toe out, caster and camber adjustments, changing front and rear widths, using different tyre pressures.

Team player

- Participating in Formula Student, I learnt how to work in groups through listening to what others had to contribute, as well as how to build trust and bond with new people.

Working under pressure

- Undertook various tasks while at Chubb that often required extra work at short notice. I ensured that important jobs were prioritised and completed to deadlines.

AUTOMOTIVE EXPERIENCE

Formula Student Member (Electrical & Electronic Groups) Nov 2017 – Present
Oxford Brookes University Team, Oxford

- Made and installed the wiring looms and sensors for both class 1 and 1A cars.
- Contributed to design and making of dashboards, fuse boxes and brake lights for class 1 and 1A cars.

Support Technician Aug 2015 – June 2016
Delphi Heavy Duty Diesel Systems, New Zealand

- Built and tested diesel injectors and pumps – proved to be a useful and demanding experience as I had to learn how to operate the test rigs and build pumps and injectors with the group. After one month I was able to proceed on my own.
- Measured diesel injector and pump parts with Talysurf and CMM machines.
- Prepared build sheets for both diesel injectors and pumps.

Automotive Technician Apr 2014 – July 2015
Kendall Cars Ltd, New Zealand

- Mechanical and Electrical servicing and repairs – clutch and gear box replacements, electrical fault finding, tyre and brake pad replacements, serviced vans, cars and Lutons.

Automotive Apprentice Feb 2013 – Jan 2014
CBS AUTOS, New Zealand

- Developed skills in mechanical and electrical servicing and repairs – CV joint replacements, brake pad and disc fittings, wheel alignment, overhauled starters and alternators.
- Assisted with engine tuning, using scanning tool. Traced electrical faults, undertook M.O.T.s

OTHER EMPLOYMENT

Fire Protection Engineering Draughtsman Mar 2012 – Jan 2013

- Chubb Systems & Services, New Zealand
- Contributed to the design of small to large installations of sprinkler systems.
- Preparation of sprinkler system drawings, schematic diagrams, block plans, reports and maintenance manuals.

I.T SKILLS

- Competent user of Microsoft Office packages, AutoCAD, SolidWorks, Crocodile clip, TinyCAD, MATLAB, Working Model and Mathcad.

INTERESTS

Motorsports: Go Karting – member of Formula Brookes
Sports: Boxing and Gym workout

ADDITIONAL INFORMATION

Member of The Institution of Mechanical Engineers – IMechE Student Affiliate.
Full UK driving licence.

REFERENCES AVAILABLE ON REQUEST

CV FOR PART-TIME JOBS

You need to market any relevant experience positively!

ADVICE ON PART-TIME WORK FROM OXFORD BROOKES UNIVERSITY

- Most students work part-time as a way of supplementing their income. Generally, it is advisable to limit your employment to 15 hours each week.
- You can find information about local part-time jobs on our Jobs Board:

careers.brookes.ac.uk

Login using your PIP details.

Further useful vacancy websites:

- www.facebook.com/oxfordbrookescareers
- www.dailyinfo.co.uk/jobs - useful source of local Oxford information, including vacancies.
- www.oxfordtimes.co.uk/jobs - local Oxfordshire jobs.
- www.brookes.ac.uk/vacancies - jobs with Oxford Brookes University.
- www.indeed.co.uk – you can do a ‘part-time jobs search’ in ‘Oxford’.
- www.gumtree.com/jobs/oxford - more local jobs.
- www.oxfordshire.gov.uk/jobs - jobs with Oxfordshire County Council.
- www.oxnet.org.uk – voluntary work experience in Oxfordshire.
- A National Insurance number (NI No) is needed to apply for work in the UK. You can apply for this by telephoning the Jobcentre Plus NI Allocation Service on 0800 141 2075.
- Most part-time work is paid by the hour and employers in the UK must pay at least the National Minimum or National Living Wage.
- Most international students are allowed to work part-time in the UK during their studies, **but it is essential to check that your immigration status/visa allows you to do this**. There are restrictions on the number of hours you can work and the type of work you can do. Generally, you can work up to 20 hours per week during term time and full-time over the summer.

PART-TIME CVs (Pages 14 - 19)

Caitlin Hear

54 James Street, Oxford, OX4 5FH
 chear@gmail.co.uk
 07738 433333

A second year Adult Nursing student at Oxford Brookes University with experience as a volunteer with Age UK. Looking for a part-time job in care work to further my skills working with vulnerable adults.

Education

2017 - 2020 BSc (Hons) Adult Nursing, Oxford Brookes University

2015 - 2017, Mary Filler College, Nottingham:

A Levels: English (C), Psychology (B), Health and Social Care (B)

2010 - 2015, Foxhill Secondary School, Nottingham:

8 GCSEs grades A*-C including English, Maths and Science

Skills and Competencies

- **Sensitive and compassionate work ethic:** Volunteering at Age UK, combined with my natural disposition towards care and support work, has developed my ability to empathise, show compassion in my work and be approachable towards those I work with.
- **Communication and Interpersonal skills:** This includes dealing with challenging customer requests in an attentive manner and discussing appropriate activities with my team to undertake with the elderly.
- **Team work:** I have undertaken cooperative and successful teamwork as part of my degree producing group presentations and essays with up to 5 people. Whilst volunteering with Age UK I communicated with members of my team of 9 to ensure clients received a consistent experience of the service.
- **Organisational:** Combining my work in retail and volunteering alongside my studies has developed my ability to manage my work load, organise my time effectively and meet multiple deadlines.

Work Experience

Volunteer, Age UK. September 2016 - July 2018:

Running activities with the elderly, arranging risk assessments and health and safety checks, general office work and administration, as well as providing a friendly, approachable and professional front line service to the public.

Sales Assistant, H&M. May 2015 - July 2016:

Keeping the shop floor tidy and appropriately arranged, providing assistance and sale recommendations to customers, providing quality customer service and working as part of a team to ensure that the shop floor duties were covered.

References

Available on request

Eleanor Adams

8 Duster Avenue, Oxford, OX21 7TP
 07412321768 / eleanoradams@gmail.com

Music undergraduate with 3 years' work experience in the hospitality industry. Previous experience working in busy bar and restaurant environments has developed high standards of customer service and communication skills. Currently seeking a part time position within the food and beverage industry to utilise and further develop my skills. Available to work 16 hours per week.

Relevant Work Experience

Turners Inn, Bar Staff 2016 - 2018

- Serving customers behind the bar, taking orders and advising on drinks.
- Restocking wines and spirits.
- Delivering orders of food and wine to customer tables.
- Responsible for cashing up at the end of shift.
- Advertising weekly karaoke nights, involved producing and handing out posters.

The Hutch Restaurant, Waitress 2014 - 2015

- Providing a warm welcome to customers entering the restaurant.
- Delivering excellent customer service when taking orders for food and drinks, also providing alternative recommendations when required.
- Preparing and serving drinks at the bar.
- Handling cash and debit transactions.
- Promoting health and safety by keeping the restaurant clean and tidy.
- Coping under pressure and ensuring high level of customer service during peak times.

Other Skills

IT: Proficient in the use of Microsoft office applications including Word, Excel and Access.

Languages: Fluent in Spanish and German, both written and spoken

Education

Oxford Brookes University 2016 - to present

BA (Hons) Music

Secondary School, Oxford 2009 - 2016

A Levels: English (B), Music (A), Philosophy (B)

GCSE: 7 grades A-C including English and Maths

REFERENCES AVAILABLE ON REQUEST

Jan Xu

32 Iffley Road, Oxford, OX4 4AH

Tel: 07564 242222

Email: JanXu@outlook.com

Second year International student at Oxford Brookes University. Previous experience working in a customer service role undertaking group tours that developed my communication skills. Currently seeking a part time position within retail, available to work 12 hours per week.

Permission to work: Current visa allows me to work X hours per week during semester time and X during vacation

Education

Oxford Brookes University: **2017 - to present**

BA (Hons) Business and Marketing Management

- Improved level of verbal communication through assessed PowerPoint presentations achieving a 2:1 in the majority of assignments, subsequently increasing my English language skills.
- Proficient in the use of Microsoft Office, Adobe Photoshop, Internet Explorer and Visual Basics.
- Prioritised and managed my time in order to meet a number of university deadlines, I did this using to-do lists and an electronic diary.

First High School Guang Zhou, China: **2014 - 2017**

National University Entrance Examination 2nd Class

Equivalent to UK A-Level and GCSE B/C grades

Work Experience

Member of Oxford Brookes University, Chinese Society: **2017 - to present**

- Assisted a team of 6 students, organising fortnightly events such as cooking classes. Took the lead role in organising and planning the annual party for up to 120 guests.
- Managed a small team and was required to delegate tasks to fellow members, as well as keep to a fixed budget.
- Utilised my problem-solving skills when the venue we had booked was no longer available.

Tour Guide, Wildlife Park: **2014 - 2016**

- Working independently guiding groups of children aged between 8-11 years old, communicating instructions clearly when visiting certain sites and explaining health and safety to the children.
- Maintained patience and composure when dealing with challenging groups of children.
- Managed my time to ensure I was not under or over running on the allocated tour time.
- Developed the ability to work well under pressure as the number of people visiting the park doubled during the busy summer period.

Languages

Good level of English - IELTS Level 7, Fluent in Mandarin

REFERENCES AVAILABLE ON REQUEST

Mike Lowden

2 Rosey Lane, Oxford, OX1 5TW
 mlowden@gmail.co.uk
 07778 599999

A third year Psychology undergraduate student at Oxford Brookes University with 2 years' experience in administration roles. Previous duties have included: managing room bookings, organising google-calendars and producing marketing material. Seeking to gain further work experience in an administrative setting.

Education:

2016 - 2019: **BSc (Hons) Psychology, Oxford Brookes University**

2014 - 2016: Louis Freen College, Southampton:

A Levels: English grade B, Psychology grade A, Maths grade C

2009 - 2014: Foxhill Secondary School, Nottingham:

6 GCSEs grade C- A* including English, Maths, Science and IT

Work Experience:

Receptionist, Florence Spa, Headington,

March 2016 – June 2018

- **Customer service:** Provided clients with information over the phone, by email and provided high quality customer service to anyone arriving at the spa.
- **Creativity:** Created and arranged the distribution of promotional materials.
- **Management of calendar and bookings:** Organised bookings for clients and contributing to the arrangement of staff rotas using an access database.

Administration Assistant, Louis Freen College Union,

January 2014 – January 2016

- **Communication:** Answered the telephone, generating meeting notes and agendas, and communicating within my team on issues such as rotas.
- **Organisation:** Created and distributed minuted documents to a team of 27 people as well as meeting strict deadlines.
- **IT:** Involved in social media implementation, proficient with Microsoft office applications, created and maintained spreadsheets regarding Union interactions with students.
- **Attention to detail:** Updated and maintained files of resources for students.

References:

Linda Key, General Staff Manager, Florence Spa: lkey@florencespa.co.uk 01584 485748

Martin Gillis, Union President, Louis Freen College: mgillis@lfreen.ac.uk 01922 483755

Emily Simmons

456 Headington Hill, Oxford, OX3 0BP
 07667 888887
 emilysimmons@gmail.com

A Business Management undergraduate with a year’s experience working in a customer facing role. Strong organisational and time management skills developed through balancing work and study. Currently seeking a part time position in a customer service role.

Relevant Experience

H&M, Sales Advisor

Feb 2017- April 2018

- Provided excellent customer service, operating tills, handling cash and debit transactions; assisting and advising customers on products, and providing alternatives when appropriate.
- Supported a team of 20 staff to help exceed sales targets by 3%, resulting in a Christmas bonus.
- Demonstrated initiative, working out which stock needed priority when replenishing from fitting and stock room.
- Managed my time and prioritising tasks such as serving customers, processing deliveries and creating promotional displays.

Macmillan Cancer, Fundraising Volunteer

Aug 2016 - Dec 2016

- Communicated with members of the public in order to generate donations of up to £100, awarded prize for raising the most money, 2 months running.
- Lead a group of 6 volunteers and coordinated appropriate fundraising locations to raise maximum amount of funds; awarded prize for best team of the month.
- Organised fancy dress events in order to boost team morale which raised over £300 for the charity.

IT Skills

Proficient in the use of Microsoft Office applications.

Education -

Oxford Brookes University

2017 - to present

BA (Hons) Business and Management

Secondary School, Oxford

2010 - 2017

A Levels: Business Studies (A), Information Technology (B), Maths (C)

GCSEs: 9 GCSEs from A-C

Interests

- Blogging: blog every fortnight on current trends in fashion and my latest fashion buys currently followed by 230 readers from around the world
- Sport: Active member of the university basketball team

REFERENCES AVAILABLE ON REQUEST



EMAILING FOR PART TIME JOBS

A FEW SUGGESTIONS:

STEP 1: Do be polite.

- Always address the person you do not know as Mr., Ms., Mrs., Dr., Prof Include their last name and keep it formal. For example: Dear Mr Lewis. Ending: Yours sincerely. If you can't find a named contact, open with: Dear Sir/Madam, and close with: Yours faithfully.

STEP 2: Include a clear subject in the title line of your message e.g.

'Application for part time retail assistant'.

- These make it easier for employers to understand why you are contacting them and to find your email at a later date. They also reduce the risk of getting trapped in a spam filter.

STEP 3: Be concise.

- State your need clearly and quickly make your point. Long messages are likely to be skimmed (and binned!).

STEP 4: Be professional!

- Do not use informal phrasing, "text speak", slang, all capital letters or exclamation marks. The aim is to maintain a professional email tone which is likely to be different from communications with your friends or via social networking sites.

STEP 5: Check your spelling and grammar.

- Even minor errors can undermine your approach and may suggest a lack of attention to detail. So, do proof read carefully before sending.

STEP 6: End with a signature/contact details.

- Include your name and your contact information. Usually this means a home address, mobile telephone number and email.



New Message   

d.latimer@hotmail.co.uk

Part-Time Work

Dear Mr Latimer, or [Dear Sir/Madam,]

[Note: you will have to tailor the body text of each e-mail to the particular opportunity you are applying for]

I am writing regarding part-time job opportunities in your restaurant.

Currently I am an undergraduate student at Oxford Brookes University and am keen to find work to supplement my income. As you can see from my attached CV, I have a proven ability to learn quickly and operate with, or without, supervision in a fast-moving customer service environment.

I would welcome an opportunity to discuss with you in more detail how I can benefit your company. Please feel free to call me (list mobile number) or email me at: stevenjones86@gmail.com

Thank you for your time and consideration. I look forward to hearing from you.

Yours sincerely, [Yours faithfully]

Steven Jones

6 Piper Street
Headington,
Oxford
OX3 7AR

Tel: 07899 433123
Email: stevenjones86@gmail.com

THE GOLDEN RULES OF WRITING A GOOD COVERING LETTER

In response to an advertised post

ALWAYS INCLUDE A COVERING LETTER - unless you are specifically told not to. 'Applicants who include a covering letter with their CV are 10% more likely to get a reply'. Research by Forum 3.

TAILOR IT TO THE JOB - focus on the essential and desirable criteria on the job specification, especially the essential requirements. Avoid standardised letters. Just like with your CV, unless you adapt your letter carefully to the job requirements it's meaningless and can be a little annoying for the employer resulting in you not being shortlisted!

DON'T WRITE MORE THAN ONE PAGE

An employer won't have time to read it and 1 page really is enough! If you think you need to write more seek advice from Careers.

MAKE SURE YOUR GRAMMAR AND SPELLING ARE PERFECT

'Applicants sending CVs and letters without spelling mistakes are 61% more likely to get a reply & 26% more likely to get an interview'. Research by Forum 3.

USE A SIMPLE STRUCTURE - CONTENT GUIDELINES

Introduction

In your opening paragraph briefly describe your situation, where you saw the advert and specify the job you are applying for i.e. reference number (in case the recruiter has several jobs currently on offer).

Why are you interested in the sector, company and role?

Articulate enthusiastically WHY you want to work for the company, what your motivation is and WHY you are interested in this particular post/sector. This will always require some research, you might find they are rolling out new and interesting products or services, they might have also been in the media recently.

What makes you a strong and suitable candidate?

This is the essential part. Do demonstrate your relevant skills and experience for the job - always focus on their key criteria/competencies particularly any 'essential' requirements. Then provide examples from part-time work and extra-curricular activities etc., highlighting EVIDENCE that you can actually do the job! You might say something like 'I set out below how I meet your criteria' and then take each key criteria in turn citing your evidence. So if communication skills were the first criteria an example might be...

- **Communication skills:** I regularly write reports and present these to tutors and other students in seminars. As a member of the debating society I take part in weekly debates and we have recently partnered with a school to help sixth form pupils develop their debating skills. This has given me confidence and the ability to communicate effectively with different audiences.

If there are many criteria you may need to combine them but make it clear what criteria you are addressing.

Conclusion

Sign-off with a polite and positive ending, stating when you would be available for interview. Use 'yours sincerely' if you are addressing it to a named person or 'yours faithfully' if not. Ideally try to find a named person to write to, but with large organisations this is not always possible.



Format guidelines for writing a good covering letter

The usual guidelines for a covering letter are:

Length

Usually one side of A4. If sending a hardcopy by post use good quality, plain paper.

Addresses

Put your address in the top right hand corner, leave one line then on the left put the employer's name, job title and address. Leave one line and then put the date (DD/MM/YY). Always try and write to a specific, named person. Use their correct title in the salutation i.e. 'Dear Mr Jones' or 'Dear Ms Smith'. If you really cannot find a name use 'Dear Sir/Madam'.

Job title/vacancy reference

If the job vacancy has a title and a reference use this after the salutation, before your first paragraph. If you are writing a speculative letter add a title describing the topic of the letter eg: "Seeking work shadowing opportunity in May 2017".

Paragraphs

Use 3 or 4 well-constructed, concise paragraphs. See content guidelines and suggestions on previous page and sample letter overleaf.

End the letter correctly

If you address the letter to a named person i.e. 'Dear Ms Smith' sign off with 'Yours sincerely'. Use 'Yours faithfully' if the letter is addressed to 'Dear Sir/Madam'. Then leave a few lines and type your name in full, leaving space for your signature.

Ground Floor Flat
Kinn Road
Oxford
OX2 6BB

27th March 2018

Sam Jones
Oxford Universal Publishers
Great Clarendon Street
Oxford
OX2 6DP

Dear Ms Jones

Re: Marketing Assistant (W07/076)

I am writing to apply for the position of Marketing Assistant as advertised on the Oxford Universal Publishers website. Enclosed is my CV for your consideration.

I am not only drawn to OUP because of its global reputation as a leading publisher, but also because of its focus on education. My recent experience as an undergraduate and 'end user' of academic journals such as Essays in Criticism and The Review of English Studies has sparked an interest in how they are produced and targeted. I welcome the opportunity to explore this further in a marketing role at Oxford Universal Publishers.

My current position as UK Marketing Assistant at Publishing Co, together with my role as Concert Manager at Oxford Brookes University have given me a strong interest in a marketing career. As a Marketing Assistant my duties include designing print materials such as posters, booklets, and leaflets using Adobe InDesign and Photoshop. The designing process requires a high level of attention to detail, taking into account marks and bleeds, image resolutions, and ink coverage to ensure the end product is of the highest quality. Liaising with suppliers regarding our events and the materials we need has allowed me to develop my networking and account management skills. Discussing the most appropriate products for the work we produce and estimated delivery times allowed me to forge a stronger relationship with our suppliers. In addition, managing the company's contact database has developed my account management skills, ensuring all contact addresses and invoicing details are up to date.

As a concert manager, my duties included managing our social media pages such as: Facebook, Twitter, and Instagram. This involved uploading images and promotional offers for current and upcoming events. I also developed my oral communication skills liaising with musicians about time-slots and equipment requirements. Writing reviews for Oxford's 'Daily Info' has enhanced my copywriting and written communication skills, ensuring all work has the correct spelling and grammar.

As a result of my experience to date both professionally and academically, I believe that I could make a valuable contribution to OUP as a Marketing Assistant. I look forward to hearing from you. I am available for interview at any time.

Yours sincerely,

Jane Schiller

Job description

Company: Oxford Universal Publishers

Department: Marketing

Title of Post: Marketing Assistant

Post Number: W07/076

Overall purpose of post: To assist with the development and implementation of the OUP's marketing strategy in order to raise the profile of the company. Support the delivery of a range of marketing activities including communications, production of digital and printed marketing materials, events organisation and promotional activity.

Skills and experience required for post: Experience in a marketing related post with excellent creative, organisational, communication, teamwork and IT skills.

Main duties:

1. Contribute to the development and implementation of OUP's Marketing & Communication Strategy;
2. Contribute to the creation, maintenance and production of imaginative marketing materials within the Company's branding guidelines;
3. Assist with the development and maintenance of OUP's website within company branding guidelines;
4. Contribute to social media accounts (Facebook, LinkedIn) to maximise the positive exposure of OUP.

Person specification

Specification	Essential	Desirable
1. Education	Undergraduate degree or relevant experience.	
2. Relevant Experience	<p>Proven design, marketing and promotion work.</p> <p>Experience of networking and relationship / account management.</p> <p>Competent user of Microsoft Office, design software.</p> <p>Digital and online development to include designing and updating websites and setting up and managing social media accounts, Facebook, LinkedIn etc.</p> <p>Writing / designing for the web and social media.</p> <p>Experience of administrative systems and processes in particular recording and managing contact databases.</p>	<p>Knowledge of Adobe In-Design Software</p> <p>Knowledge of CMS</p> <p>Experience of a CRM system</p>
3. Relevant Skills/ Aptitudes	<p>Confident and professional manner to establish rapport with clients & colleagues.</p> <p>Good standard of spoken English, speaks clearly and confidently, able to present to and network with internal and external stakeholders.</p> <p>Demonstrable written communication skills in English for example, writing and editing marketing copy.</p> <p>Strong attention to detail when writing copy and carrying out administrative tasks.</p> <p>Ability to work flexibly and co-operatively in a team and across the wider company.</p> <p>Ability to act on own initiative and demonstrate problem-solving skills.</p>	

SPECULATIVE COVERING LETTER

Speculative (direct) applications to a potential employer are simply applications made when an organisation is not advertising roles. They can be a useful way to engage with the un-advertised, so called, 'hidden' job market, whether it's a full or part time job you want. It's quite okay for you to approach companies directly if you think they may have a need for additional workers.

For example, you can send a speculative application because you have noticed that a company is expanding, perhaps opening a new office, or you may have heard that they have just gained a new contract. Alternatively, you may decide to send a speculative application because you are 'testing the water' to see whether they are likely to have any opportunities coming up that might just suit your skills or experience.

You can get ideas on organisations to approach from a range of sources, including Web or TV features/news, or your personal contacts. It's also quite feasible to target companies in a specific region because you have a need to live in that area and understandably are looking for employment there.

Top Tip - keep speculative letters short and focused, likewise your accompanying CV. Often a one page 'highlights' CV will suffice. Remember, as the organisation is not advertising, the recipient of your letter is doing you a favour by even reading it and your CV!

Who should I send it to? Unless you want to work in HR, it's often best to send speculative letters directly to specific contacts/managers (outside of recruitment or HR, as these functions act as gatekeepers/filters). Departmental managers may also have a clearer idea of immediate job/work requirements than HR staff.

Your Address, etc.

Mr P Egan
Retail Manager
FancyRags
Queen Street
Oxford, OX1 2AB

Dear Mr Egan,

I read with interest the recent report in the Oxford Times describing the forthcoming completion of FancyRags newest retail outlet in the city centre. It looks like a great opportunity for your business and I am writing to enquire whether you may have a need for additional staff.

I am currently undertaking a degree in English at Oxford Brookes University and have two years sales experience in a range of retail outlets, including Next and Debenhams. I am currently available for part-time work (up to 15 hours per week) but am planning to take a gap year and would be available for full-time work from June. In the longer term I'm looking to develop my career in the retail sector.

I am attaching a short CV, which expands on my experience, and would welcome an opportunity to find out more about any suitable vacancies. I will telephone you in a few days to hopefully arrange a meeting.

Yours sincerely,

Jennifer Swift

NETWORKING COVERING LETTER

(Approaching a potential contact)

This letter is a request for an 'Informational Interview', a good way of finding out more about a profession or sector you are interested in. You may be surprised that there are potentially many people willing to give you help and advice, so never be afraid to use all available sources of contacts. Note: you are not asking for a job or work experience. LinkedIn can be a great source of contacts. Check out Brookes alumni at: uk.linkedin.com/edu/oxford-brookes-university-12621

53 Felix Street
Wilmslow
Cheshire SK9 6AU
Email Address
Phone Number
14th November 2017

Mr Brown
Marketing Manager
Siemens Industrial Projects and Systems
Sir William Siemens House
Princess Road
Manchester M20 3UR

Dear Mr Brown,

Jo Smith (of xxxx) suggested I drop you a line to see if it would be possible to arrange an informal discussion with you.

I have decided that I want to move into the field of xxxx. I am not looking for a job at present but rather to extend my knowledge of the sector and to see how suited I would be to working in it. I am a graduate (or undergraduate) of xxx, with a variety of work experience and skills which seem well suited to xxxx.

I have already undertaken some research into the field and the type of companies and roles available, and I can see my skills seem to be a good match for a number of jobs. At this stage I am now trying to meet with knowledgeable people to deepen my understanding of what it is actually like to work in this sector.

I would be very grateful if you could spare me 15-20 minutes for a discussion, at a mutually convenient time. I attach my CV for information and will give your office a call in the next few days to see if we can arrange to meet.

Yours sincerely,

Sam Crow

HOW WE CAN HELP



Job Searching



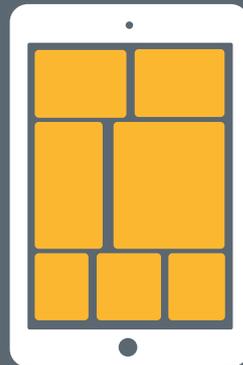
CVs and Covering Letters



Interview Advice



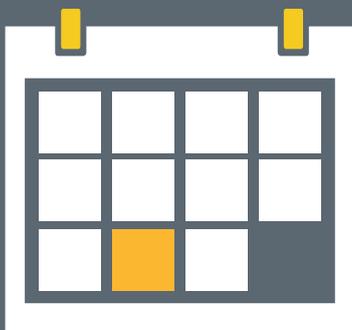
1-to-1 Guidance



Online Resources



Postgraduate Study Advice



Careers Events



Employability Skills Sessions



Careers Information