

Part Time Work Webinar - Transcript

[Text: Webinar - Part Time Work]

[Image: Funded by UK Government logo, DurhamWorks logo, Durham County Council logo, North East Combined Authority logo.]

[Emma] Hi there, good afternoon, everyone who's joined the call. My name's Emma, I'm one of the team leaders for DurhamWorks and I'm joined by my colleague Lucy, who also works on DurhamWorks as one of the team leaders for our DurhamWorks Programme for Schools.

Today we're here to talk about part-time work and this is because we do get quite a lot of people refer themselves into DurhamWorks saying I've got a place at college but actually I'd like to look for some part-time work alongside my college course or indeed we also get people looking for part-time work or just work in general, so this webinar is intended to help you with that really.

If you want to progress on to the next slide Lucy.

[Text: What is part-time work? Usually under 35 hours per week. Permanent, temporary or seasonal. Shifts often include mornings, evening or weekends to accommodate personal schedules.]

[Lucy] So, what is part-time work? So, usually part-time work is a job that is under 35 hours a week and part-time work can be permanent, temporary, or seasonal. So permanent roles usually tend to be kind of jobs that are more skilled roles I would say for part-time work, but you can also get kind of temporary and seasonal work as well for part-time.

Shift patterns often include mornings, evenings, or weekends to accommodate personal schedules so a lot of part-time hours can kind of work around you a little bit more. So sometimes you can have zero-hour contracts as well based off that too.

[Emma] So, moving on then to talk about the benefits of work.

[Text: Benefits of work. Earn money. Build confidence. Gain experience. Improve your CV.]

[Emma] So obviously one of the main advantages is earning money which gives you that little bit of extra independence and it can also help build your confidence and it can also help you to gain experience and combined with all of that it can also help to improve your CV. So, when it does come to you looking for your first full-time job you can demonstrate that you have got some work experience behind you on a CV or an application form to help give you that advantage that you might need when you're applying for other roles.

[Text: County Durham Job Sectors. Retail, Hospitality, Care, Public services, Warehousing.]

[Lucy] So, County Durham job sector so we've basically pulled together some areas that the part-time jobs are more and there's more of them. So, we've got retail which is kind of like your shop work so it's working in the likes of Tesco, Morrisons, Asda, those sorts of places.

Hospitality venues so that could include like restaurants, cafes, that sort of thing. Care as well so care assistants working in people's homes, in care homes.

Public services so that can include kind of like your admin roles, and it can include kind of like your firefighter type roles as long as you've got the training behind you that sort of thing and then also warehousing as well. Warehousing offers quite a few job sectors but they're kind of the main ones in county Durham.

[Text: Where to find jobs? Indeed. North East Jobs. Company Websites. Social Media. Job Centre. DurhamWorks Advisor. CV drop/friend of a friend.]

[Emma] Yep, so moving on then where do we find these jobs? So, you probably have already heard of Indeed and that tends to be the site that most people end up navigating to when they first start looking for work. However, it's important to realise that there are other job search websites available and in fact Indeed might always be the best place to look for work.

So, we've got North East Jobs which tends to be where all your local authority and government type-based jobs are advertised. For example, Durham County Council, all their vacancies are on the North East Jobs website, and you'll tend to find all like the North East Council jobs are primarily advertised on there and you'll certainly have to apply through North East Jobs.

There's also company websites so Lucy sort of mentioned sort of Tesco's and Morrison's you know like your big sort of chain retail organisations will generally have all their jobs advertised so you'll, you'll navigate to the website and you'll have like a careers section if you click on their it will allow you to kind of search for vacancies like close to your local area.

Generally smaller companies will tend to use social media the likes of Facebook usually and you'll tend to see sort of jobs advertised on there. There's quite a few sort of job search sites that pop up on Facebook that are worth following so there's like I think there's County Durham Jobs, there's North East Jobs, it's just worth having a little bit of search because you'll be able to find all sorts if you have a little look on there.

You can also approach the job centre generally this only applies if you're claiming Universal Credit of 18 plus but again it's worthwhile if you are in that situation go and talk to your work coach and they should be helping you to look for vacancies as well.

DurhamWorks obviously we can help as well and one of the main things that people sometimes forget to do but what we tend to do quite a bit of on DurhamWorks is CV drops and so what we're talking about there is for the likes of you know maybe if you go to a big site like the Arneson Centre or Dalton Park often you can have a little wander around the shops and you'll just see sort of like a little advert in the window saying staff wanted apply within. That's your ideal opportunity to pop in with your CV and sort of ask to speak to the person that's responsible for recruitment and then they can sort of put a name to the face. That can sometimes help when it comes to later on sifting through lots and lots of CV's, they might remember you a little bit more thinking well that person actually made the effort to come into the shop to introduce themselves as opposed to just sending a CV in.

There's also friend of a friend or family friend it's kind of like you know just ask just sort of say to people you know mention to your family mention to your friends I'm looking for part-time work at the minute and obviously the more eyes that you have looking for you the more likely you are to kind of secure an opportunity in part-time work.

[Text: Local Employers. Supermarkets (1). Hotels (3). Restaurants (3). Call Centres – Usually 18+. Schools (4). Care Assistants (2). Admin.

[Lucy] So I know the previous slide I was just talking about County Durham's job sectors but these are some of the highest places where they're employing locally and so like I said again supermarkets so that's coming across at the top and so those supermarkets like I've just said there before and your Morrisons, Asda, Tesco all those type places and they are in high recruitment period at this moment in time.

Care assistants they are already, already as well on the rise for vacancies too so that's care assistants and so it's looking in like your local care homes, and they also have kind of like out and about type workers as well what's the word Emma?

[Emma] Home care assistants sometimes.

[Lucy] That's the one, yeah, so yeah so that's number two.

Number three is your hotels and your restaurants so it's kind of your hospitality and catering industry and it's kind of like waitresses and cleaners, bar staff that sort of thing and then the other ones.

I'm sorry schools is on there as well as number four so that's kind of like your teaching assistants, your lunchtime assistants and your reception staff that sort of thing that's coming up.

Call centres usually 18 plus if you want to apply for a call centre' not always but most of the time, they often look for staff members and admin again admin's quite a large one taking on staff.

[Text: Employer Expectations. Reliability, Attendance, Teamwork, Customer service.]

[Emma] Yeah so moving on to sort of what employers would expect of you in the workplace is an exhaustive list but just some of the top ones that you sort of tend to come back with time and time again.

Reliability so you turn up when you say you're going to turn up and you're there until you say you're going to be there and again this sort of links into sort of attendance making sure that you know you're not taking sort of lots of sick days and that you're planning your holidays in advance so you know you're making sure that you're communicating that with your manager.

Teamwork is going to be really key here as well. That ability to work with others and again that links into sort of customer service because quite a lot of the roles in part-time work are going to be quite customer public facing so it's really important that you know you are capable of sort of working with members of the general public and you feel comfortable and confident in doing so. Which you can build up through doing things like volunteering if you don't feel you're quite ready for sort of employment volunteering getting involved in sports and activities can all help to build and show that you've you've kind of have got the above sort of skills that employers say that they look for.

[Text: Motivation.]

[Lucy] So, skills that employers want so again this is not just not this is not the only list this is just a couple that we kind of identify that employers do want. So, they want to see that you're communicating with other people sometimes in an interview situation they do a group interview where they can see what your communication skills are like so just make sure that the communication is there ask them so say if you do hand a CV and go back again and ask them or have you have you looked at my CV have you seen my application form you know and that sort of thing so they want to see that communication but they also want to see it within work as well.

Time keeping, I think Emma's just covered that with attendance really just making sure that yeah you're on time and that you're keeping to a schedule as well, and problem solving as well they want to make sure that the team that you go into is working as efficiently as possible so making sure that you're a good problem solver and you can kind of do tasks you know is a really a big one, and motivation is probably one of the biggest ones out of this list so if you show motivation, you show determination you show willing, you know the employer will like you yeah and they'll that that's all they really want some work out with you really so showing motivation is really a massive key one.

[Text: Making a Strong Application. Tailor your application and CV to include a cover letter. Research employer. Highlight skills and volunteering. Check spelling and grammar. Read job descriptions. Use of AI.]

[Emma] So, we move on to stuff like the application process so I can't stress this enough you really need to if you're completing the application form particularly you need to tailor your application to the job specification and this also applies to CV's.

So you might be doing like you might have a generic CV which you can use for like those CV drops that you're doing around like your local retail centres but if you want to focus on a specific vacancy and for example if you want to go into care and your CV is going to look a lot different to maybe one that you would maybe do for retail because it'd focus on different skills that the employer is looking for, and you'll also have a job description to work from so it will pick out sort of essential criteria that you have to meet in order to be shortlisted for interview. And you've you really got to try and demonstrate as much as you can that you hit those essential criteria and these will be sort of tested at interview stage as well.

And it's really important as well to research the employer and this is to make sure that the company is going to be right for you as much as they're right you're right for them but it also you might get asked a question at interview about why do you want to work for this organisation so it's really important that you know about the employer and really what their their sort of focus is, what they pride themselves, on and that will come through in your research. Highlight any skills or volunteering that you've kind of got or any sport clubs that you're involved in again great for sort of demonstrating that you're a team player that you're a good communicator.

Another one that sometimes people miss is to go through and check the spelling and grammar before you hit the send button. And if you've kind of sometimes if you're like me and if you've just written something you've just spent so much time with it get someone else to check it over for you because what you think is is the correct spelling or like the grammar is correct it might not be and someone else might be able to sort of pick that up for you.

Again, as I said before read the job description that's going to be really really important because that'll give you an indication about what you need to be putting down on paper on the application form or in a CV. But equally you know what you might get asked to interview.

Also, this is becoming more prevalent and the use of AI and in sort of using job applications. Some companies are quite happy for you to do this and others are less keen and what I've started to notice in some job job adverts now is that they say actually we prefer you not to use it, as I say some employers aren't bothered but what you need to make sure is that if you are going to use AI that you read through it properly.

Sometimes AI is great at sort of just putting ever so slightly like different spellings or little odd errors and within sort of like the context of the information that you're wanting to sort of present so it's important to check that and also make sure that it kind of comes across as that's coming from you. Because again when people are being interviewed it's kind of quite clear sometimes who's actually used AI and who hasn't and sometimes employers you know they've got someone in front of them and think well that's not the person that I say on on paper.

Equally as well you know don't be tempted to just get someone to write your CV, or your job application, for you. It's really really important that you're involved in that. DurhamWorks can help with that but you've got to kind of meet us halfway, so if give you a CV template and say can you go away and have a go at this and then come back to another appointment with it that's absolutely fine, we can support you but please don't be expecting DurhamWorks to to write a CV or an application for you because that's not what we're here for. We're here to give you the tools to prepare you so you can then go away the next time and kind of do it independently.

[Text: Interview Tips. Prepare examples. Show enthusiasm. Arrive on time. Research employer Appropriate clothing and presentation.]

[Lucy] But moving on to interview tips so off the back of an application if you do get an interview and it's really important that you prepare some examples ready for your interview and have a look at the job description and person specification. Most likely the interview questions will be based off of those and so just make sure you have a read of it make sure that you have a look at some questions that you may get asked. Again, like Emma's just said before you can use AI and pop it in and see what questions might come up you do tend to get the general questions in interview as well so just prepare for for as many examples as you possibly can.

When you're providing your examples make sure, they're specific rather than general, yeah, so just make sure that you tell the story from start to finish and showing what impacts, you had and how you did it.

Next one is show enthusiasm just make sure that you you try and get your personality across in the interview employers really like that. Arrive on time ideally arrive on time or arrive early. Please don't arrive late if you arrive late, you probably won't get mark you'll probably get marked down for it in all honesty research the employer beforehand make sure that you have some questions to ask at the end of the interview and by researching the employer this allows you to think about some questions that you might ask. They want to know as much about you as what you need to know about them when it comes to interview because you're having to make a decision at the end of it potentially as well and whether you want to work for that company.

So just make sure that you do research and also wear like appropriate clothing and have a good presentation for your interview. You know some jobs are slightly different some you'll go suited in a suit and tie others you don't necessarily need to do that you just maybe a pair of trousers and a nice shirt you know like just dress for the the job that you're going for really but just make sure that the appropriate clothing is worn and you're you're presenting you're looking good and you smell nice as well.

Christmas Opportunities. Retail assistants, Stock replenishment, Parcel sorting, Hospitality, Christmas Themed Roles.]

[Emma] And the other thing with that is if you're sat there thinking oh my goodness, I haven't got anything appropriate to wear for an interview again that could be something that DurhamWorks could potentially help you with.

There's also sort of clothes banks that you can go along to and you'll be able to sort of hopefully pick something out that would be suitable smart pair of shoes black you know trousers and and sort of like a top should be fine but it just it does really depend on what the interview is for and whether or not they want you to do like a practical.

So, recently we've had a young person that was going for an interview for joinery and they've kind of said well actually you know you need to be doing some practical assessments so they went with their like the joinery stuff on which was absolutely fine it was what was expected but they did do the right thing and asked.

[Lucy] Yeah well like you said I've clothed and stuff as well I mean you've got the likes of Vinted which are really cheap clothing and you've also got your charity shops as well they you know they do really nice stuff and and a lot of them as well.

[Emma] Yeah so coming on to sort of more specific vacancies so we're a little bit late now for summer jobs unfortunately, generally for summer jobs you need to start looking around about easter time. Christmas although you might think well it's a little bit early it's really not a lot of the retail sort of vacancies start to come out around about now towards the end of September.

There's also sort of vacancies and stock replenishment so stacking shelves. Sometimes the royal mail can want people sort of like parcel sorting or some of the other companies like every do take people on as well. Hospitality is also a big one so like your hotels your bars your restaurants and there's also sometimes some specific Christmas theme roles so you might see things for like wanted a Santa's elf or a Father Christmas those roles do exist but bear in mind these are very seasonal, you won't be sort of expected to be Santa's elf in January for example.

But, the other vacancies again there are a chance to sort of prove that you can work and there is the potential at the end of that that you might be kept on, but even if you're not at least you've got some experience to put on your CV for the next role that you apply for.

[Text: What to do now? Apply for 5 jobs. Register on job sites to create alerts. Update or create CV. Start handing out your CV.]

[Lucy] So what do you do now, so what we find is if you start making a goal especially the Christmas temporary jobs you know apply for five of them see where you get some feedback from the employer that sort of thing so start making some applications now.

Register on your job sites once you've registered on your job sites there will be a section where you can create alerts those alerts will be specific to whatever you choose so you could look at part-time work in the City of Durham area. That will then produce an email for you maybe every week, maybe every day, depending on how often the alerts come, but make sure that you get on your job sites have a look and make sure that you register for those alerts.

Update or create a CV. So if you haven't already got a CV make sure you get one you don't always need a CV but it's really really handy to have you can use your CV for application forms when you're making a personal statement that sort of thing so just make sure that you have a CV. It's also really beneficial to show kind of like training opportunities and stuff that you've already done so just make sure that you're you're either creating CV or updating the one that you've already got, and then just start handing out your CV once you've created or updated it.

Start walking around shops, you know face to face is always kind of the best way for employment so get out there and give it a go.

[Emma] Just when you are also it's worth mentioning as well when you do register on job sites and obviously, we're talking about CV'S and application forms make sure that the email that you have is a one that you can access that you can actually use and it's also appropriate. The amount of email addresses that I kind of say that I go oh my goodness that don't sort of create a great first impression, and you'll probably know what I'm talking about. So just make sure it's a sensible email address and it's one that you are able to access and use and it's better if it's your email address so don't use mum's or dad's make sure it's your own email address because it looks a lot more professional that way. Sorry Lucy that just that just popped into my head

[Lucy] And I've just thought as well off the back of that make sure you check your voicemail. What is your voicemail? Is it going to you know is it going to scare an employer because sometimes we have some shouty voicemails, sometimes we have some quite silly voicemails as well, so make sure you check your voicemail before an employer rings you.

[Emma] And check and check your numbers correct on application forms as well because again the amount of people that put the incorrect contact details on application forms including mobile phone numbers missing one digit or an extra digit. And you'd be surprised about how many people just across the board, even adults, do that so just make sure you double check that.

[Text: Questions and Support. Any questions? DurhamWorks are here to help if you are finishing Year 11, college or are currently unemployed, for further support please contact us on DurhamWorks. Durhamworks.gov.uk 03000262930.]

So, that's sort of like the end of the session. I don't think we've got any questions at this particular point but if anyone does think of anything in the meantime, please feel free to get in touch. We are DurhamWorks we're here to help you if you've sort of just finished year 11 you kind of left college or you're currently unemployed so there's the contact details for the DurhamWorks email address and there's also the phone number as well and if you ring that number they'll be able to direct you to the right team to get you the right support.

Thank you very much for your time and good luck in your job search.

[Lucy] Thank you.