Find a job
build a future
Tools to help you find work

Work and Income
Te Hiranga Tangata
A service of the Ministry of Social Development
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</tbody>
</table>
Starting your job search

Being out of work is tough. Finding a job can also be frustrating and hard. Work and Income can help you turn things around.

There are lots of reasons to work. It’s better for your family and better for your health. You can also earn a lot more working, even if you’re on the minimum wage, than you get on a benefit like Jobseeker Support.

When it comes to finding work some people need a lot of help, others don’t need much at all. No one size fits all.

Work and Income helps in a number of ways. We talk to you about your skills and needs, and put you in touch with the most suitable job opportunities. There are things you need to do to improve your chances of finding work.

This booklet provides practical advice on how to look for work, and tools to help. It tells you what to do when you find work, and how Work and Income can support you entering employment. This information can also be found on www.workandincome.co.nz.

Other useful information can also be found on www.careers.govt.nz. If you don’t have internet access visit your nearest Work and Income office which has a self-service kiosk that accesses all websites listed in this booklet.

First steps

It can be a big step to start looking for a job. There are things you can do to make it easier and increase your chance of success. The best place to start is with a plan.

• Set some goals and make a plan.
• Treat your search as a job – take action now.
• Write down your skills.

Some people may find preparing their CV and applying for jobs easy, but many don’t.

If you find any of the tasks in this book hard, please contact us. We’re keen to help you find work!

Setting goals and making a plan

Set some goals. It’s good to challenge yourself but also be realistic. Then list actions you’ll take to help you reach your goals. Check your progress against your goals regularly to make sure you’re on track.

If what you’re doing isn’t working, do something different. Write down what might get in your way and think about how you can sort it out.

You may like to think about your skills and abilities before you work out your goals. You can find help to know what these are on page 5.

If you’d like help with the plan, talk to us.
<table>
<thead>
<tr>
<th>My goal is to...</th>
<th>Actions I will take...</th>
<th>By when</th>
<th>By when</th>
<th>Things that could stop me are:</th>
<th>I can overcome them by:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
Treat your search as a job – take action now

Finding work takes time and you need to keep at it. Decide on a daily job search routine and stick to it. Things you need to do to find advertised jobs are:

- search job websites and those of potential employers
- read the papers
- talk to your friends, family and other contacts – they may know of advertised jobs
- check new job listings on our website or at our service centres
- list yourself with employment and recruitment services.

Many jobs aren’t advertised, and go to people who have contacted the employer to tell them they want to work for them. To find your own job leads:

- find employers online or in the yellow pages and contact them
- use social media to let a wider group know that you’re looking for work
- talk to your friends, family and other contacts who may know of organisations worth contacting
- read your local paper and go online to find new or growing businesses that might have jobs
- knock on doors – visit places you’d like to work.

Set yourself targets, like what you’ll do each day before lunchtime. We suggest you answer all calls, including those from unidentified numbers. Often calls from companies and organisations show up as a ‘private’ or ‘blocked’ number. Answering a call will also save you the cost of calling back.

Make sure you regularly check your emails and phone messages (if you miss a call), so you don’t miss out when someone calls to tell you about an opportunity.

Stay confident

During your job search you may face knock-backs like jobs you don’t get or employers who don’t reply. Try to stay positive, talk to family and friends about how your job search is going and remind yourself of your goals and skills.

Visit [www.careers.govt.nz](http://www.careers.govt.nz) which has online tools to help you identify your skills. The Careers NZ website also suggests types of jobs that will match your skills.

Your skills and abilities

You need to tell employers what you can do. Making a list of what you’re good at prepares you to write a CV.

List your work skills. Then write other things you can do or personal qualities you have – for instance are you honest and reliable? Do you get on with others? Can you make decisions and manage money?

Jot down some of the things you’d like to improve on, for example self-confidence or interview skills. What steps can you take to improve in these areas? Ask us how we can help.

My work skills are...

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

Other qualities I have are...

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

Things I’d like to work on are...

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________
What skills do I have?

Your skills could come from:
- attending school or training courses
- any type of job, including charity work
- projects at home or in the community
- running a home or looking after people
- making or fixing things and solving problems.

Work skills

Have you ever...
Built something
Cared for children
Cleaned something
Coached, counselled or taught someone
Communicated with others
Created or designed something
Found a fault or problem
Helped or served others
Learnt something new
Led or managed other people
Looked after money
Made a decision affecting others
Monitored how something worked
Negotiated something
Planned or organised something
Provided information to others
Put something together or fixed it
Solved a problem
Worked in a team
Worked with equipment, machinery, tools
Worked with technology
Written something

Personal qualities

Are you...
Active
Adventurous
Ambitious
Artistic
Athletic
Attentive
Bright
Calm
Careful
Caring
Confident
Considerate
Co-operative
Determined
Diligent
Disciplined
Eager
Efficient
Encouraging
Energetic
Fair
Firm
Friendly
Funny
Generous
Happy
Hard working
Healthy
Helpful
Honest
Independent
Intelligent
Kind
Lively
Loyal
Mature
Motivated
Observant
Open-minded
Organised
Outgoing
Patient
Pleasant
Polite
Positive
Punctual
Quick at learning
Realistic
Reliable
Respectful
Responsible
Risk-taking
Self-reliant
Sensible
Sincere
Sociable
Strong
Supportive
Tactful
Team player
Tenacious
Tidy
Thorough
Tolerant
Trustworthy
Understanding
Unselfish
Warm
Well presented
Writing your CV

Your Curriculum Vitae, or CV, is very important. It tells an employer what you’ve done and what you’re good at. The aim of your CV is to get you an interview.

There are lots of different ways to write a CV. Start with a basic format and adapt it to show your skills in the best light.

There are two examples on the next pages. They contain information you need to include, and also some detail you may choose to tell the employer.

Make several copies of your CV so you’ve got them on hand for visiting employers and when you come across people who can help you get a job.

Issues with work history?
An employer looks at your history to see if you’re suitable. If you don’t have specific experience in the job, highlight relevant skills and experience. If you have a gap in your work history, include a short sentence to say what you did and the skills you developed during that time.

You don’t have to say in your CV why a job ended. But if you’ve had lots of jobs, have been out of work for a while, or have gaps in your work history, be prepared to explain these things in an interview.

If you’re worried about how to deal with any issues, talk with us – we may be able to help.

Tips:
• Keep it short (one to four pages).
• Put your best skills first, or those that are most relevant to the job you’re applying for.
• Use simple language and short sentences.
• Be positive and enthusiastic.
• You don’t need to attach certificates – just list your qualifications in your CV and make sure you’ve got the documents handy to take to an interview.
• Make it look good – no handwriting.
• Check your spelling and grammar (get someone else to check it too).

"Put your best skills first"
Two main ways to set out your CV

1. Skills-focused CV

This example shows a skills-focused CV. It matches your skills to the job you’re applying for. It lists your skills (both work and non-work) and then gives details of your experience and education. This approach helps if you’re applying for a different type of job than you’ve had previously, or you have gaps in your work history. It probably means you’ll need to change the CV for each application so it’s a good match for the vacancy.

Example of skills-focused CV

<table>
<thead>
<tr>
<th>Personal details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Aroha Hylton</td>
</tr>
<tr>
<td>Address: 31 Crescent St, Blockhouse Bay, Auckland 5671</td>
</tr>
<tr>
<td>Phone: 123 4567</td>
</tr>
<tr>
<td>Mobile: 123 12312</td>
</tr>
<tr>
<td>Email: <a href="mailto:aroha.hylton@email.co.nz">aroha.hylton@email.co.nz</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am an honest and hard working person looking for work in administration. I am a helpful team member. My longer-term goal is to be employed into a supervisory role. I am looking for a role that will allow me to prove that I have the skills and attitude to progress in my career.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relevant skills and experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication skills</td>
</tr>
<tr>
<td>• Excellent communication skills, able to put views across confidently and assist better team relationships.</td>
</tr>
<tr>
<td>• Strong skills in helping others with problem solving in both work and non-work situations.</td>
</tr>
<tr>
<td>• Guided and directed team members as captain of local club hockey team.</td>
</tr>
<tr>
<td>• Able to communicate well in writing.</td>
</tr>
<tr>
<td>Organisational ability</td>
</tr>
<tr>
<td>• Strong attention to detail and ability to help others improve their performance.</td>
</tr>
<tr>
<td>• Effective in delegating tasks and making sure they are done well.</td>
</tr>
<tr>
<td>• Track record in planning and organising events, including social functions at work and fundraising for a local sports club.</td>
</tr>
<tr>
<td>Numeracy skills</td>
</tr>
<tr>
<td>• Ability to develop and monitor budgets, through experience as sports club treasurer.</td>
</tr>
<tr>
<td>• Responsible for handling money, banking and keeping accounts on other people’s behalf.</td>
</tr>
<tr>
<td>• Assist others with managing their money, including working out a budget for personal spending and balancing cheque books.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work history</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb 2011–Oct 2013 Assistant checkout operator – General Food Supermarket</td>
</tr>
<tr>
<td>Mar 2009–Dec 2010 Checkout duties – Food World Supermarket</td>
</tr>
<tr>
<td>Aug 2006–Feb 2009 Temporary and casual positions, including fruit picking, planting, childcare and bar work</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education and training</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006 Effective Communication Skills – three hours a week for 20 weeks at local Technical Institute</td>
</tr>
<tr>
<td>2001–2005 Four years secondary education</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interests and hobbies</th>
</tr>
</thead>
<tbody>
<tr>
<td>I enjoy running and movies. I spend quite a bit of my spare time with my nieces.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Referees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mrs Kay Arland</td>
</tr>
<tr>
<td>Checkout Supervisor</td>
</tr>
<tr>
<td>General Food Supermarket</td>
</tr>
<tr>
<td>Work phone 123 4567</td>
</tr>
<tr>
<td>Home phone 123 4567</td>
</tr>
</tbody>
</table>
2. Work-focussed CV
This is a work-focussed CV. It records your jobs and training. This is a general CV and can be used for a range of positions. With this CV you show experience first and give details of work tasks. It’s good to have this type of CV when your work history matches the type of job you’re seeking.

Example of work-focussed CV

**Personal details**
Name: Mathew Reid
Address: 22 The Street, Christchurch 8042
Phone: 123 4567
Mobile: 123 123 12
Email: matthew.reid@email.com

**Personal objective**
I am committed to finding work in the landscaping field. I have recently completed training in this area and am self-motivated, hard working and reliable, with a range of practical labouring skills.

**Work history**
Duties included:  
• spreading sand and gravel  
• laying a range of paving materials into various patterns  
• heavy lifting  
• driving a range of vehicles
Dec 2006–May 2008: Builders Labourer (casual), Robinson Walker Construction  
Duties included:  
• measuring to instructions  
• cleaning and storage of tools  
• assisting tradesmen with a range of tasks
Jun 2004–Dec 2004: Vineyard Labourer (seasonal), Beachcroft Orchard  
Duties included:  
• labelling, packing, cleaning sheds and equipment

**Education and training**
2002 Building and Landscaping Skills  
six month course at Carrington Polytechnic
1998–2001 Christchurch Boys High School  
School certificate passes in horticulture and art

**Leisure interests**
Landscaping, canoeing, computer design

**Referees**
Keith Harvey  
Former manager  
Harveys Bricks and Blocklayers  
Christchurch  
Work phone 123 4567  
Home phone 123 4567
Mai Le Chan  
Owner  
Beachcroft Orchard  
Henderson  
Work phone 123 4567  
Home phone 123 4567
Writing a cover letter

Always send a cover letter with your CV. This applies if you’re:

• applying for a job
• following up on a job lead or making contact with a potential employer.

Your letter will probably be the first thing the employer sees, and they may decide whether to read your CV based on it. Write a tailored cover letter for each role or job lead outlining why you’re suited to that particular position.

Two templates follow. One is written for an advertised job. The other is written to follow up a job lead.

Cover letter template for an advertised job

[date]

[person’s name]       [your home address]
[person’s title]       [town/city]
[name of company]      [your phone number]
[company address]      [town/city]

Dear [person’s name]

[name of job/vacancy – including vacancy number if applicable]

I am pleased to have the opportunity to apply for the position of [position name] with your company which was advertised in/on [name of newspaper or website etc] on [date].

I have enclosed my CV to support my application. In it you will see I would bring some important skills to the position, including:

• [key skill one]
• [key skill two]
• [key skill three]

[Use this space to give the employer more information about how you match the job they’re advertising.]

I would be pleased to attend an interview with you and look forward to hearing from you.

Yours sincerely

[your name]
Cover letter template to express interest in working for an organisation

[date]

[person’s name]       [your home address]
[person’s title]       [town/city]
[name of company]      [name spelling for the person you’re writing to]
[company address]      [your phone number]
[town/city]

Dear [person’s name]

I am writing because I would like to work for your organisation [here you may also want to state if you’re interested in a particular area or type of role]. I have enclosed my CV that tells you more about me. In it you will see that I would bring the following skills and personal qualities to your organisation:

• [key skill one]
• [key skill two]
• [key skill three]
• [key skill four]

I am keen to work for your organisation because [use this space to tell the employer why you’re interested].

I would welcome an opportunity to meet you. Please let me know if there is anything else I could do, or information I could give you that would increase my chances of getting work with you.

I would be available to start work immediately [if this is the case].

Yours sincerely

[your name]
Employers often use application forms to help choose people for a job. The employer can tell quite a lot about you from the way you fill out the form and what you say. If you fill out a form, usually you still also need a covering letter and CV.

Here’s an example of a job application form to give you an idea – but they vary greatly.

**Application forms**

**Job application template**

<table>
<thead>
<tr>
<th>Position details</th>
<th>Reference no: 3461</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Position applied for:</strong></td>
<td>Storeperson</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name of applicant:</strong></td>
<td>First name: Len</td>
</tr>
<tr>
<td><strong>Address:</strong></td>
<td>The Road, Taupo</td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
<td>Home: 123-4567 Work: n/a Mobile: 027 112233</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Highest qualification:</strong></td>
<td>NCEA level one</td>
</tr>
<tr>
<td><strong>School/university/polytechnic:</strong></td>
<td>Taupo High School</td>
</tr>
<tr>
<td><strong>Year qualification gained:</strong></td>
<td>2003</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work history</th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Please state your work history starting with the most recent job</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Job title:</strong></td>
<td>Cleaner</td>
</tr>
<tr>
<td><strong>Company:</strong></td>
<td>Johnston Chemicals Ltd</td>
</tr>
<tr>
<td><strong>Date started:</strong></td>
<td>May 2004</td>
</tr>
<tr>
<td><strong>Date finished:</strong></td>
<td>September 2006</td>
</tr>
<tr>
<td><strong>Responsibilities:</strong></td>
<td>Cleaning the factory, handling hazardous material</td>
</tr>
<tr>
<td><strong>Reason for leaving:</strong></td>
<td>I wanted a more challenging work environment</td>
</tr>
<tr>
<td><strong>Job title:</strong></td>
<td>Retail Assistant</td>
</tr>
<tr>
<td><strong>Company:</strong></td>
<td>ABC Products</td>
</tr>
<tr>
<td><strong>Date started:</strong></td>
<td>October 2006</td>
</tr>
<tr>
<td><strong>Date finished:</strong></td>
<td>March 2011</td>
</tr>
<tr>
<td><strong>Responsibilities:</strong></td>
<td>Customer service, cash handling, stocking shelves, stock control</td>
</tr>
<tr>
<td><strong>Reason for leaving:</strong></td>
<td>I became sick and needed time to recover</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Referees</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Please list the contact details of three people we can call to confidentially ask about you</strong></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Mr John Butcher, ABC Products, ph 132-1324</td>
</tr>
<tr>
<td>2.</td>
<td>Miss Lynn Coultin, ph 321-3213</td>
</tr>
<tr>
<td>3.</td>
<td>Mr Sione Fehoko, ph 456-9546</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Citizenship</th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Are you a New Zealand citizen?</strong></td>
<td>Yes / No</td>
</tr>
<tr>
<td><strong>If no, are you legally entitled to work here?</strong></td>
<td>Yes / No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Criminal history</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Have you ever been (or likely to be) convicted of a criminal offence?</strong></td>
<td>Yes / No</td>
</tr>
</tbody>
</table>

| Signed: | Date: |
Finding jobs

Finding advertised jobs
When you’re looking at advertised jobs, take the time to consider jobs you might not have thought of. Read more than just the title, and keep an open mind, so you don’t miss anything suitable. If you’re interested, apply for it – even if you think you don’t have all the skills (most people won’t). Often the skills the employer asks for are their wishlist and they know they’re unlikely to get someone with everything.

Before applying, ask for a job description so you can better match your application to what they want. If you do this by phoning or visiting, be ready in case they ask you some questions on the spot.

Searching for an advertised job on the internet
Remember, you can use the self-service kiosks at your nearest Work and Income office to search the following sites for jobs.

Finding your own leads
Employers like people who are motivated. By seeking out job opportunities you show employers that you are motivated and keen to work.

Make a list of people you can contact to find job leads and tell them you’re looking for work.

Who could I ask?

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

Careers NZ

Work and Income
Visit [www.workandincome.govt.nz](http://www.workandincome.govt.nz) and click ‘Find a Job’
Search over 2,000 jobs by role and location on our job vacancy website.

www.indeed.com
This site lists thousands of jobs from a range of New Zealand job websites. It is the biggest database of current vacancies.

SEEK
[www.seek.co.nz](http://www.seek.co.nz)
Search for jobs, get daily job emails and post your CV online.

TradeMe Jobs
[www.trademe.co.nz/trade-me-jobs/](http://www.trademe.co.nz/trade-me-jobs/)
Search for jobs by location, category, type and/or keyword. Also, if you’re registered with Work and Income and looking for work, we’ll send you emails with the latest job listings from the TradeMe website.

[http://jobs.nzherald.co.nz](http://jobs.nzherald.co.nz)
[www.jobsearch.co.nz](http://www.jobsearch.co.nz)
[https://jobs.govt.nz](https://jobs.govt.nz)
Follow every lead

Once you have a lead you need to follow this up. Where possible, usually this is best done with a phone call or a visit, but there may be times when you need to email or write a letter to introduce yourself.

It’s a good idea to visit if you’re likely to be able to talk to the person who hires staff. A visit can be your best option to get labouring, factory, shop and hotel type positions.

A phone call makes more sense if the person you want to see is in a lot of meetings (eg office manager), or is hard to get to physically.

If you end up emailing or writing to introduce yourself, still use both a covering letter and CV. You may want to put your covering letter into the body of the email (taking out the address details from the top) and just attach the CV. This means there’s more chance the person getting it will read something about you and will take the extra step to open the CV attachment.

Before you call or visit:

• think about what sort of job you want and what your skills and experience are
• plan what you want to say and be ready for questions (have your CV handy). It may turn into a short interview
• if you’re phoning, make sure you’re calling from somewhere quiet, and if you’re visiting, wear clean, suitable clothes.

Then:

• introduce yourself and ask for the name and title of the person who does the hiring, or the manager you want to work for. Try to find out in advance who this person is
• ask to speak to that person, address them by their name and introduce yourself
• if you meet in person, look them in the eye and shake hands firmly
• use your contacts (for instance ‘Fano who works for you suggested I call’)
• say briefly why you’re calling or visiting and give basic information about your skills
• ask if they have time to talk now – or if you can make an appointment
• ask if they have any work coming up or if they can give you any leads
• thank them and ask if you can call again.

Leave them a copy of your CV – or if you’ve phoned, follow up with a letter and your CV. In the back of this booklet you’ll find a job leads diary. Write a note in your job leads diary with an action point as to when you’ll make contact again.

“Plan what you want to say”
Afterwards – following up

It can be tricky to know how often to follow-up once you’ve registered your interest.

If you’ve applied for an advertised job, find out what the timeframe is and call back if you haven’t heard anything a week after the application deadline.

If you don’t get an interview or the job, see if you can get some feedback as to why not, and what you can do differently next time. Tell the person that you’d be interested in another role if it came up.

If you’re following up a job lead, you need to find a balance between letting the employer know you’re still keen and available and not annoying them with too much contact. This will be different in various situations – think about it, talk to friends and family. We can also help you with this.

Promote yourself

Many agencies and employers don’t list all jobs on their websites. Instead, they may first check their databases for people who have already been interviewed or who are registered with them.

There are many employment databases you can upload your details to. These services allow you to promote yourself to an employer in your own words.

They allow employers to browse your profile and contact you directly if they’re interested in you.

Check out the websites of agencies you’d like to work for to see if you can do this.

Example phone call:

Before making a phone call or visit, you may wish to write a script to help you prepare. For example, a phone call might go something like this...

1. Hello my name is Chris Leota. Would you please tell me who hires your bakery staff and put me through to them?


I’ve had several years’ experience as a bakery assistant and I’d like to meet with you and talk about possible job opportunities with your company.

Would you mind if I come in and talk with you anyway in case you have an unexpected vacancy?

Are you aware of anyone else who may need staff at the moment? Do you have a contact name there? Would you mind if I said you suggested calling them?

I’d like to check back with you in a week or two just to see if anything has come up. In the meantime I’ll email you my CV.

Thanks very much for your time Mary.
Tell us about your job search

You need to keep us updated on what you’re doing to find work. If you have a My Account, tell us online.

To find out more about getting a My Account, visit www.workandincome.govt.nz.

You can use our self-service kiosks to access My Account. Otherwise, keep a written record of your search. In this case, you may find the job leads diary at the back of this booklet useful.

Using social media

Social media can either help or hurt your job search

Tips:
• Put a message on whatever social media you use (eg Facebook or Twitter) that you’re looking for work – it’s amazing how far this may reach.
• From time to time you can post what you’re achieving with your job search (refer back to your goals and activities) – it will show how motivated you are.
• Many employers will search any online profile you have to help them decide whether you’d be a good employee. Make sure your online profile won’t put them off. Check that it doesn’t have swear words on it or show aspects of your social life that an employer might think would affect you at work.
• Make sure that your online activity doesn’t include negative comments about previous employers as that may indicate a bad attitude to work. Perhaps check your privacy settings to make sure your accounts can only be seen by people you want to see them.
• Consider having a profile on LinkedIn as more and more jobs are being advertised through it. It’s more useful for some types of work than others. For example, those looking for office work.
• When you get a job, make sure you don’t negatively comment on the employer, or talk about work issues that aren’t appropriate for discussion outside of the workplace.

Be professional

Make sure your phone message and email address are appropriate and won’t put employers off, or give them a wrong impression of you.

“Turn your phone off in interviews”
Preparing for an interview

Getting a job interview is an achievement. It shows that the employer wants to find out more about you. At the interview, the employer is trying to choose the best person for the job and you’re trying to prove you’re the right person. Practise what you want to say and plan what you want to ask.

Being prepared shows you have initiative and are motivated. Do your research on the company – showing you know about what they do and who they are might give you the edge.

What the employer might ask

Every interview is different but there are some types of questions that are often asked. We’ve listed some on the next page, so you can think about what you might say. Write your answers down and practise with a friend or someone in your family.

Prepare for questions you don’t want to be asked, for example, if you’ve ever been fired or convicted of a crime. Say briefly what happened, explain how you’ve changed or what you’d do differently now and ask for a second chance.

Be ready to ask your own questions

The questions you ask show that you’re interested in making sure the job is right for you. Here are some suggestions.

- What would I be doing and what would a typical day be like?
- Which tasks are the most important ones?
- How would I be trained or introduced to the job?
- How long should it take me to get up to speed?
- How many people will I be working with, what do they do?
- When would you like me to start?

If the interviewer doesn’t tell you things like wages, what hours and days you’d be working, holidays and sick leave, it’s ok to ask. We suggest you do this towards the end of the interview – after you’ve had a chance to tell the employer how suitable you would be.

Take information with you

Take your original CV, certificates and references (and spare copies), a copy of your application and any letters you’ve sent the employer – plus anything else they’ve sent you.

You can take any notes you’ve made and questions to jog your memory. It’s ok to check your notes and to write notes during the interview.

Be ready on time

Know the time and place of the interview and the name of the person who will be interviewing you (it may be more than one person). Arrive early so you have time to relax and feel confident. If you want to take family or whanau along, arrange this beforehand.

Make a good impression

The impression you create in the first few minutes is important. The employer uses your presentation to assess your attitudes, values and how you’ll fit in.

Try to relax – be friendly and polite

The interview is your chance to tell the employer why you’re the right person for the job.

It’s normal to be nervous but try to relax. Be friendly and polite and keep good eye contact. Listen carefully to questions you’re asked and give positive, honest answers. If you don’t hear or understand something, ask the interviewer to repeat it.

At the end, thank the employer for the interview and ask when they’ll make a decision.

Tips:

- Take extra care with the way you look.
- Wear clean suitable clothes and shoes.
- Smile, shake hands firmly and look people in the eye.
- Address people as Mr, Mrs or Ms unless they say otherwise.
- Wait to be asked to sit down – be relaxed but sit upright.
- Turn your phone off before you get to the interview.
- Don’t smoke, eat, use a water bottle or chew gum.
- Try not to fiddle with your hair, clothes or pens.
- Don’t be critical of other companies or people.
## Some typical questions an employer may ask

### Why do you want to work for this organisation?
- What made you apply for this particular job?
- How did you hear about this organisation?
- What do you know about us as an organisation?
- What do you imagine a _______ does?
- What do you see as the major issues facing our company?
- What challenges are you looking for in this position?

### Behavioural/situational questions
- Give me an example of your problem-solving style.
- What are the accomplishments/achievements that have given you the most satisfaction?
- Give me an example of how you’ve provided good customer service.
- Tell us of a time when you believe your communications skills were particularly good.
- What is a goal that you’ve set and how did you go about achieving that goal?
- Tell me about a time when you were part of a group or a team.
- Tell me about a time when you took a leadership role within a group.

### Who are you? Tell us about yourself
- Outline your personal goals for this year.
- What experience have you had working with people from other cultures?
- How would your friends describe you?
- Why did you choose your particular course?
- Why did you choose to go to university/polytech?
- What do you do for fun?
- What current issues do you feel strongly about?

“Be on time”
When you get the job

Before you start
There are quite a few things to think about when you start a new job. You’ll need to find out:
- what day and time you start, and the hours of work
- where to go and who to ask for on the first day
- what you need to take (like tax and bank account numbers)
- how and when wages are paid.

Your employer has some legal requirements they need to meet. This includes minimum terms and conditions around your income, sick and holiday pay. If you want information on this, visit www.mbie.govt.nz/contact-us or call their employment relations hotline on 0800 20 90 20.

Call and tell us your news
You need to let us know straight away that you’ve found work. Call us on 0800 559 009 or talk to your case manager.

We may be able to help
When you call us we’ll talk to you about whether you’re eligible for assistance to meet costs of starting work.

We may also provide you with on-going financial assistance if your income and assets are under a certain amount and you meet other criteria.

Everyone’s circumstances are different and we can support people settling into work who will face challenges, for example needing advice around childcare, budgeting, relationships or healthcare.

Tips:
- Be honest and dependable – be on time, get your work finished, be prepared to do more than you’re asked to do and help others if you can.
- Be polite and friendly – introduce yourself, shake hands and remember names.
- Learn quickly – ask if you don’t know and take notes if you need to.
- Learn the rules – find out the health and safety rules, and the unwritten rules about how things are done in your workplace, and make sure you follow them.
- Keep home and work separate until you know what the boundaries are at work.
- Don’t talk about work issues in public – this includes social media.

When you’re settling in
The first few weeks and months in a job can be tough and challenging. It usually gets easier, so hang in there.

We’re here to help you stay in work, so call us if you’ve got concerns and want to talk.

Those first few weeks are an important time when others will form an impression of you.

Managing your money
Our Help when you’re working brochure summarises the support available when you’re entering or in employment. You can find this information on www.workandincome.govt.nz or pick up the brochure from your nearest Work and Income office.

To get information on managing your income, visit www.workandincome.govt.nz or contact us to get a copy of our brochure Managing your money. You may also find www.sorted.org.nz and www.familybudgeting.org.nz useful.
## Job leads diary

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<th>Date</th>
<th>Contact type</th>
<th>Job</th>
<th>Company and address</th>
<th>Contact person</th>
<th>Phone or email</th>
<th>Notes</th>
<th>Result or follow up action</th>
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<tbody>
<tr>
<td>1/04/2014</td>
<td>Visit</td>
<td>Factory work</td>
<td>Helmet Factory</td>
<td>Mr McCracken Manager</td>
<td>1234569 <a href="mailto:m.mccracken@email.com">m.mccracken@email.com</a></td>
<td>Spoke to assistant and gave him my CV</td>
<td>On April 3, phone the manager and seek an appointment</td>
</tr>
<tr>
<td>1/04/2014</td>
<td>Phone</td>
<td>Receptionist</td>
<td>Mac’s Agency</td>
<td>Mrs Whetu Team supervisor</td>
<td>2345678 <a href="mailto:Meri.whetu@email.com">Meri.whetu@email.com</a></td>
<td>Spoke to Mrs Whetu, they have occasional temp work</td>
<td>Ring again on April 20</td>
</tr>
<tr>
<td>2/04/2014</td>
<td>Email</td>
<td>Supermarket checkout operator</td>
<td>Supermarket A</td>
<td>HR manager Chrissie Martin</td>
<td><a href="mailto:hr@supermarket.email.com">hr@supermarket.email.com</a></td>
<td>Sent in application for advertised role</td>
<td>Phone on April 9 if haven’t heard anything to check timeframe for appointment</td>
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<tr>
<td>2/04/2014</td>
<td>Visit</td>
<td>Supermarket</td>
<td>Supermarket B</td>
<td>Arvind Sandip On duty manager</td>
<td><a href="mailto:checkout@supermarket.email.com">checkout@supermarket.email.com</a></td>
<td>Slightly changed CV and cover letter for other supermarket role. Arvind said check monthly</td>
<td>Visit again on May 2</td>
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<td>Date</td>
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For more information or to apply visit:
Work and Income
www.workandincome.govt.nz

If you don’t have internet access
call 0800 559 009 from 7am to 6pm, Monday to Friday and
8am to 1pm, Saturday, or contact your nearest service centre

If you’re deaf, hearing-impaired or
find it hard to communicate by phone,
you can contact us on:
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Telephone typewriter (TTY) 0800 111 113
Text 029 286 7170
Email MSD_Deaf_Services@msd.govt.nz

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Cantonese 0800 664 004
Farsi 0800 996 006
Hindi 0800 993 003
Mandarin 0800 661 001
Māori 0800 662 002
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