

Employability Skills Portfolio.

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In this portfolio I aim to demonstrate a number of skills that I have received whilst not only in the education sector but also the employability role. I will be using my CV, Personal Statement and the star technique. All of these will show a range of competencies that I aim to use to gain a job role in the future and how I plan to work on some I am lacking in or need to improve others to a higher standard. Hopefully by doing this I will be able to have these skills to help me develop not only onto a job role but to excel in my choice of career.

CV

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Telephone: 07964591045

Email: chelsea.jones.97@hotmail.co.uk

Education

Llangatwg Community School (2008-2013)

GCSE Results

Subject Grade

Mathematics-C

English-C

Science-C

R.E-B

Welsh-B

Art & Design-C

Commented [cj1]: A CV aims to impress a prospective employer, it showcases an individuals talents, aspirations and skills. They are extremely important as they are the first and foremost direct communication towards an employer. It needs to be clear and concise, showcase strengths and sometimes weaknesses and also, exhibit why you would be the best candidate. (DayJob.com, 2019)

I.T MERIT
Catering-C

Neath Port Talbot College
Studied Access Course-Humanities and Social Sciences (September 2016- July 2017)
Received a Pass (from a pass or fail graded course)
Have experience working in Tonna Primary School with children from the age of 3-11.

Currently attending university at Trinity Saint David studying Education Studies. I am currently in my 3rd year.

ACO Training
NVQ Level 2 Business and Administration
(April 2014-October 2015) completed

When studying for my NVQ I started work in C.E.M Days Limited as a Telephonist/Receptionist. I finished my NVQ in October 2014 but continued to work on in Days as they offered me to carry on work as normal. My contract will end with them in April so I am now currently looking for another job. Some duties and responsibilities I carried out whilst on the reception were answering telephone calls, making calls to customers and other colleagues in other depots. Also I did a lot of admin work such as carrying out tasks like banking, writing letters, updating data on systems if needed, filing and checking through paperwork. Also, I had to meet and greet customers on a daily basis and escort them in the direction they needed.

Tesco Customer Assistant/ PFS (Petrol Filling Station) (April 2015-September 2017)

I started working Tesco and gained excellent customer service skills, developed many different skills such as working with others, problem solving and numeracy. Whilst working here I had many opportunities to work in different departments and learn all the skills needed for each job.

(Between sept 2017 and Nov 2018 I had work experience in tonna primary school for my university course)

Receptionist- University of Trinity Saint David. (November 2018- September 2019))

It is a 0 hour contract so very flexible. I take over many jobs such as handling the incoming and outgoing mail ensuring it is received through the post. Engage in telephone duties incoming and outgoing and book in jobs and meetings for staff and external people. In this environment I worked with a number of people ranging from all ages, these included staff, colleagues and students on the campus. I have excellent communication skills as I have always had to be face to face in all my jobs.

Vibe recruit (zero hour contract/hospitality and catering)

Working in bars/wedding receptions (The Orangery Margam/ Oldwalls Gower) Also, this includes working in stadiums like the Liberty, Parc Y Scarlets. This is an extremely busy industry and one I enjoy as it is always busy and I work well face to face with customers.

I am a hardworking, ambitious person who is looking forward to being successful in the future. I am trustworthy and very reliable and can work well within a team or using my own initiative. I have excellent time keeping skills and I am flexible with work hours and can adapt well to different work circumstances. I have high quality customer service skills and am very approachable and friendly. I

Commented [cj2]: A CV should include a personal summary, academic qualifications, an educational timeline, previous jobs and dates (if applicable), references and skills you are best at.

Commented [cj3]: After school, I engaged in further education which I found was not for me so I decided to do an apprenticeship. I worked whilst gaining my NVQ level 2 in Business and Administration. I have found that this job opportunity opened up a few good jobs over the years as many employers liked the fact I was not only educated but also has experience in the work place.

Commented [cj4]: Whilst working in this industry I had to make sure I always sounded positive and enthusiastic over the phone. This is because even speaking over the phone to someone your voice can give away your manner and it helps the customer to feel comfortable. Communicating clearly and effectively and not overly complicating the phone call it can help to have excellent customer satisfaction. (Skillsyouneed, 2019)

Working in groups in my classroom setting has helped to further my communication as face to face communication can always seem more tough to overcome. By engaging with peers you learn to build up courage as over the phone you have time to stumble over your words, but when speaking face to face with someone you do not have time so you give an answer quickly and as effectively as possible.

Commented [cj5]: Administration work is very effective, it has taught me many skills such as written and oral skills. Listening to colleagues what they have asked, whether it be to write a letter, research information and filing away work correctly. The more competent and engaged you are with a colleague the more they will trust you to do future jobs that may require a lot more skills. This will help them to gauge your self motivation otherwise the workload will show a decline. (Randstad, 2019)

Commented [cj6]: To work well with others you have to be able to be a good team player, express a positive attitude, make good relationships and be able to take initiative when needed. (IntegratedTalentStrategies, 2019)

Whilst being in a classroom setting I have always had to work in groups with my peers either in a lesson or on a presentation. I found that I worked extremely well with my peers on a presentation, we all met up and discussed the ...

Commented [cj7]: I had work experience for a few months in Tonna Primary School, my course helped with this setting as I could apply many work plans and lessons to the experience. I was able to empathise with a child and understand their needs, I was also able to use creativity in order to keep a child's mind active and help them with their work in the most fun way possible. A challenge I did find in this environment is one I found in the classroom setting. I ...

Commented [cj8]: In both the education and employment aspects I have gained plenty of skills. I have good time keeping skills as I am always on time for work and class and I am able to get my essays in by their deadline. I am open to learning new things and educating myself further. However, my downfall is that if I am not interested in a certain lesson or job I do tend to switch off and do not perform to my potential. I am working on this as I need to ...

am open to different job roles and enjoy new challenges. I am open to trying new things and can accustom to changes and adapt quickly. I am determined to make a successful career for myself.

Interests/Hobbies

When I'm not doing anything work related I like to socialise with friends and exercise on a daily basis. This includes jogging, walking and going to the gym in most of my free time. I like to spend time on the computer surfing the internet, listening to music and occasionally using social networking to talk to family and friends. I also spend time looking after my nephew and niece babysitting when I have time.

References

Paul Evans
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TEL: [01639 641234](tel:01639 641234)

Alison Court
Manager
PFS (petrol filling station)
Tesco Neath Abbey
Neath
SA107FE
TEL- 07834 993518

Ffion Jones (manager)

UWTSD

OLD CV-

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Alison Court
Manager
PFS (petrol filling station)
Tesco Neath Abbey
Neath
SA107FE
TEL- 07834 993518

Ffion Jones (manager)

UWTSD

Personal Statement

Whilst researching extensively the prospect of studying Teaching at Higher Education and at University open days, I have broadened my knowledge and proven to myself that this is the right path for me. I have been impressed and inspired by staff and other students who have been at these events. I feel this course will enable me to achieve the goals I want and help develop my skills further.

Upon leaving school I applied for a Health and Social care course which was suggested to me, as I knew I wanted to be working in the field of education. Unfortunately, I felt I was given the wrong advice upon application which resulted in me leaving the course early. This year I was given the opportunity to apply for an Access course into Humanities and Social Sciences. I am determined to achieve the best standard of grades to my ability, to help progress onto university level. On this course I am learning History, Sociology, Law, Communications and Application of Number. I have learnt excellent essay writing skills, how to present myself in oral communication and become confident enough to display my work in the form of a presentation. In class situations, I feel at ease enough to work as an individual but also in a group. I enjoy working on my own as I can be proficient and skillful and feel I can achieve anything that is given to me. Although, I think working in a group extends my mindset and helps me to broaden my thoughts and ideas. I feel able to work in a group as I am a friendly individual who can get along with anyone and I can relax quickly.

I am a passionate person, as soon as I set my mind to something I can get the job done. I love learning and experiencing new things, I feel I can succeed in anything as long as I concentrate and keep my mindset.

In my spare time I enjoy socialising with family and friends, taking out my niece and nephews and exploring where ever we go. I also exercise which is a level of commitment I find challenging but exciting, it is something I feel you need determination and drive for. I also have a part time job which has helped me achieve skills needed in the industry of communicating with people. It has helped me to also be reliable, manage my time efficiently and push myself to learn anything possible. I am currently waiting on going into placement in a primary school to further my knowledge and experiences.

If I do go on to study at university level and receive the grades I need and want to go into primary teaching, I would want to travel abroad to teach children as I am extremely intrigued with other countries and how their education system works.

I aspire to be a primary teacher one day, I believe children have endless possibilities and an imagination that can put even the smartest of people to shame. Their intelligence is based on our actions alone, we are there to help them achieve the best of their abilities and progress to endless possibilities. I feel confident enough to say I can achieve this level of standard and also develop new skills and grow into a respectable professional.

THE STAR TECHNIQUE

Name: Chelsea Jones Student Number: 1803621

Could you give us an example of how you have contributed to a team or group activity?

Situation
The situation where I had to work with a group of people for an activity was in an interview. This interview was for a position in a gym working with adults and children.
Task
The task in which I had to engage in consisted of a group of 4 men and women. We had to name attributes of good customer service and examples of how we would go about it. Whilst in this group I had to explain how I would approach a customer, how I would be able to engage with each individual and be able to access the correct knowledge to pass on to them.
Activity
In the activity we had to converse with one another, share our thoughts and agree to disagree on the examples given. For example, in one example given we had to explain how we would approach and help a lady with a small child. She was looking for not only a gym but somewhere she could take her child to be looked after in the same building. Firstly, I explained how I would approach the woman with a smile and a happy energetic attitude, not only greeting the woman but paying attention to the child by maybe getting down to eye level so I could face them properly. Then I would engage in a small chat about the woman's day and gaining an understanding of any issues she may have or even just to find out some information that could help me find the best possible choice for her. Thirdly, I would go over my knowledge of the job and to the best of my ability offer any choices I deem acceptable for the course of the woman's needs. If the customer was not extremely happy with any of the services, I gave then I would see if there was any options I had missed and maybe even offer an extra if something was missing from one option.

Commented [cj9]: Whilst in the classroom I have also worked in many group discussions and tasks like this. The classroom tasks differ as you are with people you know and feel comfortable around, whereas in an interview it can be much more condescending and can make you feel anxious. Reading over the question and taking out key words is something I learned from the classroom and what I do in everyday life now if I do not understand something. It makes it much more easier to deal with and helps you to be able to interact then with peers.

Commented [cj10]: Empathy here is a big skill needed as it shows you can begin to understand the customer, you can be patient and are able to let them converse with you without being interrupted or looked down upon. Being in a classroom setting is a good place to show your positive energy and smile as you are with friends and people you can be comfortable around, although no one is happy 24/7 in a customer service based industry you should always at least act happy otherwise it is displeasing for the customer and even your colleagues. Being filled full of knowledge is great when you can understand and enjoy the work/activity, you need to ensure you know as much as you possibly can to push towards your full potential. I have to ensure especially when doing essays and presentations that I use the correct terminology and literature to give me the best grade possible.

Result
Overall, the group activity was fun, engaging and helped to improve my problem-solving skills. Working in a group can be difficult as some people may not have anything to offer whilst others can take over. The best way to work in a group is to have an open mind, not only give your own examples and input but also listen to others and agree to disagree. It gave me an opportunity to receive criticism from peers and also gives an opportunity to work without immediate supervision from someone who has been in the industry for a long period of time.

Commented [cj11]: Overall, with the group activity I was able to be engaging and was able to help improve my problem-solving skills. Working in a group can be difficult as some people may not have anything to offer whilst others can take over. The best way to work in a group is to have an open mind, not only give your own examples and input but also listen to others and agree to disagree. It gave me an opportunity to receive criticism from peers and also gives an opportunity to work without immediate supervision from someone who has been in the industry for a long period of time.

Overall, I feel that updating my CV throughout my life is vital and it is a good way to show how I develop and how quickly I can change something when it needs to be changed. It shows what understanding I have of not only education but also of how well I know myself for future job roles. This can be seen in Gibb's reflective cycle where he believes that by reflecting on events and activities it makes people think about an experience and enables them to be aware of their own actions and how to adjust this behaviour in a both positive and negative way. (Mulder, 2019)

References

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