



THE AGE-LESS JOB SEARCH WORKSHOP

Resource
Your job search starts here

In partnership with



Overcoming Barriers for Older Workers

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Blog: pensionsandsavings.com



over 50s have valuable life skills & experience

2

- Most over-50s are fitter and healthier than ever before
- Huge individual differences mean 'older' has little meaning for work
- Age 50 is the start of second half of adult life!!
- But employers and recruiters retain ageist views
- Need to overcome barriers

Age discrimination is illegal but prevalent!

- More to do to overcome ageism
- Older people face real challenges
- Age discrimination seems an acceptable discrimination
- It is illegal and should be called out but not easy to prove
- Employers and recruiters should look at each individual
- Those who have older workers recognise their value

Many benefits of more later life workers

- Government wants more older workers to stay in work
- More older people working boosts the economy
- Higher national income and growth
- Older workers often more loyal and stay longer
- Healthier, happier, better off
- It takes time – Don't Give Up!!

Recommendations for employers

Flexible working keeps talent and skills for employers

Employers should focus on the '3 R's'

1. **R**etain – keep older workers on, refresh skills, help carers
2. **R**etrain – ongoing workplace training, don't overlook older workers
3. **R**ecruit – benefits of age-diverse workforce and loyalty

LEGISLATION AROUND OLDER WORKERS



Jonathan Newman

ALL ABOUT CVs



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Kim Maidment

What is the purpose of a CV?



What is the purpose of a CV?

**To get an
interview!**

What do we look for in a good CV?

2 pages

Easy to read
Font size 11 or 12
White space
Modern type face

No errors

What should you consider in developing your CV?

- What are employers looking for
- What competencies do you have to offer
- What volunteering can say about you
- Do you have any gaps
- Have you taken any development initiatives
- How Artificial Intelligence (AI) may be used to review your CV

What to include in your CV?

- **Profile** – this is the most important part
- Achievements – Why you?
- Experience from work (paid & voluntary)
- Education and qualifications
- Languages spoken
- Positions of responsibility held
- Hobbies & interests

The Bad CV

Curriculum Vitae	
Address: 10 High Street London W1 3CV	Name: Alex Cohen Telephone: 07767 123 456 Email: boozyfloozy@gmail.com
Age: 36 NI number: AB123456C	
I really like working with animals and I am good at it. I want to get a job in an office either working with numbers or maybe a job with animals	
St Andrews Primary School	1985 – 1987
St John's Junior School	1987 – 1991
St George's Senior School	1991 – 1996
GCSEs Maths B, English D, French C, Science D, Geography B, Computing B,	
St Patricks Sixth Form College	1996 – 1998
A levels in French, Biology and Geography	
WORK EXPERIENCE	
2000 – 2003	H Samuels Jewellers
Position:	Stacking shelves and operating tills
2004 – present	Marks and Spencer
Position:	Working on tills
2007 – present	Local Accountants office
Position:	Accounts assistant
Interests: I like shopping, reading and travelling and also really enjoy sport.	
Skills:	
• French ❖ russian ❖ Computer skills	
References available on request	

Alignment, irrelevant info, 'fun' email,

Font sizes, page break, order, bold.

The Good Chronological CV

Alex Cohen

London N12 9RH
07777 123456
alexcohen@gmail
linkedin.com/in/alexcohen

Experienced Jewellery Customer Sales Supervisor specialising in art deco designs. Expertise in the use and value of the full range of precious and non-precious metals and stones. Good interpersonal and selling skills used to develop relationships with international and high net worth clients

Key Achievements

- Leading and motivating team at ABC to increase sales by 50% and win the 'shop of the year' award
- Developing a reputation as an interesting presenter giving talks to local historical groups

Career History

Sales Supervisor Maps & Weaves 2010 to date

Leading a team of up to ten junior and senior assistants to meet organisational sales targets and demonstrate a high level of customer care to ensure repeat business. Specialising in the sourcing, presentation and selling of art deco designs. Responsibilities including balancing receipts against sales and the security of the stock.

Senior Sales Assistant H Jacobs 2008 to 2010

Deputised for Sales Supervisor and led a team of five to sell a wide range of jewellery including art deco pieces. Responsibilities included professionally cleaning stock and ensuring it was well presented.

Sales Assistant Silversmiths Prior to 2008

Previously worked in a variety of jewellery related roles including jewellery designer, stone setter and gold mining.

Qualifications and Training

- NVQ Level 3 Retail Supervision
- 2 'A' Levels – English and History
- 5 GCSEs including Maths
- First Aid at Work Certificate

Other Information

- Attending events to increase knowledge of jewellery, stones and metals
- PTA Member of Golders Green Primary School
- Treasurer for football team

Interests

History, travel, visiting antique shops

The Good Chronological CV

Alex Cohen
London N12 9RH
07777 123456
alexcohen@gmail
linkedin.com/in/alexcohen

Experienced Jewellery Customer Sales Supervisor specialising in art deco designs. Expertise in the use and value of the full range of precious and non-precious metals and stones. Good interpersonal and selling skills used to develop relationships with international and high net worth clients

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Career History

Sales Supervisor	Maps & Weaves	2010 to date
Leading a team of up to ten junior and senior assistants to meet organisational sales targets and demonstrate a high level of customer care to ensure repeat business. Specialising in the sourcing, presentation and selling of art deco designs. Responsibilities including balancing receipts against sales and the security of the stock.		

Neat contact details. Include location (AI)

Profile in bold to stand out. Good, clear introduction

Inc 2 or 3 key achievements, just enough to capture interest. Quantify where possible

Chronological. Includes examples

The Good Chronological CV

Plenty of white space

Keep everything succinct and easy to read

Include relevant information

Senior Sales Assistant **H Jacobs** **2008 to 2010**

Deputised for Sales Supervisor and led a team of five to sell a wide range of jewellery including art deco pieces. Responsibilities included professionally cleaning stock and ensuring it was well presented.

Sales Assistant **Silversmiths** **2005 to 2008**

Previously worked in a variety of jewellery related roles including jewellery designer, stone setter and gold mining.

Qualifications and Training

- NVQ Level 3 Retail Supervision
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- 5 GCSEs including Maths
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Other Information

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Interests

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The Good Functional CV

Alex Cohen
London N12 9RH
07777 123456
alexcohen@gmail
linkedin.com/in/alexcohen

Experienced Jewellery Customer Sales Supervisor specialising in art deco designs. Expertise in the use and value of the full range of precious and non-precious metals and stones. Good interpersonal and selling skills used to develop relationships with international and high net worth clients

Key Achievements

- Leading and motivating team at ABC to increase sales by 50% and win the 'shop of the year' award
- Developing a reputation as an interesting presenter giving talks to local historical groups

Key Experience & Skills

- Recruiting, inducting and managing staff to ensure that they work as a team and exceed sales targets
- Demonstrating a high level of customer care leading to repeat business from a wide range of clients
- In depth knowledge of art deco period and art works, in particular jewellery
- Good presentation skills used to ensure that all stock is professionally and attractively presented within the shop and to individual customers
- Professionally cleaning jewellery items to ensure that they are always at their best
- High level of creativity used to advise clients on how their pieces might be redesigned to greatest effect
- Attention to detail with good numeracy skills ensuring that documentation is up to date and correct and that the tills balance against sales
- Committed to personal CPD including participating in seminars and workshops to increase knowledge of the field and build up a network of clients
- Experienced first aider able to administer basic first aid to customers and colleagues

Career Summary

Sales Supervisor	Maps & Weaves	2010 to date
Senior Sales Assistant	H Jacobs	2008 to 2010
Sales Assistant	Silversmiths	2005 to 2008

Previously worked in a variety of jewellery related roles including jewellery designer, stone setter and gold mining

Qualifications and Training

NVQ Level 3 Retail Supervision
2 'A' Levels – English and History
5 GCSE's including maths
First Aid at Work Certificate

Focus on skills and competencies.

Summarise career history.

Other Information

Member of PTA of Golders Green Primary School
Treasurer for football team

Interests

History, travel, visiting antique shops

How Resource can help you develop your CV

- Job Search and CV seminar
- One to one meetings with your Advisor
- Helping you with the tools to get a job
- Helping you to find volunteering opportunities

5 MINUTE BREAK



BARONESS GILLIAN MERRON

in conversation with

RESOURCE'S VICTORIA STERMAN



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TOP TIPS FOR THE AGE-LESS INTERVIEW



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Eric Salamon

Some urban myths

Older people are :-

- Uncomfortable with change
- Behind the times with IT
- Little idea of Social Media
- Unfit and lacking in stamina
- Slow to learn new systems and techniques
- Averse to working with or for younger people

What is an interview?



What is an interview?

It is a conversation!

It is a conversation

So listen!

Answer the question

If you are unsure of the question ask for clarification

Challenge and have views but do not get into an argument

Do not let them wind you up..... ***KEEP CALM***

Shut up when you have answered the question

Top Tip 1 – How to respond to questions

•S

•T

•A

•R

How to respond

- **S**ituation
- **T**ask
- **A**ction
- **R**esults

Top Tip 2 – Prepare, Prepare, Prepare

- There is no such thing as too much preparation
- What will you say about yourself to demonstrate your skills
- Knowledge of the role, organisation and sector
- What skills, knowledge and experience does the job require
- What questions you will ask

Top Tip 3 – First impressions really matter

Before a question is asked the interviewer has formed an opinion - make it a **POSITIVE** one!

On-line

Set up your device so the camera is at eye level

Look at the camera to maintain eye contact

Fill the screen with head and upper body

Make sure the background says you are ready to work not ready to tidy up!

First Impressions

Appearance, body language, tone of voice and first words should all be positive and confident

The interviewer is desperate for you to be the right one – prove them right

How many interview questions are there?



Top Tip 4 – There are only 3 interview questions

1. Can you **DEMONSTRATE** you can do the job?
2. Do you **REALLY** want to do the job?
3. Will you **FIT IN**?

Top Tip 5 – Keep your questions strategic and topical

Do not ask questions to which you should know the answer

Ask questions about the role and organisation not you

Growth initiatives

Impact of political and economic changes, sector developments

Be prepared to have a view on your own questions

Enquire about next steps

How Resource can help with interviews

Practise Your Interview Skills seminar

Mock interviews with detailed feedback - Zoom, Teams, f2f, telephone

Preparing for Assessment Centres

Advisor support with preparation, difficult questions and general advice

HOW TO NETWORK

At any age

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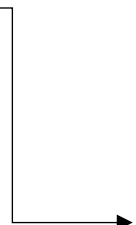
Lynne Gayer

Having Conversations



What is Networking?

- Meeting people
- Sharing information
- Making introductions



Having Conversations

Why conversations when job hunting?

70%

Of jobs come from the hidden job market

How contacts can help

The three I's

- 1. Information**
- 2. Introductions**
- 3. Ideas**

You are not asking for a job

What stops us networking?

The emotional stuff:

- Fear
- Rejection

Practical stuff:

- I'm too busy...childcare / elderly parents / applications

Remember, it is just a conversation

Why people agree to network

(And have those conversations)

- Genuinely like to help
- Mutual benefit
- Similar position
- They know the person who has introduced you
- They like you

What networking and those conversations say about YOU

YOU are:-

- Proactive, enthusiastic, motivated
- Prepared to show initiative
- Shows your communications skills
- Willing to market yourself

What to DO

Appearance

Think positive language

Be ready to have that conversation

What to SAY

We tend to say:-

- I'm Lynne
- I **WAS** a Manager
- I worked for the same company for **18 years**
- I was made **REDUNDANT**
- I **NEED** a new job
- **DO** you know anyone?

What to SAY

- **Elevator Pitch:-**

- I'm Lynne
- I'm a Relationship Manager
- Connect clients.....
- 3 I's.....
- Expand networks.....
- For example.....
- Who do you know.....

How Resource can help

- Developing your Networking Skills webinar
- Regular Get Connected evenings
- One to one Advisor support
- Relationship Team enhancing your network

**Start your conversations
today**

Q & A

Resource

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**For further information on how Resource can help you,
please do get in touch:**



020 8346 4000



hello@resource-centre.org



www.resource-centre.org



@resourcecharity



@resource charity



@resource_charity