

**clarity**  
appointments

a fresh approach to recruitment



Working with you  
to find employment



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## We work hard to ensure we deliver a superior service but don't just take our word for it...

I can highly recommend Clarity. They helped me to secure a job after being out of that role for 19 years. They had confidence in me and with their contacts and experience I was successful.

Sam Caylor

I applied for a job online and swiftly heard back from Terri Lalonde, who met with me and put me forward for several positions. Within a couple of weeks I had interviews for two different jobs.

Gemma Hunt

What can I say, Clarity Appointments were a pleasure to deal with from start to finish. I was contacted by Belinda who arranged a meet and greet with me and got me an interview in less than a week.

Dawn Gleaves

My experience with agencies has not been favourable but Clarity Appointments were professional, attentive and responded to all communications in a speedy fashion. I have already recommended them to other people and would do so again.

Paul Nightingale

# About Clarity

Clarity is an independent recruitment agency specialising in accountancy and office vacancies in Bedfordshire, Cambridgeshire and Hertfordshire.

Established in 2005, we work with jobseekers to find temporary, contract and permanent employment.

Well established and well respected, we gain much of our work from referrals and recommendations.

The consultants have a strong understanding of the local area and I would recommend them to anyone looking for work. Always honest, they ensure I am fully prepped for an interview and I have the right skill-set for temporary assignments.

Enzo Coladangelo, candidate

Clare is a joy to work with - always enthusiastic and optimistic, and on hand with good, honest counsel.

John Wood, candidate

Clarity found me my ideal role quickly, and always friendly too. I recommend because they listen to you properly.

Kate N, candidate



Clare Wight  
FIRP,  
Managing Director



Donna Mills  
FIRP (CertRP),  
Senior Consultant



Belinda Maudlin  
AIRP,  
Resourcing Consultant



Helen Koffman  
FIRP (CertRP),  
Senior Consultant



Terri Lalonde  
FIRP,  
Business Manager



Rachel Mclelland  
Consultant



Leigh Verity  
Administrator

# How Clarity Appointments can help you find work

## Why choose Clarity

- We are a small independent firm with a highly personalised service
- We are an REC (Recruitment & Employment Confederation) member, meaning we work ethically and to a strict code of conduct
- The team members are qualified and experienced
- You will have access to fantastic jobs, often exclusive, with great companies from small local firms to Plcs.
- You will find our approach open and honest, offering free advice and coaching throughout
- Much of our work is through referrals and recommendations
- We have great local knowledge

## The Team

The team is well established, professional and qualified with a combined experience of many decades.

We are all accessible with published email addresses and direct dials so that you can reach your consultant with ease.

## The Process

We appreciate that the prospect of finding new work is often daunting and sometimes frightening, particularly if you haven't had to do so for a long time.

But we at Clarity make the process as painless and as straight forward as we possibly can.

Put simply, we register your interest and we introduce you to companies looking for someone like you.

## How do we do this?

- Firstly, you should understand that we earn our money from commercial businesses not private individuals and our service is totally free.
- You will need to supply an up to date version of your CV and a passport to identify who you are. If you do not have a passport we can discuss other suitable identification.
- If you are available for short term assignments we will take up references from your most recent employers and if you have a recognised, relevant qualification this will be checked.
- A registration form will need to be completed. We keep this short because finding work is not about filling in forms. However, we have to comply with legislation and a number of questions need to be answered before we can proceed.
- You will meet with a consultant so that we can get to know you, what you want and indeed don't want from your next job. This takes about an hour and following this meeting we are able to build up a profile to commence the job hunting on your behalf.
- This meeting helps us to establish how comfortable you are in an interview situation and, where necessary, we will help you to build this confidence and ensure that you are prepared for future job interviews.
- Most importantly, our consultants are here to provide ongoing advice and support, whenever you need it.



## Temp or Perm?

There are in fact three types of employment through us as an employment agency. They are:

**Temporary** – You become a worker through the agency but working on our client's premises, usually on a short term basis. You are paid by the hour or day and complete a timesheet at the end of the week, with payment one week in arrears from us. If you are seeking permanent employment, Clarity will continue to seek permanent employment for you whilst you are temping.

**Permanent** – This is work as most people know it: employed and paid by a company for an indefinite period in a specific role. The agency works as an introducer, putting you together with local businesses, helping you through the process to ensure you have the best chance of being successful.

**Contract** – This is much like permanent except that the contract has an end date. For example you may be working for 12 months only, to complete a maternity contract. The agency will contact you again one month before the end of the contract to update on your situation. An extension of the contract is not uncommon.

# CV Writing Guidelines

Your CV is an essential sales tool, demonstrating to a potential employer that you have the necessary experience, knowledge and desire to do the job.

Some CV's provide nothing more than a list of job titles and duties undertaken and it is important to remember that all companies are results orientated so you must give examples of key achievements and areas where you have made a difference within an organisation.

## Structure

### Personal Details

You should start with your name, address, phone number, email address and date of birth.

- Whilst a personal profile is probably the hardest part to write it is an invaluable overview of your suitability for the job. Keep it short and use the space to summarise your skills, experience, knowledge and career aspirations.

### Career History

The most relevant duties are those that have been undertaken most recently and this should be at the start of your CV. Focus on your career history first, followed by your academic qualifications.

- List all the positions you have held chronologically, with the most recent first.
- For each position, detail the job title, the name of the company and the period of employment.
- Outline briefly which industry sector each company are in and their annual turnover. This is useful information to a potential employer.
- Next, detail your key responsibilities and outline any achievements. This is often best done in bullet points.
- There should not be any gaps in your CV and areas of unemployment should be explained, if appropriate, for example, for travel.

### Qualifications & Education

- Take the same approach to your education as for your employment history, listing the most recent first.
- If you are a fresh graduate, it is more appropriate to list your education before your career history.

## Presentation

Visual first impressions really count and are as important as the content of the CV.

- Your CV should not exceed 3 pages. However it should not appear squeezed onto each page.
- Use subheadings so that the reader can cast their eye through the CV for the information they require.
- Use a clear and simple typeface, with no gimmicks. And if you are printing your CV, ensure you print on good quality paper.
- Ensure the typeface is consistent and that you are not mixing several fonts and never type in capital letters (shouting).
- Keep the language formal and short and avoid jargon and abbreviations and make sure you check the grammar and spelling!
- Do not use comb bindings or plastic wallets as these do not fit in most people's in-trays and therefore end up separated from the other CV's.



# Interview Tips

## ○ Handling Interviews

It's a fact that no matter how qualified you are to do the job, it's how you perform at interview that will decide whether or not the job is yours.

Here are some tips on how to handle the dreaded interview.

## ○ Be Prepared

- Ensure you know who you are meeting, what their position is within the company and how to get there. If necessary, do a dry run before the interview.
- Make sure you have researched the company and the role – there is no excuse for not looking at their website, and ensure you can demonstrate this knowledge to the interviewer
- Prepare appropriate questions for the interviewer
- Pay particular attention to how you look. Ensure your outfit is smart, but comfortable and remember the detail – clean shoes, neat fingernails, for example.
- Make sure your mobile 'phone is switched off before entering the company building.

## ○ First Impressions Count

- Your prospective new employer is sizing you up the moment you make contact and it's not just a smart appearance that makes a positive first impression;
- How you conduct yourself at reception on arrival may have an impact so remember to treat everyone with courtesy and respect at all times
- Remember to demonstrate confidence and smile, using names where appropriate
- Use a firm handshake
- When entering the interview room, ensure you are comfortable and have any notes and preparation to hand. If the interview room is too warm, it is appropriate to remove your jacket but only after asking if you may do so. Whilst interviewers like their interviewees to be relaxed and confident they do not like them to be informal or presumptuous and you will certainly appear less formal without a suit jacket

## The Interview Process

- Remember to be attentive and interested throughout. Pay attention to eye contact and smile and nod as you listen. Make notes where appropriate although bear in mind that it can be disconcerting to an interviewer if you are scribbling throughout the process!
- Ask the interviewer questions throughout rather than save up questions for the prompt at the end. Treat the whole process as a conversation because that's what it is. The interview will be far more natural and you will get more out of it. You will be building a rapport
- Take your time to answer questions carefully and considered. If you do not understand the question, clarify before answering
- If you are being interviewed by more than person, ensure you answer any questions to the person who has asked but do not exclude the others. Make eye contact with those to, drawing them into the conversation.
- Ensure you remain honest in your answers. It is not wrong to have weaknesses. The importance is to be aware of them and understand there are areas that need improvement
- If you are aware of an area that may come up for questioning that may be uncomfortable, pre-empt it
- Remember never to be negative about previous employers
- At the end of the interview, thank those present for their time and shake hands

## After the Interview

- Call your Recruitment Consultant as soon as possible after the interview with your thoughts and feelings about how it went.

## Typical Interview Questions You May Be Asked

- What do you know about our company?
- Why do you want to work for us?
- What attracted you to this position?
- Why are you leaving your current role?
- What are you looking for from your next move?
- Tell me about yourself (Don't ramble; give a brief outline of where you are from and where you want to be going, keeping the response positive).

- What contribution would you make to our organisation?
- What would your colleagues say about you?
- What motivates you?
- Why should we hire you?
- Describe a time when you took the initiative to accomplish something.
- Tell me about a time when you worked hard but felt a great sense of achievement.
- Give an example of when you did more than was required.
- How do you handle pressure?
- What was the biggest accomplishment / failure in your last position?
- Describe a typical working week.
- Describe a difficult work situation / project and how you overcame it.
- How do you evaluate success?
- Tell me about a time when you handled a difficult situation with a colleague.
- Is there anything I haven't told you about the job or company that you would like to know?
- What are you looking for in your next job? What is important to you?
- Do you prefer to work independently or on a team?
- What kind of people do you find difficult to get along with?
- What aspects of your role do you enjoy and why?
- What aspects of your role do you least enjoy and why?
- Describe a difficult problem that you have had to deal with recently.
- Tell me how you resolved the difficulty.
- What changes happened as a result of your actions?
- What are your salary requirements - both short-term and long-term?
- How do you interact with people at different levels within your current company?
- How do you handle failures or weaknesses in others?

## Management Questions

- How would you describe your leadership style?
- How do you motivate your team and build team spirit?
- Tell me why you left your last position.
- What is your approach to delegation?

- What unpopular decisions have you made?
- Tell me about a time when you affected the way a team worked together?
- How would your manager describe your management ability?
- What aspect of your management skills would you like to develop?
- What are your short to medium term goals?
- What do you have to do to achieve them?
- Tell me about a recent goal that you have set yourself.
- Tell me about how you have gained career advancement in your present company.
- Are you a good manager? Give an example. Why do you feel you have top managerial potential?
- What did you look for when you hired people in the past?
- What tasks would you feel uncomfortable about delegating and why?
- When were your leadership skills put to the test, give me an example?
- How do you approach selling your ideas?
- Tell me about a time when your work was criticised and how did you feel?
- Tell me about a time when you were forced to make an unpopular decision.

## Interview Questions to Ask

- When can I expect to hear from you?
- Are there any other questions I can answer for you?
- What are the prospects for growth and advancement?
- What skills and attributes are you seeking in the ideal candidate?
- What are your expectations of the person who will be appointed?
- What are the development opportunities in the role?
- What type of training is available within the company?
- How regularly is performance assessed in the business?
- How does my experience match with what you are looking for?
- How many people work in this office/department?
- What is the vision for the company?
- How would you describe the culture in the business?
- What attracted you to join the company?

- What are the values for the business?
- What are your growth plans over the next 3-5 years?
- What are the major opportunities for your business?
- Who are your major threats in your business arena?
- Who are your major competitors?
- Why is your business so successful?
- Why is the post vacant?
- Who does this position report to? If I am offered the position, can I meet him/her?

## A guide to answering 5 common “tough” interview questions.

### Tell me a bit about yourself?

Answer this in a 3 part statement. Part one is always a one sentence summary of your career history; part 2 is a one or two sentence summary of an achievement you are proud of (and one that an employer will be interested in). Part 3 needs to be a brief summary of what you want to do with your career.

### What are your strengths?

State them and then give them an example; 1) Describe a situation you have been in or a task you needed to accomplish. 2) Describe the action you took and be sure to keep the focus on you. Finish by describing what happened and what you learnt from the experience.

### What are your weaknesses?

Mention a weakness, and then explain how you are working on it. For example, I am not very confident doing presentations, but I have joined a public speaking group to overcome the issue.

### Why do you want this job?

This is where your research helps. Don't just say what you want to get out of the job but how your skills can bring value to the company.

### Why should we hire you?

Prepare concrete examples of why your skills and experience make you the best candidate. Compare the job description with your abilities and mention what you have accomplished in your other positions.

# Notes and comments





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