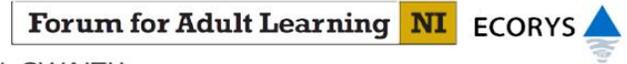


# What Employer's Want

During the five weeks of participating in 'What Employer's Want' we worked together to visit and interview 7 different employers across the Sheffield City Region.

We then got together and shared all of our finding and worked together to be able to share all of this information.

We have included a mixture of quotes and key findings that we found were of interest or repeatedly came up.



Co-funded by the Erasmus+ Programme of the European Union

# What skills and personal qualities do you look for when recruiting new staff to your organisation?

- Teamwork – Take responsibility for their individual tasks
- Willingness to learn – being prepared to work, enthusiasm, honesty, confidence
- Character and personality –attitude, commitment, frame of mind
- Job specific training – including experience and qualifications (depending on the job role)
- ‘Originally solely qualifications mattered but the landscape has changed and now personal skills are more important’
- Communication, teamwork, initiative
- Basic maths and English and good work ethic

# In your experience, to what extent are young people adequately equipped with the particular skills and qualities you are looking for?

- ▶ Assess each individual to see what skills/qualities they have
- ▶ It varies from person to person – rarely get skills/qualities together
- ▶ Young people are underestimated and are often passed over for older applicants
  - ▶ If they don't have the right attitude, it could risk them getting the job
  - ▶ Some young people come straight out of education with qualifications
- ▶ A lot of young people have skills but it's a question of how willing they are to develop them
  - ▶ Work ethics aren't correct for a lot of people
- ▶ Young people don't correctly know or aren't shown how to write a good CV

# If a young person has left school with few or no qualifications, what can they do to increase their employment chances?

- ▶ Experience – Volunteer, develop skills, show willingness to learn
- ▶ Demonstrate your personality and show employers who you are
- ▶ Would consider hiring someone without GCSE's (depends on the job)
  - ▶ Show that you have the right attitude for the job
- ▶ Don't think too much about past mistakes and think about your future
- ▶ Take responsibility for your lack of qualifications. Show how you can/have improved.
- ▶ 'If you have got determination and drive; qualifications can come'

**Would you consider employing someone with a criminal record? What is the best way of approaching the interview regarding this?  
Is there anything they can do to better support their application?**

- ▶ Yes – Do a DBS check. Would take advice on certain crimes.
- ▶ It depends on the job. For example, would not hire someone with charged with child abuse to work with children.
- ▶ Applicants should be honest if they have a criminal record. Demonstrate how they have changed/improved. Take responsibility for past actions.
  - ▶ ‘Depends on the conviction’
- ▶ ‘It’s better to be upfront and honest, then you have more of a chance’
  - ▶ Employability courses could help develop new skills

# What are the most important things that would help young people to be successful in applying for work at your organisation?

- ▶ Ability to demonstrate willingness to learn.
- ▶ Don't leave big gaps in between dates in your CV (it can give employers the impression that you have done anything during the time between dates)
  - ▶ Show what makes you different/unique.
  - ▶ Make your CV look smart – correct spelling grammar, punctuation.
  - ▶ If there is a mistake in your CV, please explain – learning difficulties etc.
- ▶ Stick to relevant information in your CV. Don't write about things that aren't relevant to your application.
  - ▶ Tailor your application to the job that your are applying for.
    - ▶ Research the job/company you are applying for.
    - ▶ 'Confidence, self belief and determination to learn'
      - ▶ 'Be realistic'

# How do you pick who you interview? Is there something you see regular on forms?

- ▶ What makes the CV stand out from others
- ▶ 'I like applications that have a personal touch'
  - ▶ Skills set
    - ▶ Sentences need to flow
    - ▶ Look at handwriting and spelling
  - ▶ Volunteering – showing they are willing
  - ▶ Not showing strengths and weaknesses

## What actually matters in interview / the application? Do you look for clothes, personality, attitude, qualifications, transferable skills, personal values etc?

- ▶ Research before an interview
  - ▶ Body language
  - ▶ Confidence
  - ▶ Communication
- ▶ Dressing appropriate, appearance
  - ▶ Attitude; enthusiastic, passion
- ▶ Backing up the information shown on the CV

# How do you approach feedback to applicants re what went well / points for improvement?

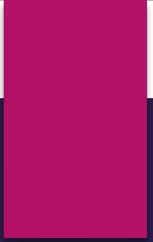
- ▶ Take notes in a panel to feedback
  - ▶ Write back to unsuccessful
  - ▶ Give open and honest feedback
- ▶ 'We use agencies and will give feedback over the phone'
- ▶ 'We would be happy to have interviewees back for conversations'
  - ▶ Feedback during interview, whether during or at the end.

# What support do you provide to employees with additional needs? How do you communicate this with them?

- ▶ Make reasonable adjustments
  - ▶ Take people we are able to support
- ▶ Work with them to give access using alternative routes
  - ▶ 'I ask them what support they need'
  - ▶ Occupational Health as part of the job
- ▶ 'If anyone with disabilities meets the spec then we will interview'
- ▶ Try to accommodate and provide necessary improvements
- ▶ 'It is at the discretion of HR working closely with the line manager'
  - ▶ Work with them to their best

# What information would you recommend is included in a guide for young people on 'What Employers Want?'

- ▶ Research the companies you are applying for and the interview style they use
  - ▶ Show enthusiasm; maintain eye contact
    - ▶ Be prepared
  - ▶ Make sure to put the effort and commitment in
    - ▶ Don't be afraid to ask questions
      - ▶ 'Believe in yourself'
  - ▶ Remember everyone even the employer gets nervous during interviews
- ▶ CV courses; be realistic on CV's, be honest about what you can and cannot do
  - ▶ 'Take every opportunity'



“ We have enjoyed the openness and willingness of the employers to answer the questions that have been written and presented by young people. It has also been interesting to get an insight to what employers want and their personal interests and what they want from young people and what they are looking for during the recruitment process. ”

FROM THE YOUNG PEOPLE AT TALENT MATCH SCR