

## Work It Out Job Application Feedback - Volunteer Role

### Young Women's Trust

**Young Women's Trust is a feminist organisation working to achieve economic justice for young women.**

- Our vision is one where young women have the freedom to choose work that fosters their talents and are paid fair wages in secure workplaces. And society prospers because young women's contribution is valued.
- Our mission is to give economic power to young women by firing their imaginations and aspirations and raising their voices, by challenging sexist work roles that trap young women in poverty and rebuilding work places free from discrimination and inequality.

### Work It Out

Work It Out is a service provided by Young Women's Trust to help young women increase confidence and employability. There are two elements to Work It Out and young women can use either or both parts, as follows:

**Work It Out Coaching** – professional, qualified coaches conduct between 1-6 coaching sessions with a young woman over the phone. Coaching can help young women work out a plan and think about the steps they need to take to move forward.

**Work It Out Job Application Feedback** – volunteers with experience in HR, staff management or recruitment provide detailed and personalised feedback on young women's job applications/CVs/cover letters. These can either be current applications or examples where a young woman has recently been unsuccessful in getting an interview.

### Background

Young women have often told us that they apply for hundreds of jobs and hear nothing back. This gives them no opportunity to learn what they are doing wrong and no chance to make improvements. There are many resources online with tips or guidance on how to write a good CV, yet there is a huge lack of individual support where people can get specific feedback on their CV and how to make it better.

For each young woman a volunteer will receive a CV, a covering letter (or both) and/or a job application (anonymised). Documents may be accompanied by a job description and person specification or sometimes just an idea of the type of work the woman is trying to get in to. A volunteer will consider the application and give constructive feedback to the young woman with ideas about how they may be able to improve their application. Areas to consider include structure, accuracy, content and tone. The standard/quality of the job applications varies enormously and volunteers may be commenting on a young woman who has no qualifications/has never worked through to someone with a high level of qualification but who is still struggling to find employment. Currently, for this particular service Young Women's Trust does not have eligibility criteria beyond age and gender, so be prepared for a wide range of applications to comment on.

## Guidelines

- Provide written feedback on young women's job applications and email this back to Young Women's Trust within 4 working days.
- The feedback you give should be in a separate MS Word document. We cannot accept feedback provided as tracked changes or comments made directly on a CV or covering letter, primarily because of Data Protection issues, but also because young women have told us they are difficult to use or understand and can come across negatively.
- Be positive and friendly in your tone.
- Offer specific, constructive advice on changes for improvement.
- Write in a way that is easy to understand - plain English and no jargon!
- Make sure you cover four key areas; structure, accuracy, content and tone (guidelines with further pointers provided).
- Tell Young Women's Trust within 24 hours if you can't provide feedback - we can ask someone else to take it on and ensure the young woman does not miss out or have to wait too long for feedback.

## Time Commitment & Location

- Volunteers should be able to commit to review a minimum of 1 CV per fortnight, ideally 1 per week.
- A minimum of 45 minutes is required to review and provide feedback on 1 CV and 15 minutes should be allowed for reading and correspondence with YWT.
- Allocation of CVs is dependent upon demand for the service. When the service is busy we may ask volunteers if they'd like to take on any additional CVs. At quieter times, it is possible we may not have a CV to send you. We will always try to let you know if this is the case.
- This role is carried out from your home, or potentially workplace if your employer has agreed to this voluntary role being carried out within work time.

## Duration & Termination

- This is a flexible volunteering opportunity. Ideally we expect a minimum of 6 months commitment from each volunteer.
- Volunteers have the option to step down from the role at any point, and YWT reserves the right to terminate participation at any point.
- Reasons for termination may include:
  - 3 or more incidents where feedback provided is poor quality or does not adhere to the supplied guidelines
  - 3 or more incidents of a volunteer misses their feedback deadline.
  - 3 or more incidents where the volunteer does not reply to communication about feedback
  - A volunteer not carrying out the role in line with the values of the charity.

## Skills, Experience & Qualities

Volunteers need to have experience in the HR field or have experience of recruiting staff. We are looking for individuals who are knowledgeable in terms of what employers are looking for in a job application. Whilst you may not always be an expert in the role that the young woman is applying for we want people who can comment on general principles of a good job application and possibly do some research on a particular field, if required.

We are looking for people who are able to construct feedback in a warm and accessible way.

Volunteers should be committed to our vision that young women should have the opportunity to work and thrive.

## Structure, support & communication

- Young Women's Trust will provide an introduction to the charity and Work It Out – this will be done over the phone/video conference.
- Volunteers will receive guidelines with further direction on how to construct feedback.
- Volunteers will receive a check in communication via email on a bi-monthly basis.
- A YWT staff member will review the feedback before it is returned to the young woman. YWT reserve the right to alter feedback as needed.
- A YWT staff member may check in with a volunteer via call or email if incidents of lateness or poor quality arise.
- Young Women's Trust will invite volunteers to receive a monthly e-newsletter, with the latest updates from the charity.
- From time to time, volunteers may be invited to events put on by the charity.

## Benefits

You can be part of a service which makes a real difference to the lives of young women struggling to live on low or no pay.

Here are some comments from young women about the CV feedback service:

***“Really helpful CV feedback. It gave me a big confidence boost at a really difficult time and I was offered two jobs in the week afterwards. I am happily employed.”***

***“I honestly did not expect such level of attention to my CV. The feedback I received was very detailed, helpful and clearly tailored to my situation. I would like to say huge thanks to your whole team - the service you provide is amazing and life-changing!”***

## **How to apply**

If you would like to apply to become a volunteer, please complete this [short online application form to express your interest](#). We will ask you a few simple questions and also ask you to upload a copy of your CV.

Please be aware this is a popular opportunity and not everyone who applies will be guaranteed a place. We will offer the role to people we feel have the most relevant experience to be able to offer high quality feedback to young women on their job applications.

## **What happens after that**

You should receive an automatic email from us to acknowledge your form has been received. As we are currently a busy small team, with a rapidly growing service, it may be a little while until you hear from us to confirm whether you have been successful.

**Thank you again for your interest and support!**