

Josie Bloggs

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PERSONAL PROFILE

Passionate final year Social Sciences undergraduate committed to pursuing graduate roles that benefit wider society and support community development. Excellent knowledge of wider societal issues and social development theories through current course, and direct experience gained of engaging with, educating and supporting peers and local communities through various voluntary roles. Looking for graduate roles in community development and engagement to facilitate and support lifelong learning and access to training and education opportunities.

EDUCATION

BSc Social Science, Cardiff University

2022 – Present

- On track for 2:1 on graduation
- Relevant modules include *Social Science and Social Issues, Key Ideas in Social Science, Human Development and Work and Skills in the 21st Century: An international perspective*
- Developed excellent knowledge of key challenges and issues facing society and communities and utilise interdisciplinary approaches and perspectives to analyse areas such as employment and education

RELEVANT EXPERIENCE

Dissertation, Cardiff University

November 2024 – Present

- Currently conducting final year research project worth 40 credits
- Exploring the impact of completing massive online open courses (MOOCs) on an individual's desire to undertake further learning, with a specific focus on social learning online
- Qualitative project with extensive desk-based research and in-depth interviews with small sample of people who have completed a MOOC

Well-being champion, Cardiff University

October 2023 – Present

- Voluntary role as part of Cardiff University's Student Health and Wellbeing team
- Received comprehensive training in order to support fellow students with mental health and wellbeing concerns
- Attend regular coffee lounges and drop-in clinics and deliver wide range of workshops to provide advice, information and support on self-care
- Contributed to podcast on wellbeing concerns, sharing information about self-care top tips at exam time

PSC Contact Officer Summer Placement, South Wales Police

June 2024 – September 2024

- Summer internship spent as a Contact Officer at the Public Service Centre in Bridgend - the first point of contact answering all 999 emergency and 101 non-emergency calls in Bridgend and South Wales
- Received extensive training to cope with demands of stressful, fast-paced and challenging but rewarding role
- Answered hundreds of calls, aiming to resolve telephone queries in the first instance through giving advice, information or appropriately signposting and referring

Advice Volunteer, *Citizens Advice*

February 2022 – October 2023

- Volunteered weekly at local Citizens Advice, providing advice on wide range of matters to members of public in-person, via email and over the telephone
- Developed excellent interpersonal, advice-giving and communication skills through explaining complex information in a simple and clear manner
- Worked closely with local community to offer appropriate support and interventions to clients, where appropriate, through tailored signposting and effective referrals
- Gained extensive knowledge of support available to local communities and worked with local authority departments and various community initiatives to deliver training to local residents on budgeting and maximising income

RELEVANT SKILLS

- **Communication:** Developed excellent communication skills through varied roles engaging with members of the public and fellow students in challenging situations. Written communication skills also honed through writing essays and completing dissertation in current university course.
- **Public/community engagement:** Gained insight into working with local communities at Citizens Advice where I collaborated with local authority and community programmes to facilitate training for local residents.
- **Provision of advice/information:** Excel at delivering complex information and advice to a wide range of people, including peers at university, people in distress or emergency situations and members of the public at Citizens Advice. Able to explain complex information clearly and signpost appropriately, ensuring those I work with are fully supported.
- **Interpersonal skills including empathy:** Extensive interpersonal skills developed through varied roles working with people in distressing situations. Able to demonstrate empathy and offer emotional, as well as practical support. Developed emotional intelligence through regulating own emotions when dealing with aggressive and challenging clients.
- **Resilience:** Developed resilience and confidence to cope with high pressure environments at South Wales Police as calls were unpredictable and could range from a minor query to a life-threatening situation requiring urgent action

OTHER EXPERIENCE

Retail assistant (part-time), *Tesco*

October 2024 - Present

- Work one shift per week to support studies and gain financial independence
- Deliver excellent customer service to local community and utilise excellent listening and communication skills to resolve customer queries
- Manage time effectively to balance this role alongside studies and other commitments

INTERESTS AND ACHIEVEMENTS

Football: Captain university football team and play twice a week to maintain fitness and relieve stress. Gained leadership and coaching skills through supporting team members to improve.

References available on request