

**CONFIDENTIAL EMPLOYMENT APPLICATION FORM**

Citizens Advice Telford and the Wrekin

Syer House (Suite 4)

Stafford Park Court

Telford

TD3 3BD

Please return to [recruitment@telfordcab.co.uk](mailto:recruitment@telfordcab.co.uk) by 5pm, Friday the 5th of October 2024

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| ***SECTION 1*** | | |
| Please refer to the **Guidance Notes for Applicants** before completing this application form.  We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you **clearly demonstrate** how you meet each point on the person specification. Please note that CVs are not accepted.  Please complete this form in black ink using BLOCK CAPITALS or type to enable clear photocopying and return it to the above address or email by the closing date. | | |
| Candidate ref. number (for office use only): | |  |
| **Position applied for** | | |
| Job Title | Help To Claim Telephone and Webchat Adviser | |
| Location | Citizens Advice Telford and the Wrekin | |

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| **Personal information and address for correspondence** | | |
| First name(s) |  | |
| Last name |  | |
| Address |  | |
| Postcode |  | |
| Telephone home |  | |
| Telephone work |  | |
| May we contact you at work? | | Yes / No |
| Mobile |  | |
| Email |  | |
| We will normally contact you by post / email, however, if you would prefer to be contacted using another method please let us know here: | | |

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| **Entitlement to work in the UK** |
| **To take up this post you must have the right to work in the UK.**  Please note that Citizens Advice Telford and the Wrekin does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system. |

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| **Criminal convictions** | |
| Having a criminal record will not necessarily bar you from working for Citizens Advice Telford and the Wrekin – much will depend on the type of job you have applied for and the background and circumstances of your offence.  For some posts, an offer of employment will be subject to a Disclosure and Barring Service check. If this applies to the post for which you are applying, this will be noted in the application pack. | |
| Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974? | Yes / No |
| If YES, please provide details of the offence and the date of conviction. | |

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| **References** | | |
| Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these **should** be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview. | | |
| **Referee 1** |  | |
| **Name** |  | |
| **Address** |  | |
| **Postcode** |  | |
| **Telephone** |  | |
| **Email** |  | |
| In which context does this referee know you? | |  |
| **Referee 2** |  | |
| **Name** |  | |
| **Address** |  | |
| **Postcode** |  | |
| **Telephone** |  | |
| **Email** |  | |
| In which context does this referee know you? | |  |

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| ***SECTION 2*** |
| Experience, knowledge, skills and abilities |
| **IMPORTANT INFORMATION** |
| **It is essential that you complete this section in full.**  **You will not be selected if you do not. Please refer to the *Guidance Notes for Applicants* for further details.**   * Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification** (not the Job Role). * Please ensure that you address **all** the criteria from the person specification, giving brief examples of your skills, knowledge or experience from work, volunteering or community involvement. |

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| **Career History** | | | | | |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if necessary.) | | | | | |
| **Employer’s name and address and type of business** | **State position held and outline briefly the nature of the work and your responsibilities** | | | | |
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| Dates: | From | | To | |
| Reasons for leaving: | | | | |
|  |  | | | | |
| Dates: | | From | | To |
| Reasons for leaving: | | | | |
|  |  | | | | |
| Dates: | | From | | To |
| Reasons for leaving: | | | | |
|  |  | | | | |
| Dates: | | From | | To |
| Reasons for leaving: | | | | |

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| **Educational history** | | |
| Please give details of educational qualifications you have obtained from school, college, university etc. | | |
| Subject | Level | Grade |
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| **Professional development** |
| Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken. |
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| Declaration | |
| Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Telford and the Wrekin, and if appointed, for the purposes of employment at Citizens Advice Telford and the Wrekin.  I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed. | |
| **If you are sending your application form by email, please mark this box** ☐ **(as a substitute for your signature) to confirm that you agree to the above declaration.** | |
| Signed: | Dated: |



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| ***SECTION 3*** |
| **Diversity monitoring**  **Please note this section will be detached before sending your application to the recruitment panel for shortlisting.** |

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| **Job title** |  | |
| **Candidate ref. number (for office use only):** | |  |

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| **Data Protection**  All of the information provided during the process will only be used for the purpose of progressing a job application, or to fulfil legal, contractual or regulatory requirements.    We will not share any of the information provided during the recruitment process with anyone outside of Citizens Advice Telford and the Wrekin (CATW). The information provided will be held securely by CATW whether the information is in electronic or physical format.    We will use the contact details provided to us to progress applications. We will use the other information provided to assess suitability for the role applied for.    We will use any diversity monitoring information you provide for the purpose of collating statistics, the information will be anonymised and any reference to you as an individual will be deleted upon completion of processing.    For more information please request a copy of CATW’s Privacy Policy for job applicants or visit our website <https://www.citizensadvicetelfordandthewrekin.org.uk/get-involved/work-with-us>    We value diversity, promote equality, equity and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.    Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you clearly demonstrate how you meet each point on the person specification.  Thank you for your co-operation.  **Diversity Monitoring**  The Citizens Advice service is committed to valuing diversity and promoting equity and equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.  In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the following information.  All information will be treated confidentially and will be separated from your application form before making any selection decisions.  If you prefer not to answer any of the questions please leave them blank.  **This information will not affect your application.** |

**Age**

❒ <25 ❒ 25-34 ❒ 35-44 ❒ 45-54 ❒ 55-64 ❒ 65+

**Gender**

r Female

r Male

r I prefer to use another term (e.g. androgyne): ...............................................

**Ethnic origin**

How would you describe yourself?

Choose **one** section and tick the appropriate box within it.

**A** **White**

❒ British

❒ English

❒ Scottish

❒ Welsh

❒ Northern Irish

❒ Irish

❒ Gypsy or Irish Traveller

❒ Any other White background, please state……………………………..

**B Mixed Heritage**

❒ White and Black Caribbean

❒ White and Black African

❒ White and Asian

❒ Any other Mixed background, please state…………………………….

**C Asian or Asian British**

❒ Indian

❒ Pakistani

❒ Bangladeshi

❒ Any other Asian background, please state……………………………

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**D Black or Black British**

❒ Caribbean

❒ African

❒ Any other Black background, please state……………………………

**E Chinese or other ethnic group**

❒ Chinese

❒ Arab

❒ Any other, please state………………………………….

**Disability**

The Citizens Advice service believes that people are disabled by the barriers society places in their way and not by their own impairments. We believe everyone has a role to play in society and we want the service to benefit from the widest range of talent available.

Do you consider yourself to be a disabled person or do you have a long-term health condition?

r Yes r No

**Sexual orientation**

What is your sexual orientation?

r Bisexual

r Gay man

r Gay woman / lesbian

r Heterosexual / straight

r I prefer to use another term (please state): ........................................

**Transgender**

Is your gender identity the same as the gender you were assigned at birth?

Yes r No r

**Religion or belief**

Which group below do you most identify with?

❒ No religion

❒ Christian (inc. Church of England, Catholic, Protestant & other denominations)

❒ Buddhist

❒ Hindu

❒ Jewish

❒ Muslim

❒ Sikh

❒ I prefer to use another definition (please state): .................................

From which website publication or other source did you **first** learn of the post?………..…………………………………………………………………………