

| **CONFIDENTIAL APPLICATION FORM** | | | | |
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| Please refer to the **Guidance Notes for Applicants** before completing this application form.  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 Cheshire West. The information provided will be held securely by Citizens Advice Cheshire West 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 Citizens Advice Cheshire West’s Privacy Policy for job applicants or visit our website [www.citizensadvicecw.org.uk](http://www.citizensadvicecw.org.uk)  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. | | | | |

| **Position applied for:** | **Help to Claim Adviser** |
| --- | --- |
| **How did you hear about this vacancy?** |  |

| **Section 1**  **Information, experience, knowledge, skills and abilities** |
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| **IMPORTANT INFORMATION** |
| It is essential that you complete this section in full. Please refer to the Guidance Notes for Applicants and the Job Description. Continue on a separate page if necessary.  Please explain and demonstrate **(using specific examples)** how your experience, skills and knowledge meet the essential criteria. |
| **Person specification point 1**  Describe your experience in providing social welfare advice and/or welfare benefits include a specific example when you advised a client. |
| **Person specification point 2**  What experience of dealing with clients/customers in a telephone and/or webchat advice setting do you have? Provide an example of how you dealt with a difficult call. |
| **Person specification point 3**  Explain what experience you have in working to performance targets, what targets were they and how did you achieve them? |
| **Person specification point 4**  Describe your experience of working individually and within a remote team environment |
| **Person specification point 5**  Explain, with examples, your experience of interviewing clients empathetically |
| **Person specification 6**  What is your experience of working within a remote team? What do you enjoy about it and what do you find difficult or challenging? |
| **Desirable criteria**  Have you, or do you work as a Help to Claim Adviser Y/N  Have you, or do you work or volunteer within a local citizens Advice Y/N |

| **Section 2**  **Career history** | | | |
| --- | --- | --- | --- |
| Please include: Current employment and previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc.  Please put in date order, starting with most recent. (Continue on a separate sheet if necessary | | | |
| **Current position** | | | |
| Job Title and brief summary of main responsibilities |  | | |
| Name and address of employer |  | | |
| Dates from: mm/yyyy |  | Dates to: mm/yyyy |  |
| Reason for seeking other employment |  | | |

| **Previous positions, voluntary work etc, starting with most recent** | | | |
| --- | --- | --- | --- |
| Job Title and brief summary of main responsibilities |  | | |
| Name and address of employer |  | | |
| Dates from: mm/yyyy |  | Dates to: mm/yyyy |  |
| Reason for seeking other employment |  | | |

| Job Title and brief summary of main responsibilities |  | | |
| --- | --- | --- | --- |
| Name and address of employer |  | | |
| Dates from: mm/yyyy |  | Dates to: mm/yyyy |  |
| Reason for seeking other employment |  | | |

**Please continue on a separate page if necessary.**

| **Section 3**  **Education and qualifications -** Please state your qualifications to date | | | | | |
| --- | --- | --- | --- | --- | --- |
|
| Educational establishment | Subject/Course/Qualification | | | Level | Grade |
|  |  | | |  |  |

| **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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| **Section 4**  **Personal Information** | | | |
| --- | --- | --- | --- |
| First name(s): |  | Last name: |  |
| Address: |  | | |
| Postcode: |  |  | |
| Telephone home: |  | Telephone mobile: |  |
| Email: |  | | |
| We will normally contact you by email. However, if you would prefer to be contacted using another method please let us know here: | | | |

| **Criminal convictions** | |
| --- | --- |
| 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. | |
| Having a criminal record will not necessarily bar you from working for Cheshire West Citizens Advice – 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 an enhanced DBS check. If this applies to the post for which you are applying, this will be noted in the application pack. | |
| Please see Guidance Notes and Application Pack for further details | |

| **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 Cheshire West does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system | |

| **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 |  |
| Contact telephone |  |
| Email |  |
| In which context does this referee know you? |  |
| Referee 2 | |
| Name |  |
| Address |  |
| Postcode |  |
| Contact telephone |  |
| Email |  |
| In which context does this referee know you? |  |

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| **CONFIDENTIAL APPLICATION FORM SECTION 2**  **Diversity monitoring**  Please note **Section 2** 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):** | |  |



**Age**

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

**Sex**

❒ Female ❒ Male ❒ Other ❒ Prefer not to say

**Gender**

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

❒ Yes ❒ No ❒ Prefer not to say

**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………………………………….

**F** ❒  **Prefer not to say**

**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?

❒ Yes ❒ No ❒ Prefer not to say

**Sexual orientation**

What is your sexual orientation?

❒ Bisexual

❒ Gay man

❒ Gay woman / lesbian

❒ Heterosexual / straight

❒ Other

❒ Prefer not to say

**Religion or belief**

Which group below do you most identify with?

❒ No religion

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

❒ Buddhist

❒ Hindu

❒ Jewish

❒ Muslim

❒ Sikh

❒ Other, please state……………………

❒ Prefer not to say

| **Declaration** |
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| Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Cheshire West Citizens Advice and if appointed, for the purposes of employment at Cheshire West Citizens Advice.  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 e-mail, please mark this box** ☐ **(as a substitute for your signature) to confirm that you agree to the above declaration.** | |
| Signed: | Dated: |

**Please return this form by email to:**

[admin@citizensadvicecw.org.uk](mailto:admin@citizensadvicecw.org.uk)