

**CONFIDENTIAL APPLICATION FORM**

**Section 1**

Recruitment

Citizens Advice Hull and East Riding

The Wilson Centre

Alfred Gelder Street

Hull

East Yorkshire

HU1 2AG

Email: recruitment@hull-eastridingcab.org.uk

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| 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. |
| Candidate ref. number (for office use only): |  |
| **Position applied for** |
| Job title | Customer Service Administrator | Job reference | 2021/07/CWA |
| Location | Hull |

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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 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 Hull and East Riding 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 Hull and East Riding – 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 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. |
| 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 2Information, experience, knowledge, skills and abilities |
| **IMPORTANT INFORMATION** |
| **It is essential that you complete this section in full. 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 (found in the Job Pack)**.
* Please ensure that you address **all** the criteria on the person specification using the same order and numbers.

1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14.  |

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| **Career history** |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, or any other unpaid work 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** |
|  |  |
| 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 Hull and East Riding, and if appointed, for the purposes of employment at Citizens Advice Hull and East Riding.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: |

**Please return this form to**

**recruitment@hull-eastridingcab.org.uk**

**Or**

**Citizens Advice – Hull and East Riding**

**The Wilson Centre**

**Alfred Gelder Street**

**Hull**

**East Yorkshire**

**HU1 2AG**



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| **CONFIDENTIAL APPLICATION FORM** **SECTION 3****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):** |  |

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| The Citizens Advice service is committed to valuing diversity and promoting 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.**Data Protection Act 1998**Citizens Advice will record the information given for the purposes of recruitment and selection monitoring. If you become an employee of Citizens Advice the information will be processed for the purposes of personnel administration only. The information will be retained for monitoring purposes only.Thank you for your co-operation.**This information will not affect your application.** |

**Age**

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

**Gender**

❒ Female

❒ Male

❒ 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……………………………

A SUMMARY GUIDE 7

**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?

❒ Yes ❒ No

**Sexual orientation**

What is your sexual orientation?

❒ Bisexual

❒ Gay man

❒ Gay woman / lesbian

❒ Heterosexual / straight

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

**Transgender**

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

Yes ❒ No ❒

**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?………..…………………………………………………………………………