CITIZENS ADVICE AND RIGHTS FIFE - Guidance Notes for Applicants

This information is designed to provide guidance on the recruitment process. Please read this carefully, along with the other information provided, before completing and returning the application form.

## The Application Form

The information you provide for this particular role in your application form is the ***only*** information we will use in deciding whether or not you will be short listed for interview. You should use the application form as a way of providing evidence of your ability to meet the attributes contained in the person specification. A scoring system will be used to assess the evidence you provide. Applicants who assert that they possess a given attribute, without providing supporting evidence to support the claim, will not score highly in the assessment process.

Under our Recruitment Policy and Procedures, the first page of the application form is detached and is not used as part of the selection process. The aim is to keep personal details out of the information used to assess applicants. This helps us to be sure that information that does not relate to a person’s ability to do a job, is not used in deciding which applicants should be short-listed.

You should retain a copy of your application form for your own reference.

**Short Listed Candidates**

Applicants who are short-listed may be asked to deliver a short presentation or undertake a short exercise prior to interview. All applicants will be asked the same questions at interview.

**Eligibility to Work in this Country**

If you are the successful candidate, before we can confirm any job offer, we are legally required to get evidence that proves you are eligible to work in this country. Examples of documents that you can provide as evidence are your National Insurance Card or Birth Certificate, work permit or supporting document from a relevant government agency.

**Additional Information for Applicants with Disabilities**

The Equality Act 2010 is the law which prevents discrimination against people with “protected characteristics” e.g. a mental health problem. The Act protects against discrimination in several areas of life including when applying for a job. CARF is committed to upholding the principles of fairness behind the Equality Act 2010 and will ensure that reasonable adjustments are made for anyone identifying themselves as having one of the defined protected characteristics. This includes making adjustments to:

* Application forms. If you let us know in plenty time, we will be happy to supply you with a copy of the form in large print or to receive your application in a format other than a completed application form.
* Attending interviews. If you require assistance to either attend the interview or during an interview e.g. an interpreter, signer or access, please contact us to discuss arrangements for your requirements.
* Selection. If you are considered the best applicant, then we will investigate any reasonable adjustments that can be made to enable you to take up employment.

If you wish to discuss any aspect of this with us please do not hesitate to do so.

**Feedback Information for Applicants**

The process outlined above enables us to provide feedback on applications. Any applicant who wishes feedback on their application form, or interview, will be informed of how to obtain this as part of the process.

**Citizens Advice and Rights Fife**

**APPLICATION FOR EMPLOYMENT – Frontline Co-ordinator (Telephony Services)**

You should attempt to answer all questions as fully as possible. For this particular role, we do not accept CV’s as they are unlikely to provide all the information required. Please complete in black ink or typescript. It is recommended that you read the guidelines for completion of the form.

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| **PERSONAL DETAILS** |
| First Name:  | Last Name:  |
| Address: | Mobile Tel No: |
| Home Tel No:  |
| Postcode:  | E-Mail: |

The information provided by you will be used to assist with the recruitment processing in accordance with the Recruitment Policy and Procedures of Citizens Advice and Rights Fife.

In line with current General Data Protection Regulation, the data provided on this application form is deemed necessary and relevant to the performance of the job being applied for. Your data will only be used for the purposes of recruitment and will be deleted should the application be unsuccessful.

I certify that the information given in this form is correct to the best of my knowledge. I consent to Citizens Advice and Rights Fife checking any information I am unable to verify personally.

Signed: Date:

**CURRENT EXPERIENCE**

Please include details of your current or most recent employer. It is sufficient to detail the main duties and responsibilities of the post.

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| **PRESENT OR MOST RECENT EMPLOYMENT** |
| Post Title:  | Name of Employer:  |
| Dates Employed: From: To: | Employer's Address:  |
| Salary:  |
| Reason for leaving / wishing to leave: Notice required: Weeks |
| Brief description of duties / responsibilities / experience gained:  |
| **PREVIOUS EMPLOYMENT***(Please list in date order, most recent first)* |
| DateFrom / To | Employer's Name / Address | Post titleDuties / responsibilities / experience gainedReason for Leaving |
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If you are not in paid employment, please use the space below to tell us what you are doing at present.

This section should be used to tell us about anything that you are currently doing other than paid work. This may include voluntary work or studying, for example. Much of what you do now may be relevant to the post even if it is not in paid employment. Please make sure you tell us about it.

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**EDUCATION AND TRAINING**

Please tell us about education and training relevant to the advertised post.

Qualifications gained in any country are appropriate. You do not need to list every GCSE/Higher (or equivalent) that you have received- the number and levels will be sufficient. However, you may wish to highlight any that are particularly relevant to the post.

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| --- | --- | --- |
| **Subject** | **Level/Qualification** | **Date gained** |
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Please list any training you have received or are currently undertaking that did not lead to a qualification, but that you consider is relevant to the post.

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| --- | --- | --- |
| **Course level** | **Course provider** | **Dates** |
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**SKILLS AND GENERAL INFORMATION**

*This section provides us with specific information in support of your application. You must be able to demonstrate both in the application form and at interview, if called, that you can satisfy each and every aspect of the person specification.*

*It will not be sufficient to duplicate what the person specification states. You will be required to positively demonstrate that you have the required skills, experience or qualities sought by reference to your academic, voluntary, personal or professional life.*

*CARF requires all staff to have sympathy with its principles and a commitment to Equal Opportunities. You will be required to demonstrate your commitment to our beliefs by reference to your past achievements in these areas and what you would hope to achieve if offered the post.*

Please tell us why you are applying for this post.

**You must address every aspect of the person specification relating to the jobs you are applying for.**

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| **Skills, experience and qualities** |

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| **Skills, experience and qualities contd.** |

**REFERENCES**

Please supply details of 2 referees. These should not include relatives or purely personal friends. If you are in current employment one reference must come from your current employer. Employment within CARF is subject to receipt of 2 satisfactory written references. If references do not check out satisfactorily for any reason we will contact you.

|  |  |
| --- | --- |
| Name:  | Name:  |
| Job Title:  | Job Title:  |
| Company:  | Company:  |
| Address:     | Address:     |
| Post Code:  | Post Code:  |
| Tel no:  | Tel no:  |
| Email Address:  | Email Address:  |
| Relationship to you:  | Relationship to you:  |
| May we contact them at this stage?Yes No  | May we contact them at this stage?Yes No  |

Please return completed form to vacancies@carfonline.org.uk

or return hard copies to:

Craig Mitchell House

Units 7-8

Flemington Road

Glenrothes

KY7 5QF