# Application Form

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| Post Applied for: |       |

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| Section 1 Personal details |

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| Surname: |       | **First Name:** |       | **Title:** |       |

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| Address: |       |
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| Postcode: |       |

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| **Home Telephone No:** |       |  |

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| **Mobile Telephone No:** |       |

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| **E-mail address:** |       |

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| Section 2  |
| 1. **Effective Communications**

Describe a time when you had to adjust your communication approach and style to the audience you were addressing.  |

Describe the situation

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What specifically did you do and did it help?

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What was the result and what did you learn?

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1. **Personal Effectiveness**

Tell us about a time when a major obstacle occurred in your work forced you to rethink and get back online with your regular work.

Describe the situation

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What did you do to keep moving ahead and meet expectation?

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What was the result and would you have done anything differently?

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1. **Striving for Continuous Improvement**

When have you identified and then had to balance the need for continuous improvement against the need to get things done?

Describe the Situation

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How did you know improvement was needed and how did you go about making the improvement?

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What was the result and did this change your outlook regarding the need for continuous improvement ?

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1. **Relationship Building**

Describe a time when you attempted to build rapport or a relationship with a difficult co-worker, client or customer

Describe the situation and how the other person(s) differed

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Which aspects of the difference did you find most difficult to deal with?

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What was the outcome of the situation?

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| Section 3 Personal Statement |
| The role applied for will draw upon a wide range of experiences, skills set, knowledge and development. You now have the opportunity to tell us what you feel sets you apart from other applicants |
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Please return your completed application form to recruitment@nacasadvice.org.uk by Thursday 11th August, 12pm.

Interviews are scheduled to take place w/c 22nd August. For any queries, please contact Jessica Dove on call 01294 485581