

APPLICATION FOR EMPLOYMENT

EAST RENFREWSHIRE CITIZENS ADVICE BUREAU

**214-218 Main Street
BARRHEAD
G78 1SN**

SC013474

CONFIDENTIAL

Please complete this form in **black** ink or type to enable clear photocopying.

East Renfrewshire Citizens Advice Bureau wishes to ensure that comparison between applicants for posts is thorough, fair and in line with its Equal Opportunities Policy. It is therefore essential that you complete this application form fully as it will be used to assess whether you will be shortlisted for interview. CVs are not acceptable.

POSITION APPLIED FOR: EU National Support Service Worker

SURNAME **INITIAL/S**

ADDRESS..... **TEL NUMBERS**

..... **DAY/WORK**.....

..... **EVENING**.....

.....
May we contact you at work? **YES/NO**
(Please delete)

How much notice, if applicable, are you required to give to your present employers?

Do you hold a current driving licence? **YES/NO** (Please delete as applicable)
This question is only relevant to certain jobs; please refer to the job description.

Please state where you saw this post advertised.

Newspaper.....

Website

Job Centre.....

Other (please detail).....

WORK EXPERIENCE

We want to know about your work experience, paid or unpaid. Please include your current/previous employment, voluntary work, or community activities, and time spent caring for dependants, etc, if appropriate. Please start with your most recent experience.

Name of Employer/ Organisation	Main tasks undertaken

EDUCATION

Please give general information on the education you have received, and highlight any which are particularly relevant to the post. Please start with your most recent education.

Education	Qualifications

REFERENCES

Please provide below the names and addresses of two referees who can comment on your suitability for the post. If you have been employed, we would normally wish to seek a reference from your present or most recent employer.

May we contact your present employer at this stage? **YES/NO** (Please delete)

Name Name

Position Position

Address Address

.....

.....

TEL No..... TEL No.....

For Adviser post only - Have you ever committed an offence under sections 25 and 26 (1) (d) or (g) of the Immigration Act 1971? **YES/NO**
(Please delete as appropriate)

I declare that the information given in this form and in any accompanying documentation is true to the best of my knowledge and belief and I give my permission for enquiries to be made to confirm qualifications, experience, dates of employment, right to work in the UK and for the release by other people or organisations of necessary information to verify the content. I understand that my application may be rejected and/or I may be dismissed following appointment if I have given any false or misleading information or have withheld any relevant details.

Signature **Date**

Please return this form to:

Andrea McBride
East Renfrewshire Citizens Advice Bureau
214 -218 Main Street
BARRHEAD
G78 1SN

Closing date for applications: Friday 7th June 2019

TRAINING

Please list any training which you have received, or are currently undertaking, which you consider relevant to the post. Please start with your most recent training.

Training	Qualifications

ADDITIONAL INFORMATION

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description, please indicate what experience, skills and interests you would bring to this job.

Continue on separate sheet if required.

POST TITLE	EU National Support Scheme Worker
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The CAB is striving to ensure equality of opportunity in its employment policies and therefore we have decided to monitor our recruitment practices. This will help us identify areas of under representation in our workforce and to assess those areas where positive action is needed. In order that we can monitor each stage of the recruitment process, you will be asked to complete this form on application.

Your co-operation in completing this form would be greatly appreciated. We must stress that any information you give will be strictly confidential. You are not obliged to answer the questions but you will appreciate that, for our monitoring policy to be wholly effective, we would hope to have 100% response.

If you do not wish to answer any question(s) this will not affect your application in any way. There follows an explanation of some of the sections where appropriate. Thank you for your time and co-operation in completing our form.

We wish to give you the following assurances

- The information provided will not form the basis of any part of the selection process
- All information will be regarded as confidential
- This information will only be used for statistical purposes to monitor the composition of the service.

1. ETHNIC ORIGIN

We appreciate that some people, including those of mixed race, may not be happy with classification used on monitoring forms. The classifications we have used are those used by the General Register for Scotland – census forms. If you wish to classify yourself in some other way, please use the additional space provided to do so.

I would describe my ethnic origin as *(in your own words or if you prefer tick one of the following)*:

White Scottish		Chinese		Caribbean		Arab	
Other White British		Indian		African			
White Irish		Pakistani		Black			
Any other white background		Bangladeshi		Any other black background			
		Any other Asian background					

Other ethnic background (please specify).....

2. GENDER

I am (please tick)	Male		Female		Transgender	
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3. AGE

25 and under	<input type="checkbox"/>	55 and over	<input type="checkbox"/>
26 - 34	<input type="checkbox"/>	Declined to answer	<input type="checkbox"/>
35 - 54	<input type="checkbox"/>		

4. DISABILITY

We understand that many employees do not declare disability or caring responsibilities because of possible discrimination against them by employers in the selection process. We would like to know how many people we attract to the service so that we can monitor the effectiveness of our policies towards disabled people and their carers.

Do you consider that you have a disability or long term health condition which limits your day to day activities?

Yes No

Would you require special adaptations/equipment

Yes No

Carer of someone with a disability

Yes No

Please specify _____

*If you answer in the affirmative to any of the above questions and are short-listed for interview, please contact the CAB to ensure that interview arrangements are to your satisfaction.

5. RELIGION AND BELIEF

We appreciate that some people may not be happy with these classifications. The classifications that we have used are those used by the General Register for Scotland - census forms. If you wish to classify yourself in some other way, please use the additional space provided to do so.

I would describe my religion or belief as:					
None		Other Christian		Sikh	
Church of Scotland		Muslim		Jewish	
Roman Catholic		Buddhist		Hindu	

Another religion or belief (Please specify)

6. SEXUAL ORIENTATION

We appreciate that some people may find the question on sexual orientation to be an extremely personal one and we must therefore re-iterate that you are under no obligation to answer it.

I would describe myself as (*please tick*):

Heterosexual Lesbian Gay Bisexual

7. MEDIA RESPONSE

Where did you see this post advertised or how did you find out about it?

8. COMMENTS

Do you have any comments about our monitoring form?

EAST RENFREWSHIRE CITIZENS ADVICE BUREAU

EU National Support Scheme Worker JOB DESCRIPTION

Name of Employer: **East Renfrewshire Citizens Advice Bureau**

Job Title: **EU National Support Scheme Worker**

Responsible to: **The Manager**

Responsible for: **EU National Support Scheme**

Summary of main responsibilities:

ERCAB have an exciting opportunity to develop a new Project within East Renfrewshire, Inverclyde and Renfrewshire delivering advice and support to vulnerable clients, at risk of missing the deadline to make an application to remain in the UK post-Brexit, and supporting applications for the EU Settlement Scheme.

The successful applicant will be expected to build strong working relationships and develop referral networks from within local statutory and voluntary services. The post holder will also be expected to develop training and promotional materials to ensure the service is well known across East Renfrewshire, Inverclyde and Renfrewshire.

You will have a good standard of education, high quality personal skills and the desire to improve lives. A knowledge or experience in supporting society's most vulnerable is advantageous as is previous experience in preparing and delivering training and presentations.

Main Responsibilities:

- Provide advice and support, up to OISC Level 1, for vulnerable clients wishing to apply for the EU settlement scheme.
- Provide support and training for staff and volunteers involved in the delivery of information and advice.
- Liaise with local groups and organisations to ensure the public are aware of the scheme.
- Maintain, strengthen and develop relationships with local statutory and voluntary organisations.
- Champion awareness-raising events to provide advice, supplemented by diagnostic sessions.
- Maintain expertise in relevant legislation and guidance.

Specific Tasks:

- Provide advice to clients where there are specific EU Settlement issues up to OISC Level 1 standards
- Give talks to community groups, stakeholders, etc.
- Develop training and information materials
- Produce reports and plans for the purposes of monitoring and reviewing the objectives of the service.
- Provide support for volunteers and staff in bureaux on more complex issues.
- To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation to ensure that all work meets quality standards and the requirements of the funder.
- Undertake any other reasonable duties as requested by the Manager

EU SETTLEMENT SCHEME WORKER - PERSON SPECIFICATION

DEDICATED ADVISER	COMPETENCIES
QUALIFICATION	<ul style="list-style-type: none"> • Good standard of general education.
EXPERIENCE	<ul style="list-style-type: none"> • Work experience in the advice sector • Experience in the preparation and presentation of training courses • Experience in the use of computers • Experience of preparing reports, plans and proposals.
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"> • Computer proficient • Excellent written and oral communication skills • Ability to plan work • Ability to develop new ideas through to operation • Attention to detail and problem solving skills • Ability to adapt to new situations • Skilled in report writing. • Ability to work without close supervision, prioritise own work and meet deadlines • Ability to work hours flexibly as required by the needs of the service.
VALUES AND ATTITUDES	<ul style="list-style-type: none"> • Commitment to team working • Commitment to the aims, principles and policies of the CAB. • Commitment to the development of equal opportunities.
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of the EU Settlement Scheme and basic immigration law. • Working knowledge of Microsoft software and related packages.
OTHER	<ul style="list-style-type: none"> • Ability to travel within East Renfrewshire, Inverclyde, Renfrewshire and elsewhere, as required.

East Renfrewshire Citizens Advice Bureau staff privacy notice:

Introduction

Under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, you have a right to be informed about the collection and use of your personal data. This notice sets out your rights and provides you with the information that you need to exercise those rights.

We will provide data privacy information to you at the time that we collect your personal data from you and within one month if we obtain personal data from other sources.

We will regularly review and where necessary update your data privacy information. If we start to use your information for a new purpose which you are/were not aware of, we will bring this to your attention before we begin processing it.

We will provide the information in a way that is concise, transparent, intelligible, easily accessible and uses clear and plain language.

The lawful basis for processing your personal data

As you employer, East Renfrewshire CAB needs to keep and process information about you for normal employment purposes. The information that we hold and process will be used for our management and administration use only. We will keep and use it to enable us to run the bureau and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are working for us, at the time when your employment ends and after you have left. This includes using information to enable us to comply with the employment contract, to comply with any legal requirements, pursue the 'legitimate interests' of the bureau (for example to prevent fraud, for administrative purposes or to report potential crimes) and protect our legal position in the event of legal proceedings.

Purpose of processing your personal data

Much of the information that we hold will have been provided by you, but some may come from other internal sources such as your line manager or, in some case, from external sources such as referees.

The sort of information we hold includes your application form and references; your contract of employment and any amendments to it; correspondence with or about you; information needed for payroll, benefits and expenses; contact and emergency contact details; records of holiday, sickness and other absence; information needed for equal opportunities monitoring; information needed for auditing under the National Standards for Information and Advice Providers; and records relating to your career history such as training records, appraisals, other performance measures and, where relevant and appropriate disciplinary and grievance records.

Where necessary, we may keep information relating to your health, which could include reasons for absence and GP reports and notes. This information will be used in order to comply with our health and safety and occupational health obligations – to consider how your health affects your ability to do

your job and whether any adjustments to your job may be appropriate. We also need this data to administer and manage statutory and company sick pay.

Where we process special categories of sensitive personal data relating to your race, ethnic origin, political opinions, religion, trade union membership, genetics, biometric data, health, sex life or sexual orientation, we will only do so in order to allow us to meet our obligations under employment or occupation health law. If we need to use this data for any other reason, we will always obtain your explicit consent to those activities unless this is not required by law or the information is needed to protect your health in an emergency.

Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

Retention periods for your personal data

We will keep your records for the following periods:

- Income tax and National Insurance records – not less than 3 years after the end of the financial year to which they relate
- Maternity pay records, calculations, certificates or other medical evidence - 3 years after the end of the tax year in which the maternity period ends
- Inland revenue and HMRC approvals – permanently
- Parental leave - 18 years from the birth of the child
- Pensioners' records - 12 years after benefit ceases
- Personnel files and training records – 7 years after employment ceases
- Redundancy details, calculations of payments, refunds, notifications to the Secretary of State- 6 years from the date of redundancy
- Statutory sick pay records, calculations, certificates, self-certificates – a minimum of 3 months after the employment ceases

Who your information will be shared with

Data will be shared with the following agencies:

- Campbell Dallas for the purposes of processing payroll
- Carey Corporate Pensions for the purposes of pension administration
- Aviva for the purposes of administering Employers' Liability insurance cover
- The auditors for the National Standards for Information and Advice Providers in order to provide proof of competence against those standards. Currently the organisation responsible for audit is the Scottish Legal Aid Board
- Citizens Advice Scotland for the purposes of audit, complaints handling and support with HR issues (in order to comply with SACAB membership conditions)

Other than for the purposes outlined above, we will only disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you.

Your rights in relation to the processing of your personal information

Under the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA) 2018, you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data; the right to restrict processing or to object to processing; and (in some circumstances) the right to data portability.

If you have provided consent for the processing of your data, you have the right (in certain circumstances) to withdraw that consent at any time, which will not affect the lawfulness of the processing before your consent is withdrawn.

You have the right to make a complaint to the Information Commissioners Office if you believe that we have not complied with the requirements of the GDPR or the DPA.

Identity and contact details of the data controller and the data protection officer

East Renfrewshire CAB is the controller and processor of data for the purposes of the GDPR and the DPA 2018.

If you have any concerns about how your data is processed you can contact:

Mrs. Teresa O'Hara
East Renfrewshire CAB
214-218 Main Street
BARRHEAD
G78 1SN

Email: teresao'hara@eastrenfrewshirecab.casonline.org.uk

Notes for applicants on completing the application form

- The form should be completed clearly in black ink or black ballpoint pen or typed. This will make it easier for photocopying purposes.
- Please do not send in your CV. It will not be considered if you do.
- One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.
- The enclosed person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.
- The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary works are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
- If you are shortlisted for interview, the selection panel will ask you questions based on the person specification, which will cover the areas in more detail.
- The following applies only to advisers, and not to other posts. Sections 25 and 26 (1) (d) or (g) of the Immigration Act 1971 are concerned with the following offences: assisting illegal entry, falsifying documentation or obstructing the authorities investigating immigration offences. If you have committed one of the offences above you may still be able to be an adviser; however, we would have to contact the Office of the Immigration Services Commissioner in order to discuss the issues.

