

**CONFIDENTIAL APPLICATION FORM**

**Section 1**

Please return to info@enfieldcab.org.uk by noon 25th January 2022

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| **Kickstart ID:** |
| 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 | **Telephone Adviceline Assessor** | 25 hrs |  |
| Location | Enfield – Vincent House  |

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| **Personal information and address for correspondence** |
| First name(s) |  |
| Last name |  |
| Address |  |
| Postcode |  |
| Telephone home |  |
| Telephone work |  |
| Please confirm if we can contact or leave a message? | 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 Enfield 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 Enfield – much will depend on the type of job you have applied for and the background and circumstances of your offence. For some posts, especially those involving home visits, or work in specified locations such as children’s centres an offer of employment will be subject to a DBS check.  |
| 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, tutor, teacher or 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 which are listed in full below. **Essential Criteria** In accordance with Citizens Advice national policy the successful candidate may need to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.Essential Requirements that you have the ability to achieve within 6 months.1. Telephone adviceline Competency.
2. Ability to assess approx.. 8 clients on the adviceline.
3. Understanding of, and commitment to, the aims and principles of the CAB service and its equal opportunities policies.
4. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
5. Ability to monitor and maintain own standards.
6. Understanding of the main enquiry issues involved in assessing clients problems.
7. Understanding of the current issues affecting society and their implications for clients and service provision. (Since the pandemic).
8. Willingness to learn and develop skills in main enquiry areas.
9. Ability to use IT in the provision of Telephone adviceline assessments, e.g. basic keyboard / data entry skills / navigation of Advice Guide.
10. Friendliness and approachability and good telephone manner.
11. Sensitivity to the needs of others.
12. Flexibility and willingness to work as part of a team.
13. Understanding of office procedures, timekeeping and the essentials to support an office to run smoothly. You will need to be reliable and assist remote colleagues to support gaps in the service.
14. Good communication skills, both written and oral. (Most written communication is likely to be by email)
15. Ability to access relevant signposting information including electronic and written materials.
16. Understanding of bureau procedures and the way in which the bureau works.
17. Ability to manage time effectively for the purpose of Telephone adviceline assessment.

In accordance with Citizens Advice national policy the successful candidate may need to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job. |

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| **Career history** |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants or other unpaid work. 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 Enfield , and if appointed, for the purposes of employment at Citizens Advice Enfield 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 and print your name below.**  |
| Signed: | Dated: |

**Please return this form to** **info@enfieldcab.org.uk**



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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**

r Female

r Male

r 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……………………………

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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………………………………….

**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?

r Yes r No

**Sexual orientation**

What is your sexual orientation?

r Bisexual

r Gay man

r Gay woman / lesbian

r Heterosexual / straight

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

**Transgender**

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

Yes r No r

**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?………..…………………………………………………………………………