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## Application form

Please complete your application and return it by email (as a Word document), by post or by hand no later than the closing date specified. If you return your application via email there is no requirement to send a hard copy in the post.

CVs will not be accepted as a substitute for the application form.

### ‘Information, experience, knowledge, skills and abilities’ section

- This is the most important part of the application form. We are asking you to provide evidence and specific examples of your experience, knowledge, skills and abilities that are relevant to the role.
- Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate and explain how you meet each requirement using specific examples. No assumptions will be made about your achievements and abilities.
- The shortlisting panel will only see this section and will score each question on a scale of 0 - 3. The panel is looking for **evidence, examples and explanation** for each point detailed in the ‘Person Specification’.
- Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions.

A useful guide might be S.T.A.R:

**Specific** – give a specific example **Task** – briefly describe the task/objective/problem

**Action** – tell us what you did

**Results** – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given

## **Disability**

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

**As a Disability Confident employer we will offer an interview to candidates with a disability if they meet the minimum criteria.**

## **Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Cheshire West does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

## **Diversity Monitoring**

We value diversity, promote equality and challenge discrimination. Citizens Advice Cheshire West values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Cheshire West. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

## **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical tasks, presentations or tests). If this is the case, further details will be provided if you are shortlisted.

## References

### **We value diversity, promote equality and challenge discrimination**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should 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 role. References will only be taken up for successful candidates following interview.

## Criminal convictions

Anyone who applies to work within Citizens Advice Cheshire West will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Cheshire West – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Criminal Records Bureau Disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a CRB Disclosure, this will be noted in the application pack.

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### **We value diversity, promote equality and challenge discrimination**

**Citizens Advice Cheshire West is committed to equality and diversity and welcomes applications from all sections of the community.**

Citizens Advice Cheshire West treats your personal data collected during the recruitment process in accordance with its data protection policy. Information about how your data is used and the basis for processing your data is provided in our job applicant privacy notice at

<https://www.citizensadvicecw.org.uk/job-applicant-privacy-policy>

