

CONFIDENTIAL APPLICATION FORM SECTION 1



**Sherwood
& Newark**

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 the 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	Money Advice Caseworker	Job reference	MAC/July 21
Location	Newark & Ollerton plus occasional home visits across the Newark & Sherwood District		

Personal information and address for correspondence

First name(s)

Last name

Address

Postcode

Telephone work

May we contact you at work?

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:

Information, 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 described in the **Person Specification (found in the Application Pack and below)**.
- Please ensure that you address **all** the criteria on the person specification using the same order and numbers.
- **Please expand the boxes or use additional pages where necessary**

	Person Specification Criteria	Demonstrable through application
	Essential Criteria	
1	A minimum of 6 month's recent experience of client focused money advice casework (in a paid or voluntary capacity)	
2	Experience, knowledge or understanding of Universal Credit and Welfare Benefits or a willingness to undergo training in this area.	
3	Experience, knowledge or understanding of budgeting, financial capability and income maximisation work	
4	An up to date knowledge of legislation and court procedures relevant to giving debt advice	
5	The ability to communicate effectively and sensitively with clients and other parties, excellent negotiation skills are required.	
6	Good writing skills with the ability to draft letters and reports.	
7	Experience of working and	

	liaising with external agencies.	
8	Numerate to the level required in the tasks. e.g. preparation of financial statements (in line with the Standard Financial Statement guidelines)	
9	Ordered approach to casework and an ability and willingness to follow and develop agreed procedures	
10	Ability to analyse and interpret complex information.	
11	Experience or willingness to develop skills in relation to prioritising own work, meeting deadlines and managing a caseload.	
12	Flexible approach and willingness to work as part of a team with both paid staff & volunteers.	
13	The ability to effectively use IT software in the provision of advice and maintenance of case records, and the preparation of statistical reports and submissions.	
14	An understanding and commitment to work within the Aims and Principles of the CAB service and its Equal Opportunities policies.	
15	Be willing to travel and have access to own transport	
16	Proven track record in achieving targets within a challenging debt environment and work within	

	the set targets as defined by the Money and Pensions Service and/or other relevant funders.	
	Desirable Criteria	
17	Completed the Money and Pensions Service (MAPS) accredited debt training programme for advice work, specialist/caseworkers and court representation or willing to complete within an agreed timeframe	
18	Qualified as a Citizens Advice Generalist Adviser.	
19	Qualified DRO Intermediary or working towards qualification or willing to train to achieve DRO status	
20	Knowledge of advice quality standards (AQS) and Financial Conduct Authority (FCA) standards.	

Career history

Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please 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:		

If you have worked or volunteered in the Citizens Advice service within the last 5 years please provide further details. References will be taken up for successful candidates.

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:

Manager's name and contact details:

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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Criminal convictions

Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?	Yes / No
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If YES please provide details of the offence and the date of conviction.

Having a criminal record will not necessarily bar you from working for Citizens Advice Sherwood & Newark – much will depend on the type of job you have applied for and the background and circumstances of your offence.

For some posts, an offer of employment will be subject to a CRB check. If this applies to the post for which you are applying, this will be noted in the application pack.

Please see Guidance Notes and Application Pack for further details

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, 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 the 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?

Attachments

Have you attached any separate sheets or documents?

Yes/No

If yes, how many?

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 does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Declaration

Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Sherwood & Newark, and if appointed, for the purposes of employment at Citizens Advice Sherwood & Newark.

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.

Signed:

Dated:

Please email this form to: jackieinsley@sn-ca.org.uk

or if you are unable to email the form contact

Jackie Insley, Chief Officer, jackieinsley@sn-ca.org.uk or telephone 01623 861769

Mark: Private and Confidential

We are unable to consider applications received after the closing date - 10am on Monday 23rd August 2021

Please Note Interview Date Thursday 26th August

We value diversity, promote equality and challenge discrimination

CONFIDENTIAL APPLICATION FORM**Diversity monitoring**

Please note this section will be detached before sending your application to the recruitment panel for shortlisting.

Job title:	Money Advice Caseworker
Candidate ref. number (for office use only):	

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 information requested in the form below

Data protection overview

If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor equality of opportunity and treatment as necessary to maintain or promote equality within Citizens Advice Sherwood & Newark.

The information you give us will be kept securely, won't be shared outside the service and is confidential.

It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly.

If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes.

If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us to stop using the information you provide, please contact us.

Thank you for your cooperation.

The following information will not be seen by the recruitment panel and will not affect your application.

Age

Which age bracket do you fit into? Put a cross in the relevant box.

Under 25	
25 - 34	
35 - 44	
45 - 54	
55 - 64	
65 and over	

Gender

What best describes your gender? Put a cross in the relevant box or write in a preferred term.

Female	
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Male	
I prefer to use another term	
Please write in.....	

Sexual orientation

What is your sexual orientation? Put a cross in the relevant box or write in a preferred term.

Heterosexual/Straight	
Gay Man	
Gay Woman/Lesbian	
Bisexual	
I prefer to use another term	
Please write in.....	

Ethnic origin

How would you describe yourself? Choose **one** section (A to E) and put a cross in the relevant box within it.

A. White	English/Welsh/Scottish/Northern Irish/British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background	
	Please write in.....	
B. Mixed/multiple ethnic groups	White & Black Caribbean	
	White & Black African	
	White & Asian	
	Any other Mixed/multiple ethnic background	

	Please write in.....	
C. Asian/Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian Background	
	Please write in.....	
D. Black/African/ Caribbean/Black British	African	
	Caribbean	
	Other Black/African/Caribbean background	
	Please write in.....	
E. Other ethnic group	Arab	
	Any other ethnic group	
	Please write in.....	