

CONFIDENTIAL APPLICATION FORM SECTION 1

**citizens
advice**

**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	Trainee Money Adviser/Money Adviser	Job reference	TMA/April 21
Location	Newark & Ollerton plus home visits across Newark & Sherwood District		

Personal information and address for correspondence

First name(s)			
Last name			
Address			
Postcode			
Telephone home			
Telephone work			
May we contact you at work?	Yes/No		
Mobile			

We value diversity, promote equality and challenge discrimination

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 one year's experience of advice work and/ or previous client facing experience.	
2	Experience, knowledge or understanding of debt advice or a willingness to undergo training in this area.	

3	Experience, knowledge or understanding of Universal Credit and Welfare Benefits or a willingness to undergo training in this area.	
4	Experience, knowledge or understanding of budgeting, financial capability and income maximisation work or a willingness to undergo training in this area.	
5	Experience and/ or an understanding of the issues involved in interviewing and supporting clients.	
6	The ability to communicate effectively and sensitively with clients and other parties, excellent negotiation skills are required.	
7	Good writing skills with the ability to draft letters and reports.	
8	Experience of working and liaising with external agencies.	
9	Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients - at least GCSE D / Level 3 equivalent and/ or relevant experience to support this.	
10	An ordered approach to work and willingness to follow and develop agreed procedures.	
11	Ability to analyse and interpret complex information.	

12	Experience or willingness to develop skills in relation to prioritising own work, meeting deadlines and managing a caseload.	
13	Flexible approach and willingness to work as part of a team with both paid staff & volunteers.	
14	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.	
15	An understanding and commitment to work within the Aims and Principles of the CAB service and its Equal Opportunities policies.	
16	Be willing to travel and have access to own transport	
	Desirable Criteria	
17	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.	
18	Proven track record in achieving targets within a challenging environment and work within a target culture.	
19	Qualified as a Citizens Advice Generalist Adviser.	

20	Understanding of the issues affecting society, including social trends and their implications for clients and service provision.	
21	Knowledge of quality of advice standards and FCA standards.	
22	General knowledge of services and provisions available within the Newark & Sherwood District.	
23	Experience of supporting people in a home environment	

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:			

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Educational History

Please give details of educational qualifications you have obtained from school, college, university etc.

Subject	Level	Grade

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?	
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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 Wednesday 5th May 2021

CONFIDENTIAL APPLICATION FORM**Diversity monitoring**

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

Job title:	Trainee Money Adviser/Money Adviser
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	
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.....	