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| **Office use only**  Date received:  Ref: |



##### APPLICATION FORM

**PRIVATE & CONFIDENTIAL**

The information that you supply in this application form will enable the interview panel to decide whether to invite you to an interview. Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration. Please note that CVs will not be accepted.

Please note that the first 3 pages of this form and The Equal Opportunities monitoring form **will not** be shown to the shortlisting panel. The Equal Opportunities monitoring form will be removed for monitoring purposes before shortlisting by an administrator (non-panel member) and will not affect the consideration of your application.

Post Applied for: Customer Services Assistant

Closing date for receipt of applications: Monday 13th May 2024

Successful Candidates will be invited to interview onFriday 31st May 2024.

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| **Personal Details** | |
| Surname: | First Name(s) |
| Address (including postcode): | N.I. Number: |
| Home telephone no: | Work telephone no: |
| Mobile telephone no: | May we contact you at work? Yes/No |
| Email address: |  |
| Where did you see the position advertised: |  |

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| **Assistance for people with disabilities** |
| We are committed to being an Equal Opportunities Employer. If you have a disability as defined in the Equality Act 2010, are there any arrangements that would assist you in attending an interview? |
| As part of our commitment to Equal Opportunities, we have been awarded Disability Confident Committed status for disabled candidates. In order for us to comply with our award, we offer a guaranteed interview scheme for all disabled candidates that meet all the essential criteria. |
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| **References** | | | |
| Please give the names, positions and addresses of two referees, both of whom should be the most senior person within the organisation and one of whom should be your current or most recent employer. Referees will only be contacted if you are successful and recommended for employment.  1st Referee 2nd Referee | | | |
| Name |  | Name |  |
| Position |  | Position |  |
| Address |  | Address |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Telephone |  | Telephone |  |
| Email: |  | Email: |  |
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| **Immigration, Asylum and Nationality Act 2006** |
| It is unlawful to employ someone who does not have the right to reside and the appropriate right to work in the UK or who is working in breach of their conditions of stay. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the UK.  Appropriate documentation may include the original of your current passport, visa, birth certificate or any other document (or combination of documents) indicated by the Immigration (Restrictions on Employment) Order 2007 (as amended) which we will copy and retain or alternatively, a satisfactory response from the Home Office online right to work checking service confirming that you are entitled to undertake employment in the United Kingdom. |

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| **Rehabilitation of Offenders Act 1974** |
| If you have previously been convicted of any criminal offence that is regarded as unspent in terms of the Rehabilitation of Offenders Act 1974, you will be asked to disclose this information upon appointment. All successful candidates will be asked to complete a self-declaration upon appointment. |

**ATION OF OFFENDERS ACT 1974**

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| **Canvassing** |
| Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal. |

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| **Confirmation of qualifications** |
| If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies. |
| **Declaration** |
| You confirm that the details you have supplied are, to the best of your knowledge, true and accurate. You accept that false information or the withholding of relevant information may disqualify your application, or if appointed, result in dismissal without notice or pay in lieu of notice.  The personal information provided within this form will be handled and used by us in accordance with the “How We Will Use Your Personal Information (Employment Applicant)” statement available with this application form. Please read that statement carefully before completing your application form. By submitting your application form to us, you confirm that you accept the content of that statement.  Signature:  Date: |

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Post Applied for: Customer Services Assistant

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| **Secondary Education** |

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| --- | --- | --- |
| Level e.g. Standard Grade, Nat5, Higher | Subject Studied e.g. Maths, English, French | Result e.g. 1, 2, 3, A, B, C |
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**SECONDARY EDUCATION (Please list subjects passed**

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| **Further Education** |

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| --- | --- | --- | --- |
| University or College | Course(s) name and subjects studied | Qualification(s) obtained | Date Achieved |
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| **Professional Qualifications** |

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| --- | --- | --- |
| Name of Awarding Body | Qualifications Obtained, Membership of Professional Institution, etc | Date  Awarded |
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| **Training Courses (please give details of any relevant training undertaken)** |

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| --- | --- | --- |
| Course(s) or training undertaken | Provider(s) | Date completed |
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| **IT Skills: Please detail your experience below and include examples of how you have used these in practice.** |

**raining Courses (please give details of any relevant short courses or**

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**training undertaken)**

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| **Driving Licence** |

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| Do you possess a full current driving licence? **YES/NO** (please delete as appropriate)  Do you have access to a car for work purposes? **YES/NO** (please delete as appropriate)  Are you insured for Business purposes? **YES/NO** (please delete as appropriate) |

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| **Current or most recent employment** |

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| --- | --- | --- | --- | --- | --- |
| Name and Address of Employer | Date from: |  | | Date to: |  |
|  | Position Held: | |  | | |
| Salary and other benefits/payments: | |  | | |
| Notice Required: | |  | | |
| Reason for leaving: | |  | | |
| Nature of Post (Please describe your main duties): | | | | | |

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| **Previous employment (please list in date order, with most recent first)** |

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| --- | --- | --- | --- |
| From  Month\Year | To  Month\Year | Name and address of previous employer | Post held, main duties and reason for leaving |
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Please continue on a separate sheet if necessary.

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| **Supporting Evidence of Meeting Rosehill’s Requirements** |

Rosehill wishes to compare your experience, skills, and knowledge with its requirements (as detailed within the Person Specification for this post). The information provided helps form the basis by which candidates will be selected for interview. Therefore, you should demonstrate, with examples, how you satisfy each of the requirements. This does not have to be from paid work but can be from other experience.

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| **Essential** | |
| Experience dealing with the public. |  |
| Experience providing administrative support. |  |
| Experience working in a busy office environment. |  |
| Experience dealing with unhappy customers and complaints |  |
| Ability to communicate effectively both verbally and in writing. |  |
| A positive attitude with good interpersonal skills. |  |
| Excellent attention to detail. |  |
| Ability to work on own initiative and be a proactive team member. |  |
| Ability to plan and prioritise workload to meet targets |  |
| Excellent time keeping and a flexible approach to work |  |
| Commitment to the ethos of social housing and Rosehill’s values, including equality and diversity. |  |
| **Desirable** |  |
| General knowledge of social housing |  |
| General knowledge of housing repairs and safety checks |  |

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| **Additional Information** |
| Please provide any relevant information not covered elsewhere on this form, which may include other activities e.g., voluntary work, major achievements, projects to date and indicate how this will enable you to contribute further to this post. |