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# Application for Employment

Please complete all sections of this form in full and return by the specified closing date.

Applications should be returned by email to**vacancies@westscot.co.uk****,** or posted to HR Dept, Camlachie House, 40 Barrowfield Drive, Glasgow, G40 3QH. Late applications, cover letters, CVs and other additional documents will **not** be considered when shortlisting.

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| Position Applied for: **Customer Service Assistant – Job Share, Part Time.**  **Fixed Term until 31st July 2022** |
| Surname: | First name: |
| Address: |
|  | Postcode: |
| Home tel:  | Mobile:  | Email:  |
| Do you have any restrictions on taking up employment in the UK (e.g. work permit) **YES / NO** If **Yes** please give details  |
| If the post you are applying for requires Disclosure or PVG membership, the necessary certification/membership or check will be required prior to being offered any work. Do you hold a current Disclosure or PVG Scheme Record? **YES / NO** If **Yes,** please specify |
| Are you related to an employee or board member of our organisation?**YES / NO** If **Yes**, please give details |
| The Equality Act (2010) defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. Do you consider that you have a disability or consider yourself to be disabled under the Equality Act? **YES / NO** If **Yes,** and you require any support or adjustments for the various stages of the recruitment process, please give details |
| Where did you hear about this vacancy? (Website, Publication, or Contact) |

## Referees (Please do not include relatives)

Please provide details of at least 2 referees who can comment on your professional abilities. One should be your current or most recent employer. We will take up references before a formal offer of employment is made. We will not contact your referees without your consent.

|  |  |  |  |
| --- | --- | --- | --- |
| **Referee** | **Current Employer** | **Previous Employer** | **Additional Referee** |
| Name of Referee |  |  |  |
| Job Title & relationship to you |  |  |  |
| Company |  |  |  |
| Email  |  |  |  |
| Tel no |  |  |  |
| Address |  |  |  |
| If you are invited to attend for interview, can your current employer be approached to provide a reference? **YES / NO** |

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| IMPORTANT - READ CAREFULLY BEFORE SIGNINGIf 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.Please also be aware that in some cases we may require details of relevant spent convictions where roles are exempt from non-disclosure of spent convictions.All information given, such as exact dates of employment, salary details, references, declarations of criminal convictions will be checked before any offer of employment is confirmed or contract of employment issued.The information provided by you on this form and any supplementary forms will be used to assist with the process of recruitment in accordance with WSHA’s Recruitment and Selection Policy. By signing this declaration, it is understood that you consent to the use of your personal information for the above purposes and in accordance with the Data Protection Act 1998.I certify that all statements given above by me on this form are true and complete to the best of my knowledge. I realise that if I am employed and it is found that such information is untrue my appointment may be reviewed, and this could lead to dismissal.I understand that, if I am appointed, personal information about me will be computerised for Human Resources or administrative purposes including analysis for management purposes and statutory returns.Signature Date |

## Present Employment (or details of last employment)

|  |  |  |
| --- | --- | --- |
| Job Title | Company name & location | Dates (from - to) |
| Salary | Notice period required |
| Summary of relevant duties & responsibilities  |

## Previous Employment

Starting with the most recent, please provide a full chronological list of your previous paid or unpaid work and any other relevant experience. If they are not relevant to the role applied for, please simply state job title & company.

|  |  |  |
| --- | --- | --- |
| Job Title | Company name & location | Dates (from - to) |
| Salary | Reason for Leaving |
| Summary of main duties & responsibilities |

|  |  |  |
| --- | --- | --- |
| Job Title | Company name & location | Dates (from - to) |
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|  |  |  |
| --- | --- | --- |
| Job Title | Company name & location | Dates (from - to) |
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|  |  |  |
| --- | --- | --- |
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| Summary of main duties & responsibilities |

|  |  |  |
| --- | --- | --- |
| Job Title | Company name & location | Dates (from - to) |
| Salary | Reason for Leaving |
| Summary of main duties & responsibilities |

## Additional Information

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| Please explain why you are interested in this particular role.  |

## Additional Information

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| Give details of any further relevant position, experience, volunteering and membership of any societies, clubs, etc and any positions of responsibility held.  |

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| Education

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| --- |
| **Secondary Education:** |
| Qualification | Subject | Grade |
|  |  |  |
| **Further / Higher Education:** |
| Qualification | Subject | Grade |
|  |  |  |
| **Membership of Professional Body**: |
| Name of Institute | Class of Membership | Date Elected |
|  |  |  |
| **Specialised / Vocational Training & CPD:** |
| Type of training and any qualifications obtained: |

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## Position Requirements

If you wish to be considered for this vacancy, you will need to demonstrate below that you can meet the minimum essential requirements for this post as given on the Person Specification contained within the job pack. The Selection Panel will only consider candidates for shortlisting who can clearly demonstrate with examples of **how** you meet **all** the **essential** requirements; therefore please ensure you complete all sections appropriately.

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| **Essential Criteria** | Please explain fully **how** you meet each of the following criteria |
| Customer Centred Approach, able to undertake difficult conversations, with diplomacy and tact |  |
| Willingness to Help, Kindness and Empathy |  |
| Honest & Integrity, able to deal with sensitive issues, being ethical and remaining confidential |  |
| Inclusive Approach, treating all customers with respect and understanding different needs |  |
| Proficient IT skills in Microsoft word processing, spreadsheets and email and ability to understand and use corporate data management systems |  |
| A methodical and flexible approach to organising and prioritising a varied workload and meet frequent and multiple personal and team deadlines  |  |
| Ability to monitor and co-ordinate various social media platforms e.g. Facebook, Twitter and digital service delivery e.g. Customer App |  |
| Good interpersonal skills with the ability to liaise effectively and work in partnership with internal and external customers and agencies |  |
| Ability to demonstrate a proactive approach to problem solving |  |
| Ability to work well as part of a team |  |
| Self-motivated with the ability to work using own initiative including good judgement of when to escalate more difficult complaints |  |
| Educated to a minimum of National 5 English (or equivalent) |  |
| **Desirable Criteria** | Please explain if and how you meet any of the following criteria |
| Knowledge of housing processes |  |
| Possession of Customer Service SVQ Level 3 (or equivalent relevant qualification or experience)  |  |

**Thank you for your time**