Ref Number: CAMU

## CITIZENS ADVICE MID ULSTER

**APPLICATION FOR EMPLOYMENT**

Please complete as an MS Office compatible document or in **black** ink to enable clear photocopying.

**POSITION: ADVICE COORDINATOR**

**LOCATION: MID ULSTER (Dungannon, Cookstown and Magherafelt)**

**PERSONAL**

|  |  |
| --- | --- |
| SURNAME :  | FORENAMES :  |
| TITLE : ADDRESS : | TELEPHONE NUMBERS : |
| NATIONAL INSURANCE NUMBER  |

**REFERENCES**

Please give the details of **two** people who we can approach should you be made an offer of employment (one of whom should be from your current or most recent employer):

|  |  |  |
| --- | --- | --- |
| Name & Address | Role & Relationship to applicant | Tel No |
|  |  |  |
|  |  |  |

**DISABILITY**

 DO YOU CONSIDER YOURSELF TO HAVE A DISABILITY WHICH IS RELEVANT

 TO YOUR JOB APPLICATION? YES/NO

If you have answered ‘YES’ – is there anything we should know about your requirements in order to offer you a fair selection, or to make reasonable adjustments to work arrangements: e.g. interpreter, parking facilities, or any other form of assistance (please specify):

**MOBILITY**

 DO YOU HAVE ACCESS TO A CAR? YES/NO

 DO YOU HOLD A FULL CURRENT DRIVING LICENCE? YES/NO

If you have answered NO to either of the above mobility question and you consider yourself to have a disability which is relevant to your job application, can you demonstrate that you can fulfil the mobility requirement of the post for which you are applying?

**EDUCATION AND TRAINING**

|  |  |  |  |
| --- | --- | --- | --- |
| TYPE OF SCHOOL / COLLEGE ETC ATTENDED (from age 11) | FROM | TO | EXAMINATIONS PASSED OR OTHER QUALIFICATIONS ATTAINED |
|  |  |  |  |

 PLEASE STATE ANY ADDITIONAL QUALIFICATIONS, MEMBERSHIP OF PROFESSIONAL BODIES, OR ANY OTHER TRAINING UNDERTAKEN

**EMPLOYMENT HISTORY**

Relevant employment - including most recent employment. Please start with your present employer and work back. **Please include all periods of unemployment and any relevant voluntary work undertaken.**

**PRESENT/MOST RECENT SALARY: £**

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| --- | --- | --- | --- | --- |
| NAME, ADDRESS OF EMPLOYER | POSITION HELD AND MAIN RESPONSIBILITIES | SALARY | DATEFROM - TO | REASONSFOR LEAVING |
|  |  |  |  |  |
| ***Guidelines: Skills & General Information***This section is to give us specific information in support of your application. You must be able to demonstrate on this application form and at interview, if called, that you can satisfy each and every aspect of the Person Specification. It will be insufficient merely to duplicate what the Person Specification states. So, for example, if it asks for "ability to" or "commitment to" you will be required to demonstrate positively your ability, commitment, etc, by some reference to your academic, professional, voluntary or personal life.We require all our staff to have a commitment to our Equal Opportunities policies. Again, you will be required to demonstrate more than a paper commitment by reference to what you have already achieved in these areas and how you would hope to implement this policy if offered the post.***CONTINUE ON ADDITIONAL SHEETS IF NECESSARY***1. Please indicate evidence of a Citizens Advice Advisor Training Programme or Law Centre Welfare Rights Advisor Programme qualification. A minimum of 3 years experience post qualification, gained within the last 5 years, of providing generalist advice and benefit calculations to the public in a social welfare context and 2 years experience of welfare benefits casework. 2. Please demonstrate experience of prioritising own work and work of others, meeting deadlines and managing workloads in a busy environment.3. Please demonstrate your understanding of the issues involved in interviewing clients 4. Please provide evidence of your ability to manage / supervise others, including the ability to recruit, develop and motivate staff, along with proven ability to monitor advice work and maintain casework systems and procedures.5. Please demonstrate an understanding of some of the issues affecting society and their implications for clients and service provision.6. Please demonstrate your ability to use IT packages, including Microsoft office or similar in the provision of advice, the preparation of reports and submissions. 7. Demonstrate experience in monitoring and maintaining recording systems and procedures, as well as the use of email and maintenance of an electronic diary |
| 8. Please demonstrate a proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively9. Please demonstrate an ability to research, analyse and interpret complex information, monitor and analyse statistics, check accuracy of calculations, and produce and present clear reports verbally and in writing.10. Please demonstrate an ability to develop individuals or groups by providing support, guidance, tutoring and/or training. |

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| **SUPPLEMENTARY INFORMATION**  |
| Use this space to add any further information you consider relevant. |

**GENERAL**

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| --- |
| Please indicate the earliest date you can commence in this role if appointed. |
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| --- |
| Where did you find out about this post? |
|  | Indicate as appropriate below |
| Belfast Telegraph |  |
| NI Jobfinder |  |
| citizensadvice.co.uk |  |
| Twitter |  |
| Facebook |  |
| Community NI |  |
| Job Centre |  |
| Other (please specify) |  |

**CANDIDATE DECLARATION (You must complete this section in full)**

**(Please provide additional information on a separate sheet if necessary)**

|  |
| --- |
| Normal working hours will be between 9am and 5pm Monday – Friday. Work may be required outside these hours in accordance with project requirements and Citizens Advice policy. You may also be required to undertake travel in accordance with business requirements to other locations within Northern Ireland. Travel between offices is not reimbursable.Please confirm your willingness to undertake duties in accordance with these requirements.  |
| I am willing to undertake these duties YES/NO |

|  |
| --- |
| Candidates must disclose any information about their personal or professional life which in the view of Citizens Advice could bring the Citizens Advice service into disrepute should they be appointed, including:* removal from previous roles
* findings or allegations of fraud, breach of trust or any other malpractice which may have implications for Citizens Advice insurance
* current or previous membership of organisations which may conflict with the aims, principles and values of the Citizens Advice service
* behavior which might be seen to undermine public confidence and trust.

**You must detail any relevant information below or state that you have nothing relevant to declare:** |

Please be advised that if you are successful, the subsequent offer of the post is conditional on a satisfactory AccessNI check.

Candidates that are selected for interview will also be subject to an identity check to ensure that they have the right to work in Northern Ireland.

*I declare that the information given in this application form is correct to the best of my knowledge and I understand that any offer of employment will be dependent on references being considered satisfactory.*

# SIGNATURE: DATE:

Completed applications should be sent marked as confidential to:

camidulster@citizensadvice.co.uk

Or

Stephen Catherwood, Citizens Advice Mid Ulster, 7-11 William Street, Cookstown, BT80 8AX

**The closing date for return of completed application forms is 29 March 2017 at 2.00pm.**