**APPLICATION FOR EMPLOYMENT**

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| --- | --- |
| Job Title:  Rent Officer (temporary position) | NOTES   * CVs will not be accepted * Canvassing will disqualify * Only applications containing all the information which has been sought will be considered * Applications received after the closing date and time will not be considered * Please complete in black Ink (if completing by hand) |
| Closing Date: 19 March 2018  Interview Date: 29th/30th March 2018 |

No

**1. PERSONAL DETAILS**

|  |  |
| --- | --- |
| Surname | Title |
| First Name | Previous Surname |
| Address (including postcode | Contact Telephone Number |
| Email address | National Insurance Number |
| Do you hold a current full driving license valid in the UK?  Yes  No | If required, do you have access to a car, or a form of transport which will enable you to undertake the duties of this post?  Yes  No |

**REFERENCES**

Please give the name of two referees, both of which should have known you for at least 2 years and one of whom should have had direct management responsibility for you over the past 5 years. You cannot use personal friends or family members as a referee.

|  |  |
| --- | --- |
| Surname | Surname |
| First Name | First Name |
| Address (including postcode) | Address (including postcode) |
| Occupation | Occupation |
| Email Address | Email Address |
| Telephone Number | Telephone Number |
| Relationship to applicant | Relationship to applicant |
| Can we contact this person prior to an interview?  Yes  No | Can we contact this person prior to an interview?  **Yes  No** |

**2. QUALIFICATIONS**

**FURTHER/HIGHER EDUCATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Institute | Qualification/Subject | Exams yet to be taken | Result | Date Obtained |
|  |  |  |  |  |

**PROFESSIONAL QUALIFICATIONS/MEMBERSHIPS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name of Professional Body | Type of Registration | Professional Registration No. | Date Obtained | Date of Expiry |
|  |  |  |  |  |

|  |
| --- |
| Have you been involved or are you currently involved in any professional or personal, unresolved or pending issue that might undermine your ability to do the job?  Yes  No |
|  |
|  |

3**. EMPLOYMENT HISTORY**

**CURRENT POST**

|  |  |
| --- | --- |
| Employer name | Period of Notice |
| Employer Address | **Current salary** |
| Job Title | Reason for leaving |
| Main duties and responsibilities | |

**PREVIOUS POSTS**

Please list all your previous posts beginning with the most recent including periods out of employment and any training.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name and Address  of Employer | Job Title | Start  Date | End Date | Reason for Leaving | Duties |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name and Address  of Employer | Job Title | Start  Date | End Date | Reason for Leaving | Duties |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

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| --- |
| If you have any gaps in your career history, please include and explain below. |

**4. ESSENTIAL CRITERIA**

**You must demonstrate evidence of the following essential criteria, using no more than 1000 characters, by way of examples and dates, in the box below.**

|  |
| --- |
| 1. Experience of working within a social housing environment dealing with residents’ issues  Examples of experience, including the level of complexity, and dates work was undertaken should be included. |
|  |

|  |
| --- |
| 2. Experience of dealing sensitively and effectively with all sections of the community within a customer focused organisation.  Examples of experience, including the level of complexity, and dates work was undertaken should be included. |
|  |

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| --- |
| 3. Experience of maintaining accurate records and producing reports  Examples of experience, including the level of complexity, and dates work was undertaken should be included. |
|  |

|  |
| --- |
| 4. Experience of understanding of financial control principles and procedures  Examples of experience, including the level of complexity, and dates work was undertaken should be included. |
|  |

|  |
| --- |
| 5. Essential Skills   * excellent written and verbal communication skills * ability to deal effectively with difficult customers both on the phone and face to face, remaining calm and professional at all times * proficient in MS Office and databases   Examples of experience, including the level of complexity, and dates work was undertaken should be included. |
|  |

**5. DESIRABLE CRITERIA**

**Please demonstrate evidence of any of the following desirable criteria, using no more than 1000 characters, by way of examples and dates, in the box below.**

|  |
| --- |
| 1. Two years’ previous experience in a Rent Officer role.  Examples of experience, including the level of complexity, and dates work was undertaken should be included. |
|  |

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| --- |
| 2. Knowledge and understanding of the legal aspects of housing management and rent arrears collection methods  Examples of experience, including the level of complexity, and dates work was undertaken should be included. |
|  |

|  |
| --- |
| 3. Knowledge of the law and legislation regarding tenancy issues and collection of rent  Examples of experience, including the level of complexity, and dates work was undertaken should be included. |
|  |

**6. PERSONAL ATTRIBUTES**

|  |
| --- |
| PERSONAL ATTRIBUTES  Please provide evidence of –   * being professional with a high degree of initiative and attention to detail * being passionate about delivering customer service excellence * the ability to relate to and understand all areas of the Charity’s operations * being committed and performance driven with the ability to work to tight targets and deadlines |
|  |

Please demonstrate evidence of the following desirable criteria, using no more than 500 characters, by way of examples and dates in the box below.

**7. ADDITIONAL REQUIREMENTS**

Please tell us how you have meet the additional requirements of the post, using no more than 500 characters, by way of examples and dates in the box below.

**Are you willing to travel occasionally?**

Yes

No

**Are you willing to work outside normal office hours occasionally?**

Yes

No

**Are you willing to undertake a basic Access NI check?**

Yes

No

**8. REHABILITATION OF OFFENDERS**

|  |
| --- |
| Under the Rehabilitation of Offenders (Exceptions) Order Northern Ireland, 1979, all criminal convictions may never be regarded as spent and must be disclosed when applying for a post working closely with children or adults in vulnerable situations.  *Please note that disclosure of a conviction does not necessarily exclude any applicant from obtaining employment.* |
| Have you ever been convicted of any criminal offence?  Yes  No |
| Are you currently the subject of police investigation or do you have any prosecutions pending?  Yes  No |
| List below details of ALL charges, prosecutions, convictions, cautions, bind-over orders—even if they happened a long time ago. You must include any minor matters, any road traffic or motoring offences and any which may be pending. |

**9. MEDICAL HISTORY**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nature of Sickness/Absence | Date From | Date To | No of Days | Did you consult  a doctor? |
|  |  |  |  |  |

Whether you have been in employment or not, please give details and dates of all periods of sickness over the past 3 years up to the date of this application.

|  |
| --- |
| Have you ever had to resign, retire or been dismissed from a post because of ill health?  *If yes, please provide details below* |

**10. DISABILITY**

|  |
| --- |
| Do you require a reasonable adjustment for reasons related to a disability to allow you to: |
| 1. attend for interview?  Yes  No |
| If yes, please give details |
| 1. undertake the duties of this post  Yes  No |
| If yes, please give details |

1**0. PERSONAL DECLARATION**

* I declare that all the foregoing statements are true, complete and accurate
* I understand that if I give wrong information or leave out important information I could be dismissed if I take up this job
* I understand that to take up this job I must have satisfactory references, health assessment and Access NI checks (if applicable)
* I understand that I may be asked to show some formal identification and evidence of qualifications if required
* I confirm that as far as I know there are no medical reasons which would stop me from carrying out the duties of this job
* I agree to you making any necessary enquiries during the recruitment and selection process
* I understand that canvassing will disqualify me from the selection process for this job
* I consent to the information I have provided being used within the context of the Data Protection Act 1998

Signature Date