**APPLICATION FOR EMPLOYMENT**

|  |  |
| --- | --- |
| 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 2018Interview 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 | EndDate | Reason for Leaving | Duties |
|       |  |  |  |  |  |
|        |  |  |  |  |  |

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

|  |
| --- |
| 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’ issuesExamples 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. |
|       |

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

|  |
| --- |
| 4. Experience of understanding of financial control principles and proceduresExamples 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.  |
|       |

|  |
| --- |
| 2. Knowledge and understanding of the legal aspects of housing management and rent arrears collection methodsExamples 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 rentExamples 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