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| **CONFIDENTIAL APPLICATION FORM SECTION 1**The CEOElmbridge (West)Elmbridge Community Hub72 High StreetWalton on ThamesSurrey KY12 1BU  |
| Please refer to the **Guidance Notes for Applicants** before completing this application form. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you **clearly demonstrate** how you meet each point on the person specification. Please note that CVs are not accepted. |
| Candidate ref. number (for office use only): |  |
| **Position applied for** |
| Job title | **Case Checker/QAA Worker** | Job reference | **CCQAA****/2024** |
| Location | Walton on Thames, Surrey KT12 1BU |

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| **Personal information and address for correspondence** |
| First name(s) |  |
| Last name |  |
| Address |  |
| Postcode |  |
| Telephone home |  |
| Telephone work |  |
| May we contact you at work? |  |
| Mobile |  |
| Email |  |
| We will normally contact you by email, however, if you would prefer to be contacted using another method please let us know here:  |

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| Information, experience, knowledge, skills and abilities |
| **IMPORTANT INFORMATION** |
| **It is essential that you complete this section in full.** * Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification (found in the Job Description)**.
* Please ensure that you address **all** the criteria on the person specification using the same order and numbers.

 Supporting StatementPlease use this section to give us any information that is not featured in other parts of your application. |

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| **Career history** |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if necessary.) |
| **Employer’s name and address and type of business.** | **State position held and outline briefly the nature of the work and your responsibilities.** |
|  |  |
| Dates: |  | To  |
| Reasons for leaving: |
|  |  |
| Dates: | From  | To  |
| Reasons for leaving:  |

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| If you have worked or volunteered in the Citizens Advice service within the last 5 years, please provide further details. References will be taken up for successful candidates. |
| **Employer’s name and address and type of business.** | **State position held and outline briefly the nature of the work and your responsibilities.** |
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| Dates: | From  | To Current |
| Reasons for leaving: |
| Manager’s name and contact details: |

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| **Educational History** |
| Please give details of educational qualifications you have obtained from school, college, university etc. |
| Subject | Level | Grade |
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| **Professional development** |
| Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken. |
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| Criminal convictions  |

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| Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?  |  |
| If YES, please provide details of the offence and the date of conviction. |

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| Having a criminal record will not necessarily bar you from working for Citizens Advice – much will depend on the type of job you have applied for and the background and circumstances of your offence. **An offer of employment will be subject to an enhanced DBS disclosure**.  |

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| **References** |
| Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these **should** be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview. |
| **Referee 1** |  |
| **Name** |  |
| **Address** |  |
| **Postcode** |  |
| **Telephone** |  |
| **Email** |  |
| In which context does this referee know you? |  |
| **Referee 2** |  |
| **Name** |  |
| **Address** |  |
| **Postcode** |  |
| **Telephone** |  |
| **Email** |  |
| In which context does this referee know you? |  |

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| **Attachments** |
| Have you attached any separate sheets or documents? |  | If yes how many? |  |

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| **Entitlement to work in the UK** |
| **A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.**Please note that Citizens Advice does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system. |

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| Declaration |
| Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Elmbridge WestI confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed.  |
| **If you are sending your application form by e-mail, please mark this box** x**(as a substitute for your signature) to confirm that you agree to the above declaration.**  |
| Signed:  | Dated:  |

Please return this form to

Email Margaret.bourne@caew.org.uk

Or

By post: Elmbridge Community Hub, 72 High Street, Walton on Thames, Surrey KT12 1BU

**Closing Date 29th March 2024**

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| **CONFIDENTIAL APPLICATION FORM SECTION 2****Diversity monitoring**Please note **Section 2** will be detached before sending your application to the recruitment panel for shortlisting. |

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| **Job title:** | **Case Checker /QAA Worker** |
| **Candidate ref. number (for office use only):** |  |

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the following information.

All information will be treated confidentially and will be separated from your application form before making any selection decisions.

**Data Protection Act 1998**

Citizens Advice will record the information given for the purposes of recruitment and selection monitoring. If you become an employee of Citizens Advice the information will be processed for the purposes of personnel administration only. The information will be retained for monitoring purposes only.

Thank you for your co-operation.

**This information will not affect your application.**

**Age**

❒ <25 ❒ 25-34 ❒35-44 ❒ 45-54 ❒ 55-64 ❒ 65+

**Gender**

 ❒Female ❒ Male ❒ Prefer not to say.

**Ethnic origin**

How would you describe yourself?

Choose **one** section and tick the appropriate box within it.

**A** **White**

❒ British

❒ English

❒ Scottish

❒ Welsh

❒ Northern Irish

❒ Irish

❒ Gypsy or Irish Traveller

❒ Any other White background, please state……………………………..

**B Mixed Heritage**

❒ White and Black Caribbean

❒ White and Black African

❒ White and Asian

❒ Any other Mixed background, please state…………………………….

**C Asian or Asian British**

❒ Indian

❒ Pakistani

❒ Bangladeshi

❒ Any other Asian background, please state……………………………

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**D Black or Black British**

❒ Caribbean

❒ African

❒ Any other Black background, please state……………………………

**E Chinese or other ethnic group**

❒ Chinese

❒ Arab

❒ Any other, please state………………………………….

**F** ❒  **Prefer not to say**

**Disability**

The Citizens Advice service believes that people are disabled by the barriers society places in their way and not by their own impairments. We believe everyone has a role to play in society and we want the service to benefit from the widest range of talent available.

Do you consider yourself to be a disabled person or do you have a long-term health condition?

❒ Yes ❒ No ❒ Prefer not to say.

**Sexual orientation**

What is your sexual orientation?

❒ Bisexual

❒ Gay man

❒ Gay woman / lesbian

❒ Heterosexual / straight

❒ Other

❒ Prefer not to say.

**Religion or belief**

Which group below do you most identify with?

❒ No religion

❒ Christian (incl. Church of England, Catholic, Protestant & other denominations)

❒ Buddhist

❒ Hindu

❒ Jewish

❒ Muslim

❒ Sikh

❒ Other, please state……………………

❒ Prefer not to say.

**From which website publication or other source did you FIRST learn of the post…**.