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**GUIDANCE NOTES FOR APPLICANTS**

Application form

Please complete the application form and return it by email (as a Word document) to [staff@citizensadvicemidmercia.org.uk](mailto:staff@citizensadvicemidmercia.org.uk) no later than the closing date referred to in the advert. If you return your application via email, there is no requirement to send a hard copy in the post.

CVs will not be accepted as a substitute for the application form unless specifically stated in the advert.

The application form plays a key part in our recruitment and selection process. 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.

Applicants must be willing to commit to Citizens Advice Mid Mercia’s **Core Values**:

**Communicate:** We will be consistent, positive, passionate, and listen.

**Ownership**: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

**Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

**Effective:** We will deliver quality, focus on detail and be professional

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK. 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 Mid Mercia does not hold a sponsor licence and therefore, cannot issue certificates of sponsorship under the points-based system.

Criminal convictions

Anyone who applies to work within Citizens Advice Mid Mercia will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Mid Mercia – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service checks (DBS) are only requested where proportionate and relevant to the post concerned. If the post for which you are applying requires a DBS, this will be noted in the application pack.

References

If you are successful, the offer of employment would be subject to receipt of **two** satisfactory references prior to the date of commencement. Please provide the details of two people who may be contacted for references.

One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full-time education. The other can 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 role.

References will only be taken up for successful candidates following interview.

Information, experience, knowledge, skills and abilities

(Section 2 of Application Form)

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills, and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:   
**Specific –** give a specific example  
**Task –** briefly describe the task/objective/problem  
**Action –** tell us what you did  
**Results –** describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Diversity monitoring

(Section 3 of Application Form)

Citizens Advice Mid Mercia values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Mid Mercia. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.