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| **CITIZENS ADVICE MANCHESTER** |  |
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| **Application Form & Guidance Notes** |
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| **PLEASE READ THESE NOTES CAREFULLY BEFORE YOU COMPLETE THE APPLICATION FORM** | |
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| **Completing the 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 the information you provide in your application form is the only information we will use in deciding whether or not you will be short-listed for interview.  You should provide as much information as possible to show how you meet **each** person specification point. | |
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| **Additional Sheets/CVs** | |
| We want all applicants to make the best application possible and have the same opportunity to do so, therefore please note the following:  • DO NOT attach any additional pages  • DO NOT attach a CV. We do not consider CVs as part of the application process and these will be ignored.  Please Note: Concerning additional pages  Exceptions may be allowed in certain circumstances – please contact Human Resources if you wish to discuss if this is possible. | |
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| **Completing the Application Form in “writing”** | |
| If you are completing this form in writing:  • Please use black ink as the forms are photocopied for the panel members | |
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| **Completing the Application Form “electronically”** | |
| If you are completing the form electronically:  • Only type your text into the “blue” highlighted boxes  • Amend any “blue” text to indicate your choice in a Yes/No answer  • Insert an “X “ into any “blue” multiple choice boxes to indicate your choice  • **DO NOT** change the font type from “Arial” or make the font smaller than 12  • **DO NOT** alter the size of any text boxes  You will not be able to sign the forms at this stage of the application process. You will be required to sign your e-mail completed application if short-listed and invited to interview. | |
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| **If you have any further questions about the application process please contact Human Resources.** | |

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| CITIZENS ADVICE MANCHESTER | |  |
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| **Application For Employment** | |
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| **Post Applied For:** | **IT & Facilities Support Officer** |
| **Closing Date:** | **10am on Monday 1 July 2019** |
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| **CONTACT DETAILS** | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | |
| **Surname:** | | | |  | | | |  | **Title:** | | |  | | | | |  |
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| **First Name(s):** | | | |  | | | |  |  | | | | | | | | |
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| **Address:** | | | | |  | | |  | **Telephone Numbers** | | | | | | | |  |
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|  | | | | | | | |  | **Home:** | | |  | | | | | |
|  |  | | |  | | | | | |
|  | May we contact you there? | | | | | | |  | |
|  |  | | |  | | | | | |
|  | **Work:** | | |  | | | | | |
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|  | May we contact you there? | | | | | | |  | |
|  |  | | |  | | | | | |
| Postcode: | | |  | | | | |  | **Email:** | | |  | | | | | |
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| **REFERENCES** | | | | | | | | | | | | | | | | | |
| **Please give details of two referees, one of whom should be a recent employer or, if appropriate, a tutor. The second referee may be anyone of your choice.** | | | | | | | | | | | | | | | | | |
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| **First Referee** | | | | | | | |  | **Second Referee** | | | | | | | | |
|  | | | | |  | | |  |  | | | | | | | |  |
| **Name:** | |  | | | | | |  | **Name:** | | | |  | | | | |
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| **Position held:** | | | |  | | | |  | **Position held:** | | | | |  | | | |
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| **Address:** | | | |  | | | |  | **Address:** | | | | |  | | | |
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| **Email:** |  | | | | | | |  | **Email:** | |  | | | | | | |
| **When can we approach this referee?** | | | | | | | | **When can we approach this referee?** | | | | | | | | |
| At any time | | | | | |  | |  | At any time | | | | | |  | | |
|  | | | | | |  | |  |  | | | | | |  | | |
| Only if offered the job | | | | | |  | |  | Only if offered the job | | | | | |  | | |
| **Notice** | | | | | | |  | | | | | | | | | | |
| **What period of notice are you required to give?** | | | | | | | | | |  | | | | | | | |

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| **EDUCATION AND TRAINING** | | |
| **Please list any education and/or training (including short courses) that you may have undertaken. Please note any qualifications that you have obtained.** | | |
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| **Dates**  **FROM TO** | **School/Education**  **Courses/Training** | **Qualifications Obtained** |
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| **WORK EXPERIENCE – PAID OR UNPAID** | | | |
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| **Please include your current and previous employment, paid or unpaid; on the job training schemes; community activities; school placements and time spent caring for dependents etc.**  **Please start with your PRESENT employer and work back. State whether paid or unpaid.** | | | |
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| **Dates**  **FROM TO** | **Name of Employer/ Organisation** | **Job Title**  **and Main Duties** | **Reason for Leaving** |
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| **ESSENTIAL REQUIREMENTS** | |
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| **Please use the boxes on the following pages to demonstrate how you meet the essential requirements listed in the Person Specification for this post. You should limit your responses to the space provided.** | |
|  | |
| **1.** | **Paid or unpaid experience in providing first and second line technical computer support for users and/or network support/administration.** |
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| **2.** | **Sound knowledge of PC hardware and peripherals, operating systems and G-Suite.** |
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| **3.** | **Broad understanding of Health and Safety legislation requirements and the ability to monitor and maintain compliance.** |
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| **4.** | **Experience of working at height and manual handling or demonstrate a willingness to be trained.** |
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| **5.** | **Proven ability to diagnose technical problems and recommend solutions as well as knowledge of diagnostic tools and troubleshooting techniques.** |
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| **6.** | **Understanding of premises management and ability to take a proactive approach in dealing with premises and maintenance issues.** |
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| **7.** | **Ability to identify pragmatic solutions and make key decisions using own initiative.** | |
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| **8.** | **Understanding of and commitment to working within positive workplace values and behaviours. Demonstrate a commitment to personal development and learning new skills and abilities.** | |
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| **9.** | **Demonstrate a commitment to personal development and learning new skills and abilities.** | |
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| **10.** | | **An understanding of and commitment to the Aims, Principles and equality policies of the service.** |
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| **DESIRABLE** | |
| **D1** | **Basic Health and Safety qualification.** |
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| **D2** | **First Aid at Work qualification.** |
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| **D3** | **Understanding of Windows Server administration.** |
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| **DECLARATION OF CONVICTIONS** | | | | | | | | | |
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| **Please note that in accordance with the Rehabilitation of Offenders Act 1974, spent convictions and cautions do not need to be declared.** | | | | | | | | | |
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| **A declaration of a previous conviction will not automatically exclude you from working with Citizens Advice Manchester.** | | | | | | | | | |
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| **Have you had a conviction for a criminal offence?** | | | |  | Yes | |  | No |  |
|  | | | | | | | | | |
| **If yes, please give details below:** | | | | | | | | | |
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| **I declare that the information in this application form is correct to the best of my knowledge.** | | | | | | | | | |
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| **Signed:** |  | | **Date:** | | |  | | | |
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| If you are completing your application electronically, you will not be able to sign the forms at this stage of the application process. You will be required to sign your "e-mail completed" application if short-listed and invited to interview. | | | | | | | | | |
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| **Please remember to complete the Diversity Monitoring Form on the following page.** | | | | | | | | | |
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| **Please return this form electronically (preferred) to:** [**hr@citizensadvicemanchester.org.uk**](mailto:hr@citizensadvicemanchester.org.uk) | | | | | | | | | |
| **Or by post to:** | | | | | | | | | |
| **Jo-Anne Sharkey**  **Human Resources**  **Citizens Advice Manchester**  **Albert House**  **17 Bloom Street**  **Manchester**  **M1 3HZ** | | | | | | | | | |
| **CLOSING DATE FOR APPLICATIONS:** | | **10am on Monday 1 July 2019** | | | | | | | |
| **INTERVIEW DATE:** | | **Tuesday 9 July 2019** | | | | | | | |

**DIVERSITY MONITORING FORM**

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| **Please note: this section will be detached before sending your application to the recruitment panel for shortlisting.** |

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| 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.  If you prefer not to answer any of the questions please leave them blank. |

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| **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. |

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| **GENDER** (please tick as appropriate) |
| ❒ Male ❒ Female |

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| **AGE** (please tick as appropriate) | | | | | | |
| ❒ Under 18 | ❒ 18-24 | ❒ 25-34 | ❒ 35-44 | ❒ 45-54 | ❒ 55-64 | ❒ 65+ |

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| **DISABILITY** (please tick as appropriate) | |
| 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.  The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long-term (i.e. has lasted or is expected to last at least 12 months) and adverse effect on the person’s ability to carry out normal day-to-day activities. | |
| Do you consider yourself to be a disabled person or do you have a long-term health condition?  ❒ Yes ❒ No | |
| If Yes, then please specify your disability by ticking the appropriate boxes below. | |
| ❒ | Deafness or severe hearing impairment |
| ❒ | Blindness or severe vision impairment |
| ❒ | A physical disability (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting and carrying) |
| ❒ | A learning disability (such as Down's syndrome) |
| ❒ | A learning difficulty (such as dyslexia or dyspraxia) |
| ❒ | A mental health condition (such as depression or schizophrenia) |
| ❒ | A chronic illness (such as cancer, HIV, diabetes, heart disease or epilepsy) |
| ❒ | Other condition |
| ❒ | None of these |

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| **SEXUAL ORIENTATION** Which of the following best describes how you think of yourself? | | | | | |
| ❒ | Bisexual | ❒ | Gay man | ❒ | Gay woman/lesbian |
| ❒ | Heterosexual/straight | ❒ | Other (please specify) | ❒ | Prefer not to say |

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| **GENDER IDENTITY** Do you consider yourself to be transgender? | | | | | | | |
| ❒ | Yes | ❒ | No | ❒ | Other (please specify) | ❒ | Prefer not to say |

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| **ETHNIC GROUP** (please tick the option that best applies to you) | | | |
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| **White** | | | |
| ❒ | English/Welsh/Scottish/Northern Irish/British | ❒ | Irish |
| ❒ | Gypsy or Irish Traveller | ❒ | Any other White background |
| **Mixed** | | | |
| ❒ | White & Black Caribbean | ❒ | White & Asian |
| ❒ | Any other mixed/multiple/ethnic background | ❒ | White & Black African |
| **Asian or Asian British** | | | |
| ❒ | Indian | ❒ | Chinese |
| ❒ | Pakistani | ❒ | Other Asian background |
| ❒ | Bangladeshi |  |  |
| **Black Caribbean/African/Black British** | | | |
| ❒ | African | ❒ | Caribbean |
| ❒ | Any other Black/African/Caribbean background | | |
| **Other ethnic background** | | | |
| ❒ | Arab | ❒ | Don’t know |
| ❒ | Any other ethnic group (please state) | | |

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| **RELIGION AND/OR BELIEF** (please tick the option that best applies to you) | | | |
| ❒ | No religion | ❒ | Christian (inc. Church of England, Catholic, Protestant and other denominations) |
| ❒ | Buddhist | ❒ | Hindu |
| ❒ | Jewish | ❒ | Muslim |
| ❒ | Sikh | ❒ | I prefer to use another definition  (please state) …………………...……..… |

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| **Please tell us where you saw this position advertised** | | | |
| ❒ | Citizens Advice Manchester Website | ❒ | Citizens Advice Website |
| ❒ | Local Authority Website | ❒ | Local Newspaper/Media |
| ❒ | National Newspaper/Media | ❒ | Word of Mouth |
| ❒ | Other (please specify below) | ❒ | Local Authority Publication |

**Thank you for your co-operation.**

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