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**Application for Customer Services Adviser**

**Private & Confidential**

**Post Applied For: Customer Services Adviser**

**Closing Date: 27th June 2022**

**Part 1: Personal Information**

The information provided on this part of the application will remain private and confidential. It will only be used for the purpose of selection/recruitment/equalities monitoring or for subsequent employment administration, if the application is successful.

Please note that this part of the application form will not be viewed by the shortlisting panels. Only Part 2 of the application form will be taken into consideration for the purposes of selection and recruitment.

Each section of the form should be completed with as much detail as possible.

When completed please email this form to: Recruitment@elderpark.org

Or return by post to Private and Confidential, F.T.A.O. Marie Lubanski, Finance and HR Officer, Elderpark Housing Association, 65 Golspie St, Glasgow, G51 3AX

Should you wish to discuss the post further please telephone 0141 440 2244.

Whilst all sections may not be relevant to you personally, it is important that you complete this form as fully as possible to assist us in the selection process.

**CVs will not be considered**

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| **Declaration** |
| I declare the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information, my application may be disqualified or, if I have already been appointed, I may be dismissed without notice. I consent to Elderpark Housing Association verifying any of the information I have provided with the appropriate organisations.**Applicants signature:****Date:** |

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| **Personal Details** |
| **Title** |  |
| **First name** |  |
| **Surname** |  |
| **Address****Post code** |  |
| **Correspondence address** **(if different)****Post code** |  |
| **Telephone (home)** |  |
| **Mobile number** |  |
| **Email address** |  |
| **Can we telephone you at work? YES / NO (please circle)** |
| **If yes, please give number** |
| **Do you hold a full current driving licence? YES / NO (please circle)****Do you have any penalty points or restrictions on your driving license? YES / NO (please circle)****If yes please give further details:****Do you have access to your own vehicle? YES / NO (please circle)** |

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| **General Information** |
| 1. **We are committed to equality of opportunity for all and do not discriminate in any way.**

**If you consider yourself to have a disability, are there any arrangements that we can make for you if you are shortlisted for interview or if successfully employed? Please give details below:**1. **Are you an ex-employee or to the best of your knowledge related to a current or previous Elderpark Housing Staff or Committee Member; Consultant; Contractor or Supplier?**

 **YES / NO (please circle)** **If yes please give details below**1. **Do you have any business or voluntary commitments which make additional demands on your time or which have potential to represent a conflict of interest with the job you are applying for?**

 **YES / NO (please circle)** **If yes please give details below**1. **Are you available on the proposed interview date?**

 **YES / NO (please circle)****If no please give details of the date and period you are unavailable to allow us to try and accommodate all those selected for interview**1. **When would you be available to take up a new appointment?**

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| **Canvassing** |
| **Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal.**  |
| **Confirmation of Qualifications** |
| **If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.**  |
| **Asylum & Immigration Act 1996** |
| **This Act makes it an offence to employ anyone who is not entitled to live or work in the UK.****All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the UK.****If you are selected for interview, Elderpark Housing Association will provide details on the appropriate evidential information.****Under the terms of the Immigration, Asylum and Nationality Act 2006, Elderpark Housing Association can only employ people who are entitled to work in the UK.****Are you entitled to work in the UK? YES / NO (please circle)** |
| **Rehabilitation of Offenders Act 1974** |
| **Elderpark Housing Association is bound by legislation cover in the above Act.****The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended applies to a number of posts within Elderpark Housing Association.****Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974? YES / NO (please circle)****If yes, please give details** |
| **Data Protection Act 1998** |
| **Elderpark Housing Association is bound by legislation cover in the above Act.****The information provided within your application form will be processed in accordance with this act and will not be used for any other purposes.** |

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| **Equalities Monitoring Form** |
| The Association’s Equalities Policy aims to ensure that individuals are not discriminated against on the ground of gender, disability, race, colour, nationality, ethnic origin, religion, age, sexual orientation or any other ground that cannot be justified. In order to monitor the effectiveness of the policy all job applicants are asked to complete this form. The information in sections 1, 2 and 4 will not be made available to the selection panel and will be used for monitoring purposes only. Statistical and anonymous reports are produced for monitoring purposes from the information contained in this document. This document is then destroyed.Please complete all sections by placing a (✓) in the box applying to you by providing information where appropriate. Please return this form with your application form. |
| **Section 1 – Gender**Male 🞎 Female 🞎 | **Section 2 – Age** |
| **16-25** | **26-30** | **31-40** | **41-50** | **51-60** | **Over 60** |
| 🞎 | 🞎 | 🞎 | 🞎 | 🞎 | 🞎 |
| **Section 3 – Disability**The Disability Discrimination Act 1995 makes employers, companies and service providers legally liable for discrimination against disabled people. Under this Act you are regarded as having a disability if you have a long term physical or mental impairment which **affects your ability carry out normal day to day activities**. Long term is defined as lasting 12 months or more. |
| Disabled 🞎 | Not Disabled 🞎 |
| **Section 4 – Ethnic Group** |  |
| Individuals should determine with which of the under noted Scottish Census 2001 categories they most closely associate themselves having regard to their ethnic or cultural background. |
| **White**Scottish 🞎Irish 🞎English 🞎Welsh 🞎Any Other 🞎 | **Black**Caribbean 🞎African 🞎Any Other 🞎 | **Asian**Indian 🞎Pakistani 🞎Bangladeshi 🞎Chinese 🞎Any Other 🞎 | **Any Other Ethnic Background** 🞎 |
| **Section 5 – Advertising** |
| Please indicate where you heard of this vacancy: |

Elderpark Housing Association welcomes applications from people with disabilities and from all ethnic backgrounds.

Thank you for your co-operation in completing this questionnaire.

**Part 2: Suitability for Post**

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| **Education & Training** |

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| **Secondary Education** |
| **Subjects studied** | **Certificates/grades gained** |
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| **Further Education (If applicable)** |
| **Course and/or subjects studied**  | **Certificates/qualifications gained** |
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| **Professional Qualifications (If applicable)** |
| **Name of Awarding Body**  | **Qualification and/or level of membership** |
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| **Training** |
| **Courses undertaken** | **Provided by** | **Brief description** |
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| **Present or Most Recent Post (include paid, voluntary and casual jobs)** |
| **Employer Name and Address:** | **Date from:**  | **Date to:**  |
| **Position Held** |  |
| **Salary and other benefits/payments** |  |
| **Notice required** |  |
| **Reason for leaving** |  |
| **Nature of post (please describe your main duties only)** |

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| **Previous Employment (include paid, voluntary and casual jobs)** |
| **Years from – to** |  |
| **Employer name & address** |  |
| **Position held** |  |
| **Main duties** |  |
| **Reason for leaving** |  |
| **Years from – to** |  |
| **Employer name & address** |  |
| **Position held** |  |
| **Main duties** |  |
| **Reason for leaving** |  |
| **Years from – to** |  |
| **Employer name & address** |  |
| **Position held** |  |
| **Main duties** |  |
| **Reason for leaving** |  |

**Please continue on separate sheet if necessary**

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| **Person Specification** |
| **To help us understand why you would like to be a Customer Services Adviser and why you think you would be a great addition to Elderpark Housing Association, please answer the questions below.****The questions are related to the essential and desirable criteria contained in enclosed Person Specification.** **Candidates who do not meet all the criteria may be selected for interview, so it is in your own interest that you complete as fully as possible.**Applications from disabled persons should be judged against the essential criteria detailed in this person specification. If the applicant meets this basic essential criteria, they will be granted an interview in accordance with the Disability Discrimination Act 1995 and the Disability Confident Employer Symbol.The Disability Discrimination Act 1995 makes employers, companies and service providers legally liable for discrimination against disabled people. Under this Act you are regarded as having a disability if you have a long term physical or mental impairment which **affects your ability carry out normal day to day activities**. Long term is defined as lasting 12 months or more.  |
| **What does great customer service mean to you?** |
| **Can you give an example of when you have given or received great customer service?** |
| **Why do you think team work is important in the workplace?**  |
| **What skills do you need to be a good communicator?**  |
| **Please provide information on your IT skills including use of MS office applications** |
| **Can you tell me why you think it is important to develop good relationships with colleagues?** |

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| **References** |
| **Please give details of two references.**  |
| **Name:** | **Name:** |
| **Relationship to candidate:** | **Relationship to candidate:** |
| **Address:** | **Address:** |
| **Post code:** | **Post code:** |
| **Email:** | **Email:** |
| **Tel no:** | **Tel no:** |