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| A logo for a housing association  Description automatically generated | **STAFF APPOINTMENT - CONFIDENTIAL** |

Please answer each section of the form in full. **Reference to an attached C.V. or other enclosures will not suffice and will not be considered.**

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| **POST**  | **CANDIDATE NO**.WSHA Use Only |
| **RECEPTIONIST**  |  |
| **PERSONAL PARTICULARS** |
| Full name including title Mr/Ms/Miss/Mrs etc. |
| Address |
| Home/Mobile Tel. No. Work Tel. No. |
| E-mail address. |
| Do you hold a current, clean driving licence? Yes/No |
| Do you need a work permit to work in the UK? Yes/No |
| **ASSISTANCE FOR PEOPLE WITH DISABILITIES** |
| Do you consider that you have a disability for which we may need to make arrangements if you are called to interview? Please give details below. |
| **PRESENT OR MOST RECENT EMPLOYMENT** |
| Name and address of employer |
| Starting date with present/most recent employer |
| Present job title and responsibilities |
| Reason(s) for leaving/wishing to leave |
| Notice period required |
| Current Salary (per annum) |
| **PREVIOUS EMPLOYMENT** |
| Name and address of employer |
| Period of employment |
| Job title and responsibilities |
| Name and address of employer |
| Period of employment |
| Job title and responsibilities |

**Please repeat these sections for further periods of employment on a separate sheet if necessary.**

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| **EDUCATION AND QUALIFICATIONS** |
| Give particulars of Further Education: colleges/universities attended, qualifications gained.  |
| Details of other technical or professional qualifications. |

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| **RELEVANT EXPERIENCE. Please detail below how you meet the person specification for this role.** |

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|  | **Criteria**  | **Evidence** |
| **Education and Qualifications** | * Standard Grade, or equivalent, in English
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| **Experience** | * Can demonstrate customer services experience including both telephone and face to face contact

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| * Experience of working in a busy reception environment with a variety of visitors, preferably in housing or a similar area of work

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| * Can evidence having operated a computer-based telephone system

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| **Specialist Knowledge** | * Competent user of Microsoft Excel, Word and Outlook

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| * Has worked with the 3CX telephone system
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| * Can evidence responsibility for incoming and outgoing mail procedures and the use of a franking machine
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| * Working knowledge of data management systems
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| **Skills** | * Good written and verbal communication and interpersonal skills
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| * Customer centred approach, flexible, confident, and assertive manner
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| * Commitment to team working & ability to work positively within small team
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| * Ability to manage a varied workload
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| * Ability to build good working relationships with customers
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| **Other** | * Pleasant, friendly manner and smart appearance
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| **REASONS FOR APPLICATION** |
| Please provide an explanation of your reasons for applying, including how you meet the role profile and why you would be a suitable candidate. You may wish to include any additional qualities/interests which may be relevant to your application.  |
| **HAVE YOU EVER BEEN DISMISSED FROM EMPLOYMENT FOR A REASON OTHER THAN REDUNDANCY?** |
| Yes/No. If “Yes”, please provide details. |
| **RELATIONSHIP TO STAFF MEMBERS** |
| If you are related to any employee of Whiteinch & Scotstoun Housing Association or anyone who has been employed as a staff member or has been engaged as a supplier, consultant or contractor in the last 12 months, please provide details:  |
| **RELATIONSHIP TO COMMITTEE MEMBERS** |
| If you are related to a Committee member of Whiteinch & Scotstoun Housing Association or anyone who has been a Committee member in the last 12 months, please provide details: |
| **EQUAL OPPORTUNITIES** |
| An appendix is enclosed with this application form which you are requested to complete (not compulsory). This information will be treated in the strictest confidence and will be used to monitor the effectiveness of the Association’s Equality and Diversity Policy.Applicants should note that the Appendix is removed before the completed application is passed to the recruiting department. |
| **REHABILITATION OF OFFENDERS ACT 1974** |
| The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a ‘rehabilitation period’. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are ‘spent’ under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer. If selected for interview you may be required to complete a criminal convictions declaration form that will only be reviewed if an offer of employment is being made. |
| **CANVASSING** |
| Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal. |
| **ASYLUM & IMMIGRATION ACT 1996** |
| The Asylum and Immigration Act 1996 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. Appropriate documentation may include the original of your current passport, birth or marriage certificate or P45. |
| **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. |
| **DATA PROTECTION STATEMENT** |
| The information that you provide on this form will be used to process your application for employment.If you succeed in your application for employment the information will be used in the administration of your employment with us.We may check the information with third parties or with any other information held by us. We may also use or pass to third parties, information to prevent or detect crime, to protect public funds, or in other ways as permitted by law.If you are not successful in your application, you should understand that it will be retained for 6 months. As the Data Subject you have the right to access the information we hold on you. If you wish to exercise this right, please contact the Association’s Chief Executive and ask for a Data Subject Access Request Form.**Please tick the box to acknowledge your understanding of, and agreement with, the Data Protection Statement above**.  |
| **REFEREES** |
| You are required to provide a reference from your current employer and from any previous employer if your present service does not exceed 3 years. Please give the name/s and address/es below for**Current Employer Previous Employer****Email Address Email AddressTelephone. No. Telephone. No.** |
| **Referee (Character Reference)**You are also required to provide a character reference.**Character Referee****Email Address** **Telephone. No.** |

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| **DECLARATION** |
| **You should note that providing false information on this Staff Appointment form could lead to disciplinary action and/or dismissal.**I have read the guidance above and I declare that 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.Signature ……………………………………………………………..Date …………………………………………………………….. |

Completed Application Forms should be returned by email to recruitment@evh.org.uk