



Guidance notes for applicants

Application form

Please carefully read through the job description and person specification thoroughly to ensure you're well-acquainted with what's expected.

Filling Out the Form

The form will present you with a series of questions or fields to complete. These may range from your basic personal details to more specific questions regarding your experience and suitability for the role.

Text Fields: Simply type your answers into the boxes. For longer answers, you might find a larger text box where you can expound on your thoughts.

Choice Questions: Should you encounter multiple-choice questions, select the option that best aligns with your response by clicking on it.

Attachments: If asked to upload documents (like a CV or cover letter), look for the upload button, usually depicted by a paperclip icon or something similar. Click this button and navigate to the file on your device to attach it.

Reviewing Your Responses

Before submitting, it is always advisable to review your answers.

Submitting the Form

Once satisfied with your input, locate the submit button—often found at the bottom of the form. With a firm click, your application will be sent for our consideration.

A confirmation message or screen should appear, signaling that your submission has been successfully received. Do take note of any further instructions provided at this stage.

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 consider 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.

We offer the option of applying under the Guaranteed Interview Scheme. This means that all disabled candidates who meet the minimum criteria for the role as set out in the person specification will be guaranteed an interview. The minimum criteria is an aggregate score of 60 per cent of the total possible marks. Candidates scoring nil (no evidence) in any of the criteria will not be shortlisted for interview.

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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 Sefton does not hold a sponsor license and, therefore, cannot issue certificates of sponsorship under the points-based system.

Diversity Monitoring

Citizens Advice Sefton 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 diverse profiles of people who apply for posts at Citizens Advice Sefton. 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.

Experience, knowledge, and skills.

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 300 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.

Shortlisting outcomes

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

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shortlisted.

Please note that due to the volume of applications we receive it will not be possible to offer feedback on your written application if not invited for an interview.

References

All job offers are subject to the receipt of two satisfactory 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 should 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 the interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Sefton 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 Sefton – 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 screening is only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS Disclosure, this will be noted in the application pack.

To find out more about the CAB service please click on links below

<https://www.citizensadvice.org.uk/about-us/>

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