APPLICATION NO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

REF NO: **HLC/0325**

APPLICATION FOR: **Helpline Co-ordinator**

CLOSING DATE: **Monday 31 March 2025 at midday**

***ALL INFORMATION WILL BE TREATED AS STRICTLY CONFIDENTIAL***

**PLEASE PRINT OR TYPE IN BLACK INK AND ANSWER ALL QUESTIONS.**

**PLEASE NOTE CV’S WILL NOT BE ACCEPTED.**

**PLEASE TRY TO KEEP ANSWERS TO THE SPACE PROVIDED ON THE APPLICATION FORM.**

***PERSONAL DETAILS***

SURNAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FORENAME(S): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_POST CODE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TELEPHONE NUMBER: (STD CODE) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

MOBILE NUMBER: (STD CODE) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PREFERRED CONTACT NUMBER: (STD CODE) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NATIONAL INSURANCE NO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

RIGHT TO WORK IN THE UK \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

YES/NO

**PLEASE SEND COMPLETED APPLICATION TO:**

**EMMA KINGHAN, ADMINISTRATION OFFICER,**

**HOUSING RIGHTS, THE SKAINOS CENTRE,**

**239 NEWTOWNARDS ROAD, BELFAST BT4 1AF**

**or**

**e-mail: recruitment@housingrights.org.uk**

**By 31 March 2025 at midday**

**EDUCATION / TRAINING**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **QUALIFICATIONS ATTAINED** | | | | | |
| **Dates** | | **Type of qualification** | **Subjects Passed** | **Grade attained** | **Date awarded** |
| From: | To: |
| **Secondary Education** *(name of school/college)* |  |  |  |  |  |  |
| **Further Education** *(name of university/*  *college)* |  |  |  |  |  |  |

**(Part two)**

Please note, the recruitment panel will only receive **Part Two** of your application form, therefore only those candidates who have best demonstrated they meet the criteria as set out in the Person Specification for this post, will be short-listed

**EMPLOYMENT RECORD**

Please start with your present or most recent employment and continue on separate sheet if necessary.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **From** | **To** | **Name & address**  **of Employer** | **Position Held**  **& Main Duties** | **Hours per week in post** | **Grade/**  **Salary** | **Reason for Leaving** |
|  |  |  |  |  |  |  |

**EXPERIENCE**

Please note that only those candidates who have best demonstrated they meet the requirements of the post will be short-listed.

**Essential Criteria**

**(Please continue on a separate sheet if necessary, clearly stating your name)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **\*E1. Please demonstrate clearly, evidence of minimum 5 GCSEs or equivalent**   |  |  |  |  | | --- | --- | --- | --- | | **Name, Level & Result(s) of**  **Qualification(s)** | **Dates Attended** | | | |  |  | To |  | |  |  | To |  | |  |  | To |  | |  |  | To |  | |  |  | To |  | |
| **\*E2 Please demonstrate clearly, evidence of at least 1 year’s full-time (or equivalent part-time) experience, obtained within the last 3 years, of providing money/debt advice and housing advice to the public, using the telephone and on a face to face basis, in a social welfare context.** |
| **\*E3 Please demonstrate clearly, evidence of at least 1 year’s full time (or equivalent part time) experience, of working in a customer/client focused environment as part of a team.** |
| **\*E4 Please demonstrate clearly, your experience of using IT applications including Microsoft Office applications, databases and telephony systems using administrative procedures in a customer focused environment.** |
| **\*E5 Please demonstrate clearly, evidence of previous supervisory experience in a customer/client focused environment.** |
| **\*E6 Are you able to work flexibly to accommodate shift patterns if required?** |

|  |
| --- |
| **Additional Information**  Please give any additional details of your work experience and other interests/information which you believe makes you suitable for this post, **including how you meet any desirable criteria. (Max. 500 words)** |

**VOLUNTARY SERVICE**

Have you been involved in voluntary service of any kind? Please give details, amount of time spent and the nature of your work.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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|  |  |
| --- | --- |
| **If successful, how much notice are you required to give (if applicable) and how soon can you take up a post?** |  |
| **We routinely arrange learning and development opportunities for the successful candidate during their initial induction period and occasionally prior to an official start date. Do you have any planned holidays within the next 3 months?** |  |

**(Part three)**

*Part three will not be available to the selection panel*

**CRIMINAL OFFENCES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Have you ever been convicted of a criminal offence?** | **YES** |  |  | **NO** |  |

If YES, please give details of offence/s:

|  |  |
| --- | --- |
|  | (Note: You do not need to disclose any convictions which would be considered spent under the Rehabilitation of Offenders (NI) Order 1978.) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Are you related to any existing member of the staff or Board of Housing Rights?** | **YES** |  | **NO** |  |

If YES, please give details (i.e. name and nature of relationship).

|  |
| --- |
|  |

**REFERENCES**

Please give details of two referees, at least one of whom should be your current/last employer:

**PLEASE PRINT CLEARLY ALL DETAILS**

|  |  |  |
| --- | --- | --- |
| **1** |  | **2** |
|  | **NAME** |  |
|  | **ADDRESS** |  |
|  | **TELEPHONE** |  |
|  | **EMAIL** |  |
|  | **CAPACITY** |  |
|  | **Can be contacted for a reference at this time (Y/N)** |  |

(NB AN EMPLOYER’S REFERENCE WILL BE REQUIRED BEFORE APPOINTMENT)

**I DECLARE THAT ALL INFORMATION I HAVE GIVEN IS TRUE TO THE BEST OF MY KNOWLEDGE.**

|  |  |  |  |
| --- | --- | --- | --- |
| **APPLICANT’S SIGNATURE** |  | **DATE** |  |

|  |  |
| --- | --- |
|  |  |
| How did you learn about this job vacancy? |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Housing Rights social media channels/website |  | Housing Rights e-zine |  |
| Community NI |  | JobApplyNI (job centre) |  |
| Nijobfinder.co.uk |  | Family/friend |  |
| NIjobs |  | Recruiter / Agency |  |
| Other (please state): | | | |