PRIVATE & CONFIDENTIAL

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| **Reference number****HSO** | **Title of Position****Sessional Helpline Operator** | **Date** |

**Personal Details**

|  |  |
| --- | --- |
| **Surname** | **Title** |
| **First Name (in ful**l) | **Previous Surnames** |
| **Address** | **Daytime Telephone Number** |
| **Mobile Number** |
| **Email Address** |
| **National Insurance Number** |

**Eligibility to Work in the UK**

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| In line with the Asylum & Immigration Act 1996, applicants must be eligible to live and work in the UK without restrictions. Do you have the right to take up employment in the United Kingdom? YES/NO Do you require a Work Permit or Workers Registration? YES/NO If yes please give details |
| Have you ever previously been employed by this company? YES/NO If yes please give details |

**References**

|  |
| --- |
| Please name two referees who have knowledge of your present and/or most recent work and who are in a supervisory/managerial capacity/ (please note referees will not be contacted until an offer of employment has been made) |
| **Name** | **Name** |
| **Occupation and Organisation** | **Occupation** |
| **Address** | **Address** |
| **Post Code** | **Post Code** |
| **Telephone Number** | **Telephone Number** |
| **Email** | **Email** |

**Professional Qualifications and Registrations**

Please detail any University Degrees, Professional Qualifications, Training and Development and/or Current Professional Registrations. Please continue on a separate page if necessary.

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| **Awarding Body** | **Description** | **Date Awarded** |
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**Employment History**

**Employment History** - Please provide details of other employment by continuing on a separate sheet if necessary and please include any voluntary positions that may be relevant. All gaps in employment history must be accounted for.

**Present Post (if unemployed – most recent post)**

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| --- | --- | --- |
| **Organisation Name of present employer** | **Job Title and Grade** | **Department/Work Location** |
| **Address** | **Date Appointed** | **Salary per annum** |
| **Post Code** | **Date Left (if appropriate)** | **Notice Period Required** |
| **Please state reason for leaving** |
| **Principle Duties** |

|  |  |  |
| --- | --- | --- |
| **Name of Organisation** | **Title of Position** | **Start Date** |
| **Reason for Leaving** | **Leave Date** |
| **Principle Duties**  |
| **Name of Organisation** | **Title of Position** | **Start Date** |
| **Reason for Leaving** | **Leave Date** |
| **Principle Duties**  |

**Demonstrating your Relevant Experience and Qualifications**

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| The following sections ask you to outline how you meeting the essential and desirable criteria of the vacant position. This information will be used by the panel when shortlisting. **You must clearly demonstrate how you meet each criteria and give relevant examples**. The shortlisting panel will not make assumptions as to your knowledge or experience. |

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| **Essential Criteria*** Minimum 1 year experience of working on a Helpline/Call centre environment
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| **Explain and demonstrate how you meet the criteria** |
| **Essential Criteria*** Experience of working (either paid or voluntary) in a supportive role with adults or children at risk
 |
| **Explain and demonstrate how you meet the criteria** |
| **Essential Criteria*** Good level of both verbal and written communication to both callers in crisis and professionals
 |
| **Explain and demonstrate how you meet the criteria** |
| **Essential Criteria*** Demonstrable administration and IT skills
 |
| **Explain and demonstrate how you meet the criteria** |
| **Essential Criteria*** Awareness of the issues when dealing with at risk clients and issues surrounding domestic & sexual violence
 |
| **Explain and demonstrate how you meet the criteria** |
| **Essential Criteria*** Ability to work unsupervised and make decisions while maintaining safe working practices.
 |
| **Explain and demonstrate how you meet the criteria** |
| **Essential Criteria*** Demonstrable knowledge of maintaining confidentiality while interacting with high risk callers.
 |
| **Explain and demonstrate how you meet the criteria** |
| **Desirable Criteria*** Experience working with victims of Sexual and/or Domestic Violence
 |
| **Explain and demonstrate how you meet the criteria** |
| **Desirable Criteria*** Counselling, Listening Ear, Support or similar qualification/training
 |
| **Explain and demonstrate how you meet the criteria** |
| **Desirable Criteria*** Experience of risk assessment and management
 |
| **Explain and demonstrate how you meet the criteria** |
| **Desirable Criteria*** Knowledge and understanding of the voluntary sector and services available to survivors of domestic and sexual violence.
 |
| **Explain and demonstrate how you meet the criteria** |
| **Desirable Criteria*** Experience in communicating with callers who have difficulty communicating in English and who may have a different cultural understanding of the issues surrounding domestic & sexual violence.
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| **Explain and demonstrate how you meet the criteria** |

**Protection of Children and Vulnerable Adults**

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| Are you aware of any police enquiries undertaken following allegations made against you, which may have a bearing on your suitability for this post?If yes please give details |

**Disability Discrimination**

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| The Disability Discrimination Act protects people with disabilities from unlawful discrimination. We actively encourage applications from people with disabilities. Do you have a disability which is relevant to your applicationIf yes please give detailsWe will try to provide access, equipment or other practical support to ensure that people with disabilities can compete on equal terms with non-disabled peopleDo we need to make any special arrangements in order for you to attend the interviewIf yes please give details |

**Health**

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Numbers of days sickness absence in last 2 years

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| --- |
|  |

Numbers of occasions of sickness in last 2 years

|  |
| --- |
| Please state any pre-existing health (physical or mental) conditions Nexus should be aware of |

**Holiday Arrangements**

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| Please indicate any planned holiday arrangements or other dates when you are unavailable for interviewNexus is under no obligation to take account of these arrangements but will try to accommodate all if possible |

**Advertising**

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| Please state how you became aware of this vacancy |

**Monitoring Forms**

Please complete the Equal Opportunities Monitoring Form.

**ACCESS NI (Criminal Conviction Checks for Regulated Activity Posts)**

The successful applicant will be subject to an Enhanced Access NI check. The Access NI Code of Practice is available to applicants on request.

“Do you have any convictions that are not “protected” as defined by the Rehabilitation of Offenders (Northern Ireland) Order 1978, as amended in 2014?” A list of specified offences can be found at:- <http://www.dojni.gov.uk/index/accessni/disclosures/filtering.htm>

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| YES \_\_\_\_\_\_\_\_\_\_ NO\_\_\_\_\_\_\_\_\_\_\_ |
| Comment: |

**As per Access NI Code of Practice Nexus NI has a policy on the recruitment of Ex-offenders (HRP42) which is available on request.**

**Personal Declaration**

I declare that to the best of my knowledge the information given above is honest and accurate. I understand that any wilful misstatement or omission renders me liable to disqualification or, if appointed, to dismissal.

I understand that the appointment is subject to receipt of satisfactory references, the verification of qualifications or accreditations required for the post (as per the job specification) and relevant security check.

I hereby give consent for the information on this form to be collected, stored and processed in accordance with Nexus NI Privacy statement.

Signature ……………………………………………………………………………. Date …………………………………….

Privacy Notice

The data contained in this application form will only be used for the purpose of progressing this application for employment. The sensitive personal data on the attached monitoring form will only be used to comply with the requirement of statutory legislation.

The company will not share any of the information provided in your application with any third parties for marketing purposes or store any of your information outside the European Economic Area. The information you provide will be held securely by us whether the information is in electronic or physical format.

We will use the contact details you provide to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for. You do not have to provide what we ask for but it might affect your application if you don’t.

We do not collect more information than we need to fulfil our stated purposes and will retain it for longer than is necessary.

Please return this application form to HR, Nexus NI, 119 University Street, Belfast, BT7 1HP or email to info@nexusni.org

Please return the Equal Opportunities Monitoring Form in a separate envelope or email to hr@nexusni.org