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| **IN CONFIDENCE**  |
| **PLEASE COMPLETE ALL SECTIONS****CVs will not be accepted.** |
|  |
| The information that you supply in this application form will enable the selection panel to decide whether to invite you to an interview. Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration. The information provided within your application form will be processed in accordance with data protection legislation. The Association is committed to ensuring equality of opportunity and creating an inclusive workplace that celebrates and values the unique contribution of every member of the team. |
|  |
| **Title of Post: Customer Services Assistant**  |
| **Closing date for receipt of applications is: 5pm, Tuesday, 30 September 2025** |
| **Applications received after this time will NOT be considered** |

|  |
| --- |
| ***1 Personal Information*** |
| Surname: | First Name: |
|  |
| Address for Correspondence: |
|  |
| Postcode: |
|  |
| Home Telephone Number: | Mobile Number: |
|  |
| Your Daytime Telephone Number (on which a message may be left): |
|  |
| E-mail Address: |

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| ***2 Assistance for people with disabilities*** |
| We are committed to being an Equal Opportunities Employer and do not discriminate in any way. If you consider yourself to have a disability, are there any arrangements that we can make to assist/adapt, for you, if you are called to interview or if successfully employed? Please give details below. |

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| ***3 Person Specification Criteria (Maximum 500 words)*** |
| Tell us why you are the right person for this role and how, with your skills, knowledge or experience you meet the specification. You may wish to give examples or evidence to explain this. See note 5 of the Guidance Notes. |
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| ***4 Why do you want to work for Orkney Housing Association? (Maximum 500 words)***  |
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| ***5 Additional Information (Maximum 250 words)*** |
| Is there any other relevant information that will assist us in shortlisting your application or knowing more about you (if none, please state):  |

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| ***6 Referees*** |
| Please give details of two referees. They should be qualified to comment on your ability and experience for this appointment and should include a referee from your current or most recent employer. The Housing Association does not accept references from family members.**Referees will not be approached prior to a conditional offer being accepted.**  |
| Name: |  | Name: |  |
|  |  |  |  |
| Job Title: |  | Job Title: |  |
|  |  |  |  |
| Company: |  | Company: |  |
|  |  |  |  |
| Address: |  | Address: |  |
|  |  |  |  |
| Postcode: |  | Postcode: |  |
|  |  |  |  |
| Tel No: |  | Tel No: |  |
|  |  |  |  |
| Email: |  | Email: |  |
|  |  |  |  |
| Nature of relationship: | Nature of relationship: |
|  |  |  |  |
| If you do not wish your present or most recent employer to be your referee please provide an explanation for this here: |
|  |
| ***7 Right to work in the UK*** |
| Do you currently have the right to work and live in the UK? **YES**[ ]  **NO** [ ] *(Please tick as appropriate*) 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, visa, birth certificate or any other document [or combination of documents]. |
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|  ***8 Qualifications (please enter your qualifications in descending order, starting with the most relevant. Continue on a separate sheet if necessary)*** |
| Subject | Type of qualification (eg MA, BA, BSc, Diploma, HND, HNC, Higher, National 3/4/5) | Grade/Result | Expected/Obtained  |
|  |  |  |  |
|  |
| ***9 Professional Qualifications (please continue on a separate sheet if necessary)*** |
| Name of Awarding Body | Qualifications Obtained, Membership of Professional Institution etc |
|  |  |

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| ***10 Training Courses*** ***(Please give details of any relevant short courses or training undertaken and continue on a separate sheet if necessary)*** |
| Course(s) Undertaken | Provider(s) |
|  |  |

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| ***11 Present or Most Recent Employment*** |
| Name & Address ofEmployer | Date From: |  | Date To: |  |
|  | Position Held: |  |
|  | Salary and other benefits/payments: |  |
|  | Notice Required: |  |
|  | Reason For Leaving: |  |
| Nature of Post (please describe your main duties): |
|  |

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| ***12 Employment History*** ***(list in order with most recent post first and continue on a separate sheet if necessary)***  |
| Name & Address of Previous Employer(s) | From Month/Year | To Month/Year | Position Held, Main Duties and Reason for Leaving |
|  |  |  |  |
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| ***13 Potential Conflicts of Interest***  |
| Do you have any business commitments which make demands upon your time or which have the potential to represent a conflict of interests with the job you are applying for? If so, please give a brief description: |

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| --- |
| Please give details of any relationship you have with a current or recent committee, or staff member of the Association. If none then write “none”. (see note 6 of Guidance) |

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| Please give details of any relationship you have with the owner/manager of any business trading for profit with which the Association has a contract or which provides services of any type to the Association. If none then write “none”. (see note 6 of Guidance) |
| ***14 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 an offer of employment is made you will be required to complete a criminal convictions declaration. |
|  |
| ***15 Canvassing*** |
| Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal. |
|  |
| ***16 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. |
|  |
| ***17 Advertisement Source*** |
| Where did you see this post advertised? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ***18 Declaration*** |
| I have read this application form fully 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. |
|  |
| **Signed:**   | **Date:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **When completed this form can be returned:** |
|  |
| 1. By email to:
 | recruitment@ohal.org.uk |
| *(If returning the application form by e-mail please note that there is no need to also post a hard copy. If shortlisted you will be asked to sign your application form at interview.)* |
| 1. Or by post to:
 | Private & Confidential Mhairi HughesHead of Corporate GovernanceOrkney Housing Association Ltd39A Victoria StreetKirkwallOrkneyKW15 1DN |

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