***Office Use Only [ ]***

**Job Application Form**

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| **Title of post applied for:** | **Customer Support Officer** |

This form may be photocopied; please type or use black ink. Please **do not send your CV** as this will be disregarded and will not be used in the selection process. If submitting electronically, please submit in Word format (not PDF), so the personal information can be detached before panel assessment.

Please email your completed application to [jobs@theaudienceagency.org](mailto:jobs@theaudienceagency.org%20) or return it to the postal address below. Please call Gareth Davies on 0161 234 2956 or email us if you have any other queries. If you require this form and the information that goes with it **in any other format**, please contact us by phone or email.

The closing date for applications is **12pm, on Monday 8th August 2016.** Interviews will take place on **Tuesday 16th & Wednesday 17th August 2016**. Interviewees will be contacted by phone or email prior to interviews taking place.

You’ll find an **Equal Opportunities monitoring form** at the end of your application, please return this with your application. The monitoring form will be detached from your application form, and stored separately and used solely to provide statistics for monitoring purposes.

**Personal Details**

Your application will be **considered separately from the personal details** you give here, which will only be used once the selection process has been completed.

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| Surname: |  | | | | | First name(s): |  |
| Address (Inc postcode): | | | | | | Tel No (home): |  |
| Tel No (mobile): |  |
|  | |  | | | |  |  |
| E-Mail address: | |  | | | | Nat. Insurance No: |  |
| Nationality: | | |  | | If you are not a British passport holder or a European Citizen, or you  do not have the permanent right to remain in the UK, you will require  a work permit. | | |
| Do you need a work permit to be employed in the UK? | | | | 🞏 Yes  🞏 No | If you already have a work permit, when does it expire?  (Please note that your current work permit may not be valid for this post.) | | |
| Where did you learn of the post? | | | | |  | | |

Please refer to the job description and person specification when making your application, explaining how you match the criteria we are looking for and, where possible, giving brief examples.

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| **Education and Professional Qualifications**  (Original documents may be required as proof of qualification)   |  |  |  | | --- | --- | --- | | Secondary School / College / University | Examinations taken | Result(s) | | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |

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| |  | | --- | | Professional Qualifications currently held: how obtained and grade: |  |  | | --- | | Other relevant Educational or Training Courses: | |

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| **Employment History**  Please tell us about your work (or study, career breaks etc.), over the last 5 years. Please give brief details of your employer, your post and main duties, dates employed, final salary and reason for leaving. **Please do not attach a CV** |
| **Current or most recent post** |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Title of Post: |  | | | Salary/Grade: | |  | | Name of Employer: |  | | | Business of Employer: | |  | | Address (inc post code): | | | | Date Commenced: | |  | | Date Ended (if applicable): | |  | |  | | | |  | |  | |  | |  | |  | |  | | Please outline your responsibilities, to whom you are responsible and staff responsible to you (if applicable): | | | | | | | | Reason for leaving or wishing to leave: | | |  | | | | | Period of notice required to terminate present employment: | | | | |  | | |

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| **Previous Employment**  (Please give brief details of other previous employers, your post and main duties, dates employed, final salary and reason for leaving) |
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| **What can you offer us?**  Your response to this question determines whether or not you are short-listed. It is in your interest to go through the person specification and describe exactly how you meet it: include details of relevant experience, knowledge and skills, and give examples.  *Your answer to this question should be no longer than 3 sides of A4 in total. Attach additional sheets as required.* |
| **Why are you applying for this post?** | |

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| **References**: Please give two referees, including your present/most recent employer. | | |
| Name  Address    Post code  Telephone  Email  Relationship to/knowledge of you:  ........................................................ | Name  Address    Post code  Telephone  Email  Relationship to/knowledge of you:  ......................................................... | |
| Normally we contact referees only after an offer of employment has been made. Do you have any objection to our doing so prior to interview?  YES / NO | | YES / NO |
| Are you available for interview on  **Tuesday 16th/Wednesday 17th August?** | | If you are currently employed, what notice are you required to give? |

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| If applying on a freelance or part-time basis please indicate the working arrangements you can offer us, including the number of days/hours per week.  ……………………………………………………………………………………………………………..………..… |
| **Other information**  **Disabilities**  If selected for interview, do you have any specific access requirements ? Yes 🞏 No 🞏  If “yes”, please give brief details of the effects of your disability on your day-to-day activities, and any other information that you feel would help us to accommodate your needs during your interview and fulfil our obligations under the Equality Act 2010 :  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Pre-existing study or leave**  If your application was successful, do you have any existing study commitments, or holiday leave, that we need to accommodate?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Declaration**:  I declare that the information given in this application form is true and complete. I understand that if I have given any misleading information on this form or made any omissions, this will be sufficient grounds for terminating my employment.  Signed Date ............................  The information provided by you on this form as an applicant will be stored either on paper records or a computer system in accordance with the Data Protection Act 1998 and will be processed solely in connection with recruitment. |

**Please return your application to:** [**jobs@theaudienceagency.org**](mailto:jobs@theaudienceagency.org) **(in Word format)**

**or by post to:**

**Recruitment, The Audience Agency, Green Fish Resource Centre, 46-50 Oldham Street, Manchester, M4 1LE**

**Closing date for applications is 12pm, on Monday 8th August 2016.**

**The Audience Agency**

**Equal Opportunities Recruitment Monitoring**

In accordance with our Equal Opportunities & Diversity Policy, we are monitoring job applications to ensure that we provide equal opportunities to any job applicant and make sure that discrimination does not occur because of race, sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability or pregnancy and maternity.

So that we can assess the success of this policy, we have a system of monitoring all job applications. We would be grateful, therefore, if you would complete the questions on this monitoring form and return it with your application form. We have asked for your name (question 2) in order to enable us to monitor applications at the shortlisting and appointment stage.

All information supplied will be treated in confidence, and will not be seen by the staff directly involved in making the appointment. The monitoring form will be detached from your application form, stored separately and used solely to provide statistics for monitoring purposes.

Thank you for your help.

**Post applied for:** Customer Support Officer

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| **1. Gender** | 🞏 Male  🞏 Female |

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| **2. Preferred Title** | 🞏 Miss  🞏 Ms | 🞏 Mr  🞏 Dr | 🞏 Mrs  🞏 Other: |
| **Full Name** |  | | |

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| **3. Marital Status** | 🞏 Married  🞏 Divorced | 🞏 Single  🞏 Widowed | 🞏 Separated  🞏 Other: |

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| **4. Ethnic Origin** | 🞏 White British  🞏 Black/Black British  🞏 Chinese | 🞏 White Irish  🞏 Asian  🞏 Mixed | 🞏 White Other  🞏 Asian British  🞏 Other: |

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| **5. Disability** | Do you consider yourself to be disabled under the definitions of the Equality Act 2010?  (The Disability Discrimination Act (1985) – still in force under the Equality Act 2010 – this defines disability as a ‘physical or mental impairment that has a substantial, long-term and adverse effect on a person’s ability to carry out day-to-day activities.) | 🞏 Yes  🞏 No |
| If yes, what is the nature of your disability?  (Optional) | |

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| **6. Age Range** | 🞏 16 – 24  🞏 45 – 54 | 🞏 25 – 34  🞏 55 - 64 | 🞏 35 – 44  🞏 65+ |

The information you have provided here will be securely stored either on paper records or a computer system in accordance with the Data Protection Act 1998 and will be used solely to monitor the diversity of The Audience Agency’s recruitment regarding Equal Opportunity issues.