

Application Form for the post of: **Customer Services Administrator**

## ALL INFORMATION WILL BE TREATED AS STRICTLY CONFIDENTIAL

This recruitment application form and personal history record play an essential part in the selection procedure, both from our point of view and yours. It enables you to provide us with the information we require to do justice to your application. We realise that this demands time and effort from you, but we would ask you to complete it accurately, with the assurance that this will contribute to the objectivity and quality of our assessment. We do not expect you to be modest about your achievements, tell us about them.

## PERSONAL DETAILS

Title		Full Postal Address	
Surname			
First Name (s)			
Daytime Telephone number			
Mobile Telephone number			
Email Address		Post code <input type="text"/> <input type="text"/> Where did you see this advert? <input type="text"/>	

 Have you ever been convicted of a criminal offence? YES ☐ NO ☐

You must declare all convictions except those considered "spent" under the Rehabilitation of Offenders Act 1974. Failure to disclose information about convictions will normally result in any offer being withdrawn or dismissal. Any information given will be confidential and will be considered only in relationship to this application.

Date of offence	Court Sentence	Conviction/Caution/Nature of Offence

If you are applying for a job share position, please advise of days and hours available to work:

If you require assistance or adjustments to be made to the application process, please contact:

Julie Chadwick, PA to the Chief Executive  
 Leeds & Yorkshire Housing Association  
 2 Shire Oak Road  
 Leeds  
 LS6 2TN

Tel: 0113 278 3335

Please list schools, colleges, universities, etc in chronological order, and provide details of qualifications or results achieved

Continue on another sheet if necessary

[illegible]

Please list any qualifications for which you are currently studying, and give the estimated date of completion


Please list any professional bodies of which you are a member, stating type of membership and whether it is dependent on qualification or examination


## EMPLOYMENT HISTORY

Present (or most recent) employment

Employer		Post held	
Address		Date Appointed	
		Current Salary	
		Salary Range	
		Other Allowances	
Nature of business		Notice required	

Please describe your main duties and responsibilities. If no longer in this employment please state end date and reason for leaving. Please continue on a separate sheet if necessary.

Please state your reasons for seeking a job move at this time.

### Previous employment/work experience

Please list your previous employers, most recent first and identifying any gaps in employment.

From – To (Month and Year)	Employer Name and nature of business	Job Title and salary	Reason for leaving	Outline of duties and responsibilities
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Continue on a separate sheet if necessary

## EXPERIENCE

Please complete the following questions and base your answers on your own experiences

Give an example of when you have exceeded a customer's expectations.

Please provide us with the following: The background to your example, what your job was, what you did to deliver outstanding service, how you know that you had exceeded the customer's expectations, and what the outcome was.

Give an example of when you have had to prioritise your own workload.

Please provide us with the following: The background to your example, what your job was, why you had to prioritise your workload, how you made the decisions on prioritising tasks, and what the outcome was.

Tell us of any work or presentations you have produced using Microsoft Office, Publisher, Adobe Creative or In-Design or any in-house software.

Give an example of when you have made a positive contribution to a team.

Please detail the following: The background to the example, what your contribution was, and what was the result.

Give an example of when you have dealt with a customer that was irate or upset.

Please detail the following: The background to your example, why the customer was upset or irate, what you did to manage the situation, and what the outcome was.

## BACKGROUND

Please list your leisure time activities and interest, including membership of societies, clubs, voluntary work or other organisations, together with any office held.

Please tell us succinctly why you think your background makes you a good candidate for this post. Have you any other information, special skills or qualifications not mentioned so far?

### INTERVIEW ARRANGEMENTS

Please list any dates when you will not be available for interview. Although we will try to take these into account, we cannot guarantee to do so.

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### ELIGIBILITY TO WORK IN THE UK

Asylum and Immigration Act 1996

To fulfil our responsibilities under the Act we will require you to produce one of the following before commencing your employment:

- A document from a previous employer, the Inland Revenue, the Benefits Agency, the Contributions Agency or the Employment Service which carries your name and National Insurance number (this could include a P45, P60, IN card or a letter).
- A passport confirming British Citizenship or European Economic Area nationality or which shows the right to live and work in the UK.
- A birth certificate confirming birth in the UK or Republic of Ireland.
- A letter from the Home Office confirming your right to work in the UK.

### REFERENCES

Please give the names and address of two persons to whom reference may be made. One of these must be your most recent employer.

Name		
Relationship to you		
Job Title or Status		
Address		
Telephone number		
Email address		

### DECLARATION

To the best of my knowledge the information in this application is accurate.

Signed	
Date	

### NOTE

Closing Date for applications	<b>Wednesday 16th March 2011 at 12 noon</b>
Interviews to be held	<b>29th and 30th March 2011</b>
Please return to	<b>Zuzka Laughton, Customer Services Manager</b>

**Leeds & Yorkshire Housing Association**  
**2 Shire Oak Road**  
**Headingley**  
**Leeds**  
**LS6 2TN**