



Sheffield
Credit Union

Friendly and Affordable Financial Services

APPLICATION FOR EMPLOYMENT

The information provided on this application form will remain private and confidential and will be used for the purpose of selection/recruitment. Where the application is successful the organisation may, from time to time, wish to process this information (as updated periodically) for personnel and business management purposes. Where this is the case, processing will take place in accordance with the provisions of the Data Protection Act 1998. Please also note that the organisation may approach third parties to verify the information that you have given. We may verify your qualifications by asking for proof and checking the validity of the awarding body. We will also conduct a Financial Check via Experian as this is a position in a financial organisation, and may conduct media searches that concern information in the public domain. We may require you to apply for a standard check with the Disclosure and Barring Service (DBS) By signing this form you will be providing the organisation with your consent to all these uses.

Applications must be received by:

PERSONAL INFORMATION (CONFIDENTIAL)

Please refer to the guidance when completing your application.

POST TITLE: **Financial Inclusion Assistant**

PERSONAL DETAILS

Name:

Address:

Contact details

(Please tick preferred contact telephone number)

E-mail:

Telephone Home:

Telephone Work:

Mobile:

EMPLOYMENT HISTORY

Please give details of all previous jobs held including part time and unpaid work.

Name and full address of employer; nature of business.	Job title(s); key responsibilities & key achievements	Reason for leaving and date of leaving

EDUCATIONAL, TECHNICAL AND PROFESSIONAL QUALIFICATIONS

Please name any awarding institute or professional body in full and include attainment level specifying relevant grades or grade of membership.

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REFEREES (please give the names and contact details of 2 referees and indicate whether we may contact if you are selected for interview)

<u>Referee 1</u>	May contact Y/N	<u>Referee 2</u>	May contact Y/N

PERSONAL DEVELOPMENT

Please include any courses, membership, voluntary work or responsibilities you consider relevant, with outcomes where applicable.

OTHER SKILLS

COMPUTER LITERACY (please specify software and level of competence).

PERSONAL INFORMATION (CONFIDENTIAL)

Have you ever been convicted of a criminal offence?	Yes	No	
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A separate form is enclosed for you to give details. Please complete this whether you answered Yes or No to the above.

1. Please outline why you have applied for this vacancy:

2. Please give details of customer facing or support services that you have delivered and what you feel to be the most important factors for excellent customer service and support:

3. Please give details of data processing that you have undertaken, the software you used and what care you had to take when undertaking this role.

4. What experience do you have of dealing with difficult and vulnerable customers? What would your approach be to dealing with a) an aggressive customer who refuses to accept your solution and refuses to leave; b) a vulnerable customer who finds it difficult to understand the services:

5. What experience do you have of working as part of a team, and what qualities do you think are important in helping to keep a team working harmoniously and efficiently:

6. What experience do you have of working within financial services, including lending/loans and/or credit control?

7. Can you identify several reasons why accuracy and completeness are very important when taking in applications and transferring data to records and processing documents, and what the possible implications of inaccurate data could be:

8. Credit Unions are non-profit making financial institutions whose members include a proportion of people facing financial exclusion. What do you understand by the term "Financial Exclusion"?

9. Can you explain what you understand by confidentiality and data protection, and how this may affect your job both within a staff team, and working with members of the public:

DATA PROTECTION STATEMENT

The information that you provide on this form and that obtained from other relevant sources will be used to process your application for employment. The personal information that you give us will also be used in a confidential manner to help us monitor our recruitment process.

If you succeed in your application and take up employment with us, the information will be used in the administration of your employment with us and to provide you with information about us or a third party via your payslip. We may also use the information if there is a complaint or legal challenge relevant to this recruitment process.

We may check the information collected, with third parties or with any other information held by us. We may also use or pass to third parties, information to prevent or detect crime, to protect public funds, or in other ways as permitted by law.

By signing this application form we will be assuming that you agree to the processing of sensitive personal data (as described above), in accordance with our registration with the Information Commissioner.

DECLARATION

I declare to the best of my knowledge and belief all particulars I have given in all parts of this application form are complete and true. I understand that any false declaration or misleading statement or a significant omission may disqualify me from employment and render me liable to dismissal. I understand that any job offer is subject to references, checks on relevant qualifications, employment eligibility and criminal convictions, media checks and a credit check, a probationary period and (if the organisation believes it appropriate) a medical report, all of which must be deemed by the organisation as satisfactory.

Signed:

Date:

Please return your completed application form to

Jackie Hallewell (General Manager)
Sheffield Credit Union Ltd
16 Commercial Street
Sheffield
S1 2AT

(Please continue any question on a separate sheet if necessary, giving page number and title heading, or expand boxes if word processing application.)

EQUAL OPPORTUNITIES MONITORING FORM

UNIQUE IDENTIFICATION NUMBER: (Please leave blank)

This section of the application form will be detached and used solely for monitoring purposes.

Sheffield Credit Union recognises and actively promotes the benefits of a diverse workforce and is committed to treating all employees with dignity and respect regardless of race, gender, disability, age, sexual orientation, religion or belief. We therefore welcome applications from all sections of the community.

Please tick the boxes that describe you most closely

Ethnicity

White

White British

Irish

Any other White background, please write in:

Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background, please write in:

Black or Black British

Caribbean

African

Any other Black background, please write in:

Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background, please write in:

Chinese or other ethnic group

Chinese

Any other, please write in:

Gender

Male:

Female:

Do you consider yourself to have a disability within the meaning of the Disability Discrimination Act 1995 (see end of this part of form for definition)?

Yes

No

If yes, please state nature of disability:

If you wish you may disclose information about yourself in this section about your:

Religion or Belief:

Sexual orientation:

(Please continue on a separate sheet if necessary, giving page number and title heading.)

DISABILITY DEFINITION

Individuals who were registered under the Disabled Persons (Employment) Act 1944 on both 12 January 1995 and 2 December 1996 are treated as being disabled under the Disability Discrimination Act 1995 (DDA).

The DDA states: 'a person has a disability...if he has a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.'

The person must satisfy the four criteria in bold in the above statement to fall under and, therefore, be protected under the DDA. This definition is subject to amendments made by the DDA 2005.