

Guidance notes for completing your application.

The information below provides guidance on what information to include in your application. You are advised to read the following notes carefully as the decision to short-list you for interview will be based solely on the information you provide on your online application form.

If there is anything on the form that you do not understand or if you have technical problems submitting your application, please contact the HR team for advice at hr@ccha.co.uk

ccha takes a positive approach to employing people with disabilities. If you consider that you need an aid, facility, or any additional assistance from us during the recruitment process, please contact at hr@ccha.co.uk

Please note that we do not accept CV's with application forms.

Present and Past Employment Details

When completing the section Employment History, please ensure that you list your current and previous employers, even if you feel that these jobs are not the most relevant to your application. You will have an opportunity to say more about your skills and experience further on in your application. Include information about any gaps in your employment history and work undertaken on a voluntary basis.

Supporting Statement

This is where you match your current skills and experience to the 'Accountabilities' and 'Knowledge, Skills, Experience' section on the job description/role profile attached to the job advert. Giving us an outline on why you are interested in the role and how you meet the following criteria:

Essential

- Experience of working in a strong customer service setting. (A/ I)
- Experience of working in an administrative role (A/ I)
- Demonstrate commitment to ccha's customers and the communities it serves (A/ I)
- Demonstrate an understanding, and show a sensitive approach to diversity, to all people within and external to ccha (A/ I)
- Commitment to continuing personal development (A/ I)
- Excellent standard of numeracy and literacy (A/ T)
- Able to present information clearly, systematically and accurately (A/ T)
- Ability to use own initiative and communicate decisions (A/ I)
- Good IT knowledge and skills (A/ T)

- Able to work within a strong team environment, covering for others when needed (A/ I)
- Able to plan, organise and manage own workload (A/ I)
- Excellent communication skills (A/ I)

Desirable

- Knowledge/ experience within the Housing sector (A/ I)

Where possible you should give specific examples from your work history, but competencies and experience you have gained outside full time work are still valid and of interest to us. If you have been out of paid employment for a long time, your job history might be less important than some of the responsibilities and experience you have had more recently; for example, you may have relevant experience in a voluntary capacity.

Please note further questions will be drawn from the Role Profile for the interview stage including ccha values so please read this section if you are shortlisted for interview. You will note the coding A – Application, I – Interview, T – Test on the bottom part of the role profile which gives you further guidance on areas that may arise at the interview and test stage.

Equal Opportunities

ccha is committed to equal opportunities and therefore follows its Equality and Diversity Policy and Inclusion Strategy to ensure that all applications for employment are treated fairly and considered on their abilities. This policy is monitored so that we can evaluate its effectiveness and all information given by applicants is treated in confidence.

Applicants with Disabilities

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References

Please give the contact details for your 2 most recent employers. If you have only recently started work you should also give the names of teachers, or lecturers who know you sufficiently well to confirm the information you have given and to comment on your ability to do the job.

Your referees will only be contacted after you have a signed job offer and with your consent.

It is ccha's policy always to approach current employers, and to approach previous employers and any other body whom ccha considers appropriate to verify and comment on an applicant's ability where it appears reasonable to do so.

Practical Assessments

We use various practical assessments as additional ways of assessing the skills of candidates.

A practical assessment could be an oral presentation, a written exercise, personality test or a test of skills. Do not be put off by the idea of an assessment – it is only a method of allowing you to demonstrate your competencies and abilities to the selection panel.

Should you be selected for an interview, we will let you know whether a practical assessment will be used.

Rehabilitation of Offenders Act

Under the Rehabilitation of Offenders Act 1974 certain convictions are regarded as spent after a specified time period and need not be declared. For some posts however, which require contact with young people or vulnerable individuals, we require applicants to disclose previous convictions, including those that are “spent”. The level of check will be listed in the job advert.

Data Privacy

We take the responsibility of personal data very seriously and follow GDPR guidelines and follow the associations Data Protection Policy. Please also note the associations Data Privacy notice as an attachment to the job advert.

Closing date

Make sure you are aware of the closing date quoted and make certain your application form is returned in good time.

Shortlisting

ccha will only contact you if you have been shortlisted for interview. Therefore, if you do not hear from us, it means your application was unsuccessful at this time. We do not hold applicants on file, so it is recommended that you keep an eye on our website for any future job vacancies.

ccha requirements:

Appointments are made subject to the following considerations:

- Receipt of reference deemed by ccha to be satisfactory
- Satisfactory DBS (previously CRB) check for relevant posts
- Eligibility to work in the UK