

Guidance notes for applicants

Job Pack

Each role we offer has its own Job Pack, which you should read to learn more about us and the role before you begin your application. The Job Pack will also include the closing date for applications.

Getting in touch

If you have any questions or want to have an informal chat about any of our posts before you apply, we encourage you to get in touch by phone or email. We will always be happy to answer any questions you might have. You can do this by emailing recruitment@citizensadviceoxford.org.uk or calling us on **01865 304111**.

Application form or CV

We accept both application forms and CVs. These play a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying, these are in the Job Pack.

There are several different ways you can submit your application:

1. Apply online by filling out an application form at <https://bit.ly/CAO-job-application-form>
- 2. Apply online by uploading your CV (requires a Google account) at <https://bit.ly/CAO-CV-upload>
- 3. Email recruitment@citizensadviceoxford.org.uk with your CV or completed application form
- 4. Post your CV or completed application form to us at:
Citizens Advice Oxford, Wesley Memorial Hall, New Inn Hall Street, Oxford OX1 2DH.

Please submit your application no later than the closing date referred to in the Job Pack.

If you wish to apply for more than one job you need to complete a separate application form for each role you are applying for.

We value diversity, promote equality and challenge discrimination

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Oxford does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Diversity monitoring

Citizens Advice Oxford values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Oxford. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

Information, experience, knowledge, skills and abilities

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

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A useful guide might be S.T.A.R:
Specific – give a specific example
Task – briefly describe the task/objective/problem
Action – tell us what you did
Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Oxford will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Oxford – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

DBS checks are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS check, this will be noted in the application pack.

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