

**Application Form**

**PRIVATE AND CONFIDENTIAL**

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| **POSITION APPLIED FOR:** | **CUSTOMER SERVICES ADVISOR** | **REFERENCE NUMBER:** | **CSL/CSA25** |

The closing date for this vacancy is **Friday 7th March 2025.**  All applications must be received on or before this date. **Late applications will not be considered.**

Completed applications (including Equal Opportunities Monitoring Form) must be sent to: Countryside Services Ltd, 97 Moy Road, Dungannon, Co. Tyrone, BT71 7DX or via **Email: ruth.potter@countrysideservices.com**

ONLY INFORMATION PROVIDED ON THIS APPLICATION FORM WILL BE CONSIDERED.

**Curriculum vitae will not be accepted for this post.**

This application form will be used for shortlisting to further stages of the selection process. This will be advised to you separately. It is your responsibility to ensure you clearly outline how your qualifications and experience meet both the essential and desirable criteria, along with dates as may be required. All information given will be treated with the strictest confidence. **Continuation pages / sheets may not be added.**

**SECTION 1: APPLICANT DETAILS**

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| --- | --- | --- | --- |
| Surname: |  | Forename(s): |  |
| **Home Address:** |  | **Email:** |  |
| **Postcode:** |  |
| **Home / Landline Telephone Number:** |  | **Mobile Telephone Number:** |  |
|  |  | **National Insurance Number:** |  |
| **Eligibility to work in the UK:** I declare that I have the right to work in the UK? Yes No  As required under the Asylum and Immigration Act 1996, the company will require proof of this right before an offer of employment can be confirmed – e.g. Your Passport ***or*** other Official Documentation confirming your National Insurance Number ***and*** your Full Birth Certificate or any other eligible documentation to confirm your right to work in the UK. | | | |

**SECTION 2:** **EDUCATIONAL & TRAINING HISTORY**

Please list chronologically; starting with the most recent first

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| **Educational Qualification Gained (GCSE, A Level, Degree Etc.)** | **Title / Subject** | **Grade** | **Date Attained** |
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***SECTION 2:*** ***EDUCATIONAL & TRAINING HISTORY CONTINUED***

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| --- | --- | --- | --- |
| **Level of Qualification Gained**  **(GCSE, A Level, Degree Etc.)** | **Title / Subject** | **Grade** | **Date Attained** |
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**ADDITIONAL TRAINING**

Please detail other training courses attended / awards or other qualifications achieved, including dates, if appropriate

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| **DATE** | **COURSE / QUALIFICATION** |
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**Membership of Professional Bodies**

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| **Name of Professional Body** | **Year** | **Level of Membership** |
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***Please note any offer of employment is subject to presentation of original copies of all relevant paperwork as proof of qualifications, training and/or membership of professional bodies as required for the job.***

**SECTION 3: EMPLOYMENT HISTORY**

**Current Employment**

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| **Name of Current Employer:** |  | | |
| **Address of Current Employer** |  | Postcode |  |
| **Current Position / Job Title:** |  | | |
| **Current Notice Period:** |  | | |
| **Current Salary and Benefits:** |  | | |
| Additional Information (any other relevant information you feel may be relevant): | | | |

**Previous Employment**

Please list chronologically, i.e.; starting with your most recent at the top. Please complete in full.

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| --- | --- | --- | --- | --- |
| **NAME AND ADDRESS**  **OF EMPLOYER** | **Date From and To:** | **POSITION HELD /**  **JOB TITLE** | **SALARY** | **REASON FOR LEAVING** |
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OTHER EMPLOYMENT (paid or unpaid)

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| Please declare any other employment you would continue with if you were to be successful in obtaining this position. |

**SECTION 3: SUITABILITY FOR THIS POSITION**

Please detail your suitability for this position as per the essential and desirable criteria stated in the Job Description and Person Specification. **Do not write any more than 200 words per criterion.**

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| **ESSENTIAL CRITERIA** |
| Criterion 1 - Please demonstrate, with supporting evidence (including dates as relevant), that you have GCSEs or equivalent in English and Mathematics (Grade C or above). |
| Criterion 2 – Please demonstrate, with supporting evidence, (including dates as relevant) that you have at least 2 years’ experience working within a busy office environment. |
| Criterion 3 – Please detail your ability to demonstrate a high standard of communication and interpersonal skills. |
| Criterion 4 – Please demonstrate, your IT Competence – with experience of using spreadsheets, MS Office, internet and e-mail. |
| Criterion 5 – Please demonstrate, your flexibility in approach and a willingness to learn new skills and develop as an individual |
| Criterion 6 – Please demonstrate your abilities and skills in having a friendly and efficient telephone manner. |
| Criterion 7 – Please demonstrate your proven organisational skills. |
| Criterion 8 – Please demonstrate your ability to work using own initiative to meet standards and deadlines. |

**DISABILITY DISCRIMINATION ACT 1995**

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| **Section 1 of this Act describes a disabled person as a person with a ‘physical or mental impairment which has a substantial or long-term effect on his/her ability to carry out normal day-to-day activities’.** |
| Using this definition, would you consider yourself to be disabled? Yes No  If yes, do you require any special arrangements to be made to assist you if called for interview or for psychometric testing? Please provide details: |

**Criminal Offences Declaration**

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| **Have you any previous convictions for a criminal offence (other than motoring offences) which cannot be considered spent under the Rehabilitation of Offenders Act?** | **Yes No** |
| If yes, give full details and dates: | |

**SECTION 4: REFEREES**

Please give the details of two referees of persons **who must not** be related to you. One of which must be from your current employer / most recent post. Referees will not be contacted without your prior approval. Referees will only be contacted upon extending a Conditional Offer.

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| --- | --- | --- | --- |
| **Name:** |  | **Name:** |  |
| **Position:** |  | **Position:** |  |
| **Company:** |  | **Company:** |  |
| **Address:**  **Postcode:**  **Telephone No:**  **Email:** |  | **Address:**  **Postcode**  **Telephone No:**  **Email:** |  |
| **Nature of Relationship:** |  | **Nature of Relationship:** |  |

**SECTION 5: VERIFICATION AND DECLARATION INFORMATION**

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| I certify that all information provided in this application is truthful and accurate. I have not omitted any facts that could affect my employment. I understand that any false or misleading statements may result in a job offer being withdrawn / disqualifying me from employment or rendering me liable for dismissal.  I understand that any employment entered into is subject to documentary evidence of my right to work in the UK and satisfactory references. I expressly consent to personal data contained within this form being recorded for the purposes of assessing suitability for the post and may form the basis of any subsequent personnel file.  I authorise Countryside Services Ltd to obtain references from relevant sources, which may include security checks, subject to position requirements, to establish my suitability for employment. I hereby consent to sign any further document required by Countryside Services Ltd in order to give effect to this requirement.  Please tick (√) each box below.  I understand that on occasion there may be some requirement to travel, work evenings and weekends to support business needs.  I understand that reasonable hours outside of this may be required to fulfil the duties of this position.  I understand all other employment (paid or unpaid) must be declared and written permission granted from the company in advance.  I confirm that I am available to meet the requirements of the post.  Signature: Date: |

## EQUAL OPPORTUNITY MONITORING QUESTIONNAIRE Countryside Services

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| **POSITION APPLIED FOR:** | **CUSTOMER SERVICES ADVISOR** | **REFERENCE NUMBER:** | **CSL/CSA25** |

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| We are committed to promoting equality of opportunity and treatment and to preventing any unfair discrimination in its employment practices. We do not discriminate against our job applicants or employees and we aim to select the best person for the job. Our policy is to continue to provide equality of opportunity, and that no employee or job applicant receives less favourable treatment on the grounds of perceived religious belief, political opinion, gender, marital or family status, disability, age, race, nationality or sexual orientation.  We monitor the community background and sex of our job applicants and employees in order to demonstrate our commitment to promoting equality of opportunity in employment and to comply with our duties under the Fair Employment & Treatment (NI) Order 1998.  You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so. Nevertheless, we encourage you to answer these questions. Your answers will be used by us to prepare and submit a monitoring return to the Equality Commission, but your identity will be kept anonymous. In all other regards your answers will be treated with the strictest confidence and this sheet will be detached from your application prior to interview. We assure you that your answers will not be used by us to make any decisions affecting you, whether in a recruitment exercise or during the course of any employment with us.  Regardless of whether we practice religion, most of us in Northern Ireland are perceived to be members of either the Roman Catholic or Protestant communities.  **We are therefore asking you to indicate your community background by ticking the appropriate box below:**   1. I am a member of the Protestant community   I am a member of the Roman Catholic community    I am a member of neither the Protestant or Roman Catholic community    If you do not complete this questionnaire, we are encouraged to use the “residuary” method, which means that we can make a determination on the basis of personal information supplied by you.   1. **Please indicate your Sex by ticking the appropriate box below:**   **Female Male**    Note: If you answer this questionnaire you are obliged to do so truthfully as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions. |