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**JBG EMPLOYMENT APPLICATION FORM Customer First Officer**

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| **ELIGIBILILTY TO WORK IN THE UK**  |
| If you are successful in obtaining employment with the Company, you will be required to provide evidence of your entitlement to work in the United Kingdom.  |

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| 1. **POSITION DETAILS**

Please tick the post you are applying for: |

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| **Customer First Officer** |  |

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| **(2) PERSONAL DETAILS**  |
| **Forename** |  | **Surname:** |  |
| **Address:**  |  |
| **City:** |  | **Post Code** |  |
| **National Insurance Number** |  |
| **Are you a registered customer of Jobs & Business Glasgow’s service** | **Yes/No** *(delete as appropriate)* |
| **If yes – please tell us the name of your adviser** |  |
| **If No – please tell us when your appointment to register will take place - call 0300 123 2898 to book an appointment.** | **Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **Time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  |
| **At least one phone number is required** | ***Preferred contact number*** *(please tick)* |
| **Home Phone Number:** |  | **□** |
| **Work Phone Number:** |  | **□** |
| **Mobile Phone Number:** |  | **□** |
| **Where did you hear about this vacancy?** | **JBG Adviser □Social Media □ Other (please specify):**  |

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| **(3) DRIVING LICENCE**  |
| Do you hold a full current driving licence? |
| YES  | **□** | NO | **□** |

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| **(4) QUALIFICATIONS AND TRAINING****Please list any relevant qualifications held** |
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| **(5) WORK HISTORY** |
| Starting with the most recent please list your employers here including their names and addresses. Detail any gaps of employment with reasons (continue on separate sheet if necessary).  |
| **Present or** **Last Employer** |  |
| **Position Held** |  |
| **Start Date** |  | **End Date** |  |
| Please add a brief description of your specific responsibilities, experience and knowledge gained, indicating whether it was full-time, part-time, holiday or work placement, also include the reason for leaving |
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| **Employer** |  |
| **Position Held** |  |
| **Start Date** |  | **End Date** |  |
| Please add a brief description of your specific responsibilities, experience and knowledge gained, indicating whether it was full-time, part-time, holiday or work placement, also include the reason for leaving |
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| **Employer** |  |
| **Position Held** |  |
| **Start Date** |  | **End Date** |  |
| Please add a brief description of your specific responsibilities, experience and knowledge gained, indicating whether it was full-time, part-time, holiday or work placement, also include the reason for leaving |
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| **Employer** |  |
| **Position Held** |  |
|  |  | **End Date** |  |
| Please add a brief description of your specific responsibilities, experience and knowledge gained, indicating whether it was full-time, part-time, holiday or work placement, also include the reason for leaving |
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| **(6) RELEVANT SKILLS AND KNOWLEDGE**  |
| Please provide specific examples of your work, or other activities, which demonstrate your ability to meet the key competencies required to undertake the duties of the post. You may also include any other information that you feel is relevant to your application e.g. personal qualities, achievements at work, non-work related or voluntary work experience. Continue on a separate sheet if necessary. |
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| **(7) DISABILITY**  |
| The Company welcomes applications from applicants who assess themselves as having a disability and guarantee to interview those individuals who meet the minimum criteria for the job. To help you, a disability is defined as a physical (e.g. mobility difficulties, hearing or sight impairments) or mental impairment (e.g. learning disabilities), which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities.  |
| Do you consider yourself to have a disability? **YES** □ **NO** □ **NOT DISCLOSED** □ |
| If **yes**, what, if any, type of aids, adaptations, equipment or special arrangements, would you require to attend an interview (e.g. Interpreter for the Deaf)?  |
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| **(8) REHABILITATION OF OFFENDERS ACT 1974 (EXCLUSIONS AND EXCEPTIONS) (SCOTLAND) ORDER 2003**  |
| The Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2003 (as amended) applies to many posts within Jobs & Business Glasgow. Successful candidates for specific posts identified under the above legislation within the Company will require to submit a Disclosure Application, the results of which may have an impact on your suitability to work in a particular job.  |

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| **(9) PROTECTION OF VULNERABLE GROUPS (SCOTLAND) ACT 2007** |
| The Protection of Vulnerable Groups (Scotland) Act 2007 provides for Scottish Ministers to maintain a membership scheme for individuals who undertake regulated work with vulnerable groups. It helps to ensure that those who have regular contact with children and protected adults (a person aged 16 or over who receives one or more type of care or welfare service) through paid and unpaid work does not have a history of harmful behaviour. Those undertaking regulated work must be members of the scheme and it will be an offence to employ someone in these roles who is barred from working with children or protected adults. PVG Scheme checks will be carried out for all regulated posts. |

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| **(10) ABSENCE MANAGEMENT**  |
| Jobs & Business Glasgow recognises its responsibility for the health, safety and welfare of its employees; however, it is also essential that the Company identify health problems at an early stage in order to respond effectively to actual and potential problems with service delivery. Therefore, all employees are expected to maintain an acceptable level of attendance and as such the Company has a target attendance level. |

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| **(11) HOW WE USE YOUR INFORMATION (Read carefully)**  |
| Jobs & Business Glasgow is a Data Controller in terms of the Data Protection Act 1998 and you have the right to ask for a copy of the information held by us in our records in return for payment of a fee. You also have the right to require us to correct any inaccuracies in your information. Jobs & Business Glasgow is under an obligation to manage public funds properly. Accordingly, ***if you are the successful candidate*** the information that you provide may be used to ensure all sums due to Glasgow City Council are paid timeously, e.g. by identifying persons who are non-payers of Council Tax and to improve uptake of Benefits. The information may also be used to prevent and detect fraud. It is also possible that this information may be shared for the same purposes with public bodies, including neighbouring Councils or other organisations, which handle public funds.  |
| If you are successful in your application and take up employment with Jobs & Business Glasgow data will be used for purposes directly related to your employment. Jobs & Business Glasgow will hold the information for as long as it is required for the purpose for which it was submitted. We normally require to retain information for 6 months after your last application was submitted for administrative purposes. After this time, we will retain de-personalised statistical information about applicants to inform our recruitment activities, but no individuals are identifiable from that data. **Disclosure of personal information**By accessing the application form, you consent to the processing by Jobs & Business Glasgow of the information provided, including any information qualifying as personal data for the purposes of the Act. We will not disclose personal data without consent. However, when we receive a complaint or legal challenge relevant to the recruitment process, for example, we will need to use the personal information to carry out the investigation. Circumstances where we pass on personal data without consent would include those necessary to prevent and detect crime and to produce anonymised statistics.**Access to personal information**Jobs & Business Glasgow are as open as they can be in giving people access to their personal information. Individuals can find out if we hold any personal information by making a ‘subject access request’ under the Data Protection Act 1998. |

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| **(12) DECLARATION (Read carefully)**  |
| I certify that all the information contained in this form and any attachments is true and correct to the best of my knowledge. I realise that false information or omissions may lead to dismissal without notice and/or my application may be rejected. I give my permission for enquires to be made to confirm qualifications, experience, dates of employment, right to work in the UK, driving licence checks (where appropriate) and for other people or organisations to release necessary information to verify the content. I understand that any offer of appointment is subject to receipt of satisfactory pre-employment checks and that canvassing elected members, directly or indirectly, in connection with this job will disqualify me. |
| Signature: |  |
| Date: |  |