

**Notes for applicants on completing the application form**

* Please read all the information provided before completing the application form, particularly the person specification and job description.
* The form should be typed, or, if unable to do this, completed in black ink or black ballpoint pen or. This will make it easier for photocopying purposes.
* The information you provide in your application is the only information we will use in deciding whether or not you will be shortlisted for an interview. **Please do not send in your CV since this will not be considered.**
* Your application form is therefore very important and these notes are designed to help you complete the form as effectively as possible. This is part of Citizens Advice Lewisham’s commitment to ensuring equal opportunities for job applicants. **The enclosed person specification lists the minimum requirements for this post.** **When shortlisting for interview the selection panel will assess the information contained in your application form against the person specification. Use the supporting information section of the application point to address each point of the person specification in turn.** Demonstrate your abilities by telling us about your experience and giving examples. Please indicate clearly which point you are covering. Please add any bullet points to the form as necessary.
* The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate fully how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
* One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.
* If you are shortlisted for interview, the selection panel will ask you questions based on the person specification which will cover the areas in more detail.
* We regret that we are unable to reply to those who have not been invited to interview. If you have not heard from us within two weeks of the closing date you should assume that your application has been unsuccessful.

**The Citizens Advice Service**

The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice, and by influencing policy makers

***Our principles and aims***

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

• To provide the advice people need for the problems they face

• To improve the policies and practices that affect people’s lives

**Introduction to Citizens Advice Lewisham equality and diversity policy**

Citizens Advice Lewisham is committed to providing a supportive and inclusive culture for:

• all those who need our services

• our volunteers

• our staff and

• other stakeholders.

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination.

We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

Citizens Advice Lewisham will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor.