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| Ref No. | References | Interview |
|  |  |  |

**Position applying for:**

**SHOP & VOLUNTEER MANAGER**

Please complete in black ink, typescript or word processed – all applications should be legible and will be treated in confidence.

**CV’S WILL NOT BE ACCEPTED UNDER ANY CIRCUMSTANCES AND SHOULD NOT BE SUBMITTED**

**Please return completed forms by TUESDAY 30TH APRIL 2024 AT 12 NOON for the attention of:**

Margaret Hastings

Quaker Service

541 Lisburn Road

Belfast

BT9 7G

**Or by email to:** margaret.hastings@quakerservice.com

**1. Personal Information**

|  |  |
| --- | --- |
| Surname: | Title Mr / Mrs / Miss / MsOther (Please specify) |
| Forename(s) |
| Home addressPostcode | Address for correspondence (if different)Postcode |
| Home Telephone No: | Mobile Tel No: |
| Email: |
| Nationality EC/Non EC | If Non EC, please specify |
| Do you have the right to work in the UK?YES / NO |  |

**2. Qualifications, Training and Memberships**

|  |  |  |  |
| --- | --- | --- | --- |
| **Dates**(MM/YYYY) | **College Qualifications**(e.g. GCSE, A Levels, NVQs etc..) | **Subject** | **Grade Obtained** |
|  |  |  |  |
| **Dates** | **Third-level Qualifications**(e.g. Degree, Post-grad, Masters etc…) | **Subject** | **Grade Obtained** |
|  |  |  |  |
| **Training Details / Name of Course**(NB if accredited and by whom) | **Organisation who provided training** | **Date course completed** |
|  |  |  |
| **Membership of Professional Organisations (if applicable)** |
| **Date joined** | **Institute/organisation** | **Grade of membership****(where appropriate)** | **Membership number** |
|  |  |  |  |

**3. Employment experience**

Please give details of your present or most recent employment/voluntary work first and work backwards. Include all periods of unemployment, travel etc. in the space provided so there are no gaps in the record. (If you have additional previous employment, please give details on a separate sheet using the same format) and ensuring your name and the post reference number is on each page. **NB**: The postholder for this job should evidence demonstrable experience working within the retail/service industry within the last five years.

|  |  |  |  |
| --- | --- | --- | --- |
| **Date from/to****(month/year)** | **Employer’s name and address and nature of business** | **Job titles and brief description of duties** | **Current salary or final salary (for last post only) and reason for leaving** |
|  |  |  |  |

**Gaps in your employment – Please provide reason/information for any gaps in employment**

|  |  |  |
| --- | --- | --- |
| From (month/year) | To (month/year) | Reason |
|  |  |  |
| **4. Relevant Experience*** This section gives you the opportunity to demonstrate why you are suitable for the post. Before completing it, refer to the job description and person specification for the job.
* The job description outlines the main duties of the post, and the person specification contains a description of the skills, experience, qualifications and competencies necessary to carry out these tasks.
* Here it is essential to relate your experience to the information given in both these documents by giving specific examples. For example, telling us what you did in your job rather than what the team did, and how you demonstrated a particular skill, rather than simply saying that you have it. Please ensure you address all of the points in the questions below.
* You may also wish to draw on relevant skills developed outside of work, whether home-based or social/community activities as well as previous/present employment, study and training. These might include running a club or voluntary group, business, family-roles, hobbies etc…
* Use as much space and as many words as you wish in the boxes below or add additional sheets if needed..

|  |  |
| --- | --- |
| 1 | **ESSENTIAL CRITERIA**: Please illustrate strong, demonstrable experience working within the retail/service industry within the last five years with particular regard to:1. Customer service/customer contact
2. Working in a team environment
3. Basic administration and electronic record keeping
4. Stock taking, analysis of sales figures / projections and subsequent planning.
5. A working knowledge of social media and online selling.
6. Experience in the production of basic reports, letters and other correspondence.

Please include approximate dates. |
|  |
| 2 | **ESSENTIAL CRITERIA**: Please illustrate your role(s) and the breadth of experience in leading and inspiring volunteers, ensuring best practice through both leadership and training |
|  |
| 3 | **ESSENTIAL CRITERIA**: Able to plan, organise, prioritise, delegate, and manage a variety of work for volunteers. |
|  |
| 4 | **ESSENTIAL CRITERIA**: Please illustrate your experience in constructively dealing with any situation which may have given rise to conflict |
|  |
| 5 | **DESIRABLE CRITERIA – IF APPLICABLE:** Please illustrate your knowledge and experience of the following:* An awareness of fashion and charity retail trends and how to relate these to Quaker Care.
* Experience of small-scale event planning and delivery.
* Previous personal or professional experience of online sales
 |
|  |

**5. Referees** |
|  |

Please give the names and address of two people whom we may contact for a confidential assessment of your suitability for this job. The first must be your present employer, or if unemployed your last employer. Other referees could be a previous employer, some other appropriate person unrelated to you, or if this is a first job application, your head teacher or college tutor. We will only contact referees if appointment has been offered subject to satisfactory references, Access NI and health assessment\* (\**if applicable)*

Name Name

Address Address

Telephone No. Telephone No.

Email: Email:

Occupation Occupation

**6. General Information**

|  |  |
| --- | --- |
| Do you require any special arrangements to be made to assist you if called for interview? Please provide details |  |
| If appointed when could you take up duties? |  |

Please indicate below your preferred working hours – circle as many options that apply to you.

|  |  |  |  |
| --- | --- | --- | --- |
| Full- time Mon- Fri | 3 days per week | 2 days per week | 2 or 3 days per week |

**7. Declaration**

To the best of my knowledge, there is no reason in respect of my physical or mental health why I should not be able to carry out the tasks described for this post. I confirm that the information given on this form is correct and complete and that misleading statements may be sufficient grounds for cancelling any agreements made.

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**EQUAL OPPORTUNITES MONITORING FORM**

**(IN STRICTEST CONFIDENCEto be viewed only by the Monitoring Officer)**

**Ref No:**

**1. Perceived Religious Affiliation**

I am a member of the Protestant Community

I am a member of the Catholic Community

I am a member of neither the Protestant or the Catholic Community

Please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2. Gender**

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3. Marital Status**

I am MARRIED CIVIL PARTNERSHIP SINGLE OTHER

**4. Disability**

In line with the Disability Discrimination Act 1995, a disability is defined as “a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities”

Having read this definition do you consider yourself to have a disability?

 YES NO

If yes, please give further details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**5. Date of Birth \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**6. Cultural / Ethnic Origin**

Chinese Traveller

 Indian Black/African - Caribbean

 Pakistani White

 Asian Others Other

 (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Criminal Record Guidance Notes**

Quaker Service is a Quaker charity which provides support for people in Northern Ireland going through difficult times. By delivering practical, social and emotional support services that value and empower people just where they are, we play our part in reducing violence, suffering and disadvantage. Our work is often with those in our society who are the most forgotten, unpopular or sometimes viewed as “undeserved”. Simply put, we make love visible.

Our vision is for a Northern Ireland where all people are valued and can fulfil their potential regardless of their circumstances or choices in life. Our ethos is guided by Quaker beliefs and values. Quakers believe that there is a divine spark in everyone and it is this fundamental belief that leads us to value the equal worth, unique nature and potential for greatness in every individual.

With some exceptions having a criminal record will not necessarily bar an individual from working with us. This will depend on the nature of the position sought and the circumstances and background of the offence. **If you have declared a criminal record, which we believe is relevant to the post we will discuss this with you** **after the selection process is complete but prior to making a conditional offer of employment if you are the successful candidate.**

Applicants are asked to declare any criminal record on the page marked Criminal Records, Disqualification & Declaration as follows:

* For all posts that are not exempt from the Rehabilitation of Offenders legislation, e.g. jobs that do not involve working with children, you must declare only ‘unspent’ convictions.
* For posts based in Northern Ireland you must declare any convictions that are not “protected” (also known as filtered) as defined by the Rehabilitation of Offenders (Northern Ireland) Order 1978, (as amended in 2014). The amendments to the above Order provide that certain spent convictions, cautions, diversionary youth conferences and informed warnings are “protected” or “filtered” and are not subject to disclosure to employers, and cannot be taken into account for employment purposes. Most of Quaker Service’s posts will require successful candidates to consent to a Standard or Enhanced Disclosure via AccessNI. You should therefore be aware that for Enhanced Disclosures only – the police may decide to include information about convictions or cautions etc. that have been “protected” or “filtered” by AccessNI on the basis that they “might be relevant or ought to be disclosed”. Further guidance on the rules of the filtering scheme that AccessNI will apply is available on the Department of Justice Northern Ireland website <http://www.dojni.gov.uk/index/accessni/disclosures/filtering.htm>
* For posts requiring a Standard or Enhanced Disclosure, the covering letter will explain which sections apply to you and where relevant guidance to the filtering of convictions and the rules that apply. Details of criminal record information not subject to filtering rulesshould be noted on the page marked Criminal Record/Disqualification/Other, which should be removed from the application form and returned in a sealed envelope marked with your name and ‘criminal record/other’. Any information declared will be kept confidential and in line with data protection principles.

 **Disqualification from working with children or vulnerable adults**

If you are disqualified from working with children or vulnerable adults we are unable to consider you for jobs that involve working with these groups and it is a criminal offence to apply. You are therefore asked to declare whether you are disqualified on the page marked Criminal Records, Disqualification & Declaration.

This section must be completed.

Disqualification can occur through a number of routes:

* being on a disqualification list, Disclosure and Barring (formerly ISA) Children’s or Vulnerable Adults Barred List, or PVG Children’s List
* being subject to a Disqualification Order
* under Disqualification from Caring for Children and Day Care Child-minding Disqualification legislation (separate form enclosed)

**This form is held by the Monitoring Officer until after the selection process has been completed.**

**Criminal Records, Disqualification & Declaration – The appropriate sections must be completed below.**

Section A – **All applicants**

Are you subject to any current outstanding disciplinary action or legal proceedings? [ ]  Yes [ ]  No

If yes, please give details

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Section B– **General posts (e.g. those that do not involve working with children or vulnerable adults)**

Have you ever been convicted of a criminal offence (‘unspent’ only)? [ ]  Yes [ ]  No
If yes, please give us details of all offences, penalties and dates on the page marked Criminal Record/Disqualification/Other in this application form.

**Once completed, please refer to Declaration.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Section C – **Posts working with children or vulnerable adults**

Please read the guidance notes before answering the questions listed below:

Has there ever been any cause for concern regarding your conduct with children, young people or vulnerable adults? [ ]  Yes [ ]  No

If yes, please give details on the page marked

Criminal Record/Disqualification/Other in this application form.

**Criminal Record**

**For posts based in** **Northern Ireland**

Please read the guidance notes to completing the application form before answering this question.

Do you have any convictions that are not "protected" as defined by the Rehabilitation of Offenders (Northern Ireland) Order 1978, as amended in 2014? [ ]  Yes [ ] No

If yes, please give details about the offence, including the date of conviction and the sentence passed on the page marked Criminal Record/Disqualification/Other in this application form.

**Once completed, please answer the next question under Regulatory body sanctions**

 **Regulatory body sanctions**

Are you subject to any sanctions imposed by a regulatory body?

E.g. HCPC, NISCC, SSC, CSSIW, GTC? [ ]  Yes [ ] No

If yes, please give details on the page marked

Criminal Record/Disqualification/Other in this application form.

**Disqualification from working with children or vulnerable adults**

Are you disqualified from working with children or vulnerable adults? [ ]  Yes [ ] No

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Section D **– Applications for Enhanced Disclosure only**

Are you aware of any police or social services enquiries undertaken following allegations made

against you that may have a bearing on your suitability for the post? [ ]  Yes [ ] No

If yes, please give details on the page marked Criminal Record/Disqualification/Other in this application form.

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**Declaration - To be completed by all applicants**

I confirm that the information I have given is correct and complete and that any false statements or omissions may render me liable to dismissal without notice or in some instances, referral to the police.

I understand and agree that data contained in the application form will be used and processed for recruitment purposes. I understand and agree that should I become an employee; the information will also be used for employment related purposes. I agree to Quaker Service holding and processing this information.

Signed Dated

* **Criminal Records/Disqualification/Other**

**This form is held by the Monitoring Officer until after the selection process has been completed.**

For posts working with children or vulnerable adults in Northern Ireland please read the guidance notes to completing the application form before completing this sheet.

**Details of** **declaration of criminal convictions/sanctions imposed by Regulatory bodies/other further information**

Please give details below: