**CONFIDENTIAL**



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| **APPLICATION FORM**  **LONDON TRAVELWATCH** |

For the post of: **Casework Officer** (initially 6 months fixed term)

Closing date: **Monday 24 August 2015** (at 9:00 am)

Interview date:  **Week commencing 31 August 2015**

This form will be photocopied. Please use black ink.

**Applicants must complete this application form – CV’s will not be accepted.**

**Personal Information**

Surname (Block letters) Title

Forenames (In full) Home tel. number

Address (including postcode) Mobile tel. number

Day contact number

Email

**Career History**

Please give details of your previous employment starting with the most recent. Please account for any gaps in your employment history (including unemployment).

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**Employer’s name, address Dates Position held and brief**

**and type of business From / To description of responsibilities**

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**Current / or most recent employment:**

Present salary:

Notice required / reason for leaving**:**

**Previous: Dates Position held and brief**

Please list in order **From / To**  **description of duties**

starting with the most recent.

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**Education, Training and Qualifications**

Please give details of educational qualifications you have obtained from school, college or university. Short listed candidates will be expected to provide proof of qualifications obtained.

**Name of School, University, Examinations taken/to be taken**

**College, or other institution and qualifications obtained**

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**Training and Development**

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| Please give details of any relevant training (other than that identified above) |
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**Special Qualifications / Membership of Professional Organisations**

Have you any special qualifications, work experience or skills (e.g. IT skills, membership of professional organisations, voluntary work, etc.). Please give details below.

**General Experience and Additional Information**

Please tell us how you meet the requirements of the skills and competencies listed for this post (see page two of the Job Description).

In support of your application, you may include such information as the experience and knowledge gained from your current and previous employment, voluntary work, leisure interests and any other activities you consider relevant to this post.

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| 1. Knowledge of consumer issues, complaints handling and what constitutes good customer service. |
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| 1. Knowledge of transport issues and developments together with passengers’ rights and responsibilities. |
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| 1. Effective listening skills to get the heart of the issue and an ability to communicate clearly and concisely, both orally and in writing, with a wide range of people from different backgrounds and levels. |
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| 1. Influencing skills to create a persuasive case in discussions and negotiations with other organisations and individuals. |
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| 1. Skilled at building and maintaining effective working relationships both inside and outside the organisation |
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| 1. Ability to operate pro-actively and autonomously, prioritising workload and meeting objectives and deadlines. |
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| 1. Ability to work in a participative and collaborative way with colleagues. |
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| 1. Ability to cope well under pressure and maintain a professional approach in trying circumstances. |
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# Referees

We will take up the employment references from your current or most recent employer. Please provide the employer’s name and address as well as the name and address of the person who is authorised to give the reference (not a work colleague). Please also give the name and address of another person willing to act as a referee. This could be another employer or someone able to write a reference in support of your application. You should not provide the names of friends or relatives.

**Reference one: Reference two:**

**Company name: Company name:**

**Address: Address:**

**Referee’s name Referee’s name**

**Job title/relationship Job title/relationship**

**Tel. No: Tel. No:**

**Email address: Email address:**

**Eligibility to work in the United Kingdom**

Do you need a work permit to work in the UK? Yes No

**Availability**

Interviews will take place week commencing 31 August2015.

**Relationship**

Are any employees of London TravelWatch known to you? Yes No

If yes, please state the name of the employee(s) and your relationship.

**Declaration**

I confirm that the information provided on this application form is true and correct and that the information may be used for registration purposes under the Data Protection Act 1998.

I understand that deliberately giving false or incomplete answers would disqualify me from consideration or, in the event of my appointment, make me liable to dismissal without notice. If you are returning this form electronically and unsigned, you will be bound by the declaration when London TravelWatch receives the electronic application.

**Signature of applicant**  **Date**

Please return your completed application form together with the completed **Recruitment Monitoring Questionnaire** (marked ‘Confidential’) to: Caprice Pompey, Corporate Support Assistant, London TravelWatch, 169 Union Street, London, SE1 0LL, or email [vacancies@londontravelwatch.org.uk](mailto:vacancies@londontravelwatch.org.uk) .

#### London TravelWatch is the operating name of the London Transport Users Committee

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## London TravelWatch Guidance Note - Equal Opportunity Monitoring

We need to know details about you for monitoring purposes. We want to ensure that disabled people and those from ethnic minority backgrounds are employed at all levels within the organisation. The information you provide in this questionnaire will remain **strictly confidential**.

## Guidance note 1

A **disabled person** is someone who has impairment, experiences externally imposed barriers or self-identifies as a disabled person. **Impairment** is a physical or mental condition of lacking all or part of a limb or having a defective limb, organ or mechanism of the body.

**Guidance note 2**

A person has a disability under the Disability Discrimination Act (1995) if she or he has a physical or mental impairment, which has a substantial and long-term adverse effect on her or his ability to carry out normal day-to-day activities. Long-term means has lasted or is expected to last, for 12 months. Included in this definition are the following:

* Physical impairments (including asthma, diabetes, epilepsy etc)
* Sensory impairments such as hearing impairment or visual impairment (not corrected by glasses)
* Severe facial disfigurement
* Progressive conditions such as cancer, multiple sclerosis, muscular dystrophy or HIV infection
* People who have had an impairment in the past but have since recovered (such as cancer, mental health issues)

**Guidance note 3**

Examples of **reasonable adjustments** are: making adjustments to the premises; allocation of work; being flexible about working hours; providing training; using modified equipment; making instructions and manuals more accessible; using a reader or interpreter; and appropriate supervision.

However there are no cut and dried rules because everyone’s circumstances are different. Ultimately, if a complaint was made against an employer under the DDA, an employment tribunal would decide whether any adjustments being considered were reasonable or not.

**Guidance note 4**

Please give details on the recruitment monitoring form of any particular requirements you may have if you are invited to attend the selection process. If you require a reasonable adjustment, a member of staff from the Personnel Team will contact you to discuss the requirements you have indicated.

If you have a disability and would prefer to submit your application form in an alternative format please contact Caprice Pompey on 020 3176 2999 or at [vacancies@londontravelwatch.org.uk](mailto:vacancies@londontravelwatch.org.uk)

**London TravelWatch - Recruitment Monitoring Questionnaire (Confidential)**

**Name:**

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| Please complete this form to help us monitor the fairness of our recruitment procedures. Your answers will be treated in the strictest confidence and used only for statistical monitoring purposes. |

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| **Age** | 16-19 | 20-24 | | 25-29 | | | | 30-34 | | 35-39 | | 40-44 | | | | 45-49 | | 50-54 | | | 55-59 | | 60-64 | | 65+ | |
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| Gender | | Male | | | | | | |  | Female | | | |  | |  | | | | | | | | | | |
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| **Ethnicity – please tick one box to describe your ethnic group** | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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| Asian / Asian British | | | | Bangladeshi | | | | | | | | |  | | Indian | | | | | | | | | | |  |
|  | | | | Pakistani | | | | | | | | |  | | Any other Asian background | | | | | | | | | | |  |
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| Black / Black British | | | | African | | | | | | | | |  | | Caribbean | | | | | | | | | | |  |
|  | | | | Any other Black background | | | | | | | | |  | |  | | | | | | | | | | |  |
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| Chinese | | | |  | |  | | | | | | |  | | Kurdish | | | | | | | | | | |  |
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| Sikh | | | |  |  | | | | | | | |  | | Turkish | | | | | | | | | | |  |
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| White | | | | British | | | |  |  | | Irish | |  | | Any other White background | | | | | | | | | | |  |
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| Dual heritage | | |  | | (please specify)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | | | | | | | | | | | |
| (Note “dual heritage” includes ethnic groups sometimes referred to as “mixed”) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Any other ethnic group | | |  | | (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | | | | | | | | | | | |
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| Faith / religion | | | | | | | Buddhist | | | | | | | |  | | Christian | | | | | | | | |  |
|  | | | | | | | Hindu | | | | | | | |  | | Jewish | | | | | | | | |  |
|  | | | | | | | Muslim | | | | | | | |  | | Sikh | | | | | | | | |  |
|  | | | | | | | None | | | | | | | |  | | Other (please specify) | | | | | | | | |  |
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| Sexuality | | | | | | | Bisexual | | | | | | | |  | | Heterosexual | | | | | | | | |  |
|  | | | | | | | Lesbian or gay man | | | | | | | |  | | Prefer not to answer | | | | | | | | |  |
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| **Disability** | | | | | | |  | | | | | | | |  | |  | | | | | | | | |  |
| Do you consider yourself to have a disability? | | | | | | | | | | | | | | |  | |  | | | Yes | |  | | No | |  |
| Do you meet the Disability Discrimination Act definition of disability? | | | | | | | | | | | | | | | | | | | Yes | | |  | | No | |  |

If you answered yes, what arrangements, if any, would be needed if you are invited for an interview?

**Please return the completed questionnaire with your application form.**