Application form

**Role applied for: Customer and Supporter Services Coordinator (Full-time)**

**Unique identification number (office use only): CSSC/01/2025**

**Personal details**

|  |  |
| --- | --- |
| **Surname:** | **Forenames:** |
| **Contact phone number:** | **Email address:** |
| **Home address:** | |
| **Are you eligible to work in the UK? (If you are successful, you will be required to provide relevant evidence of this prior to your appointment.)** | Yes/No |

**Qualifications**

|  |  |  |
| --- | --- | --- |
| **Level**  **(e.g. GCSE, A Level)** | **Subject/name of course** | **Grade attained** |
|  |  |  |

**Membership of professional bodies (if applicable)**

|  |  |
| --- | --- |
| **Name of professional body** | **Grade of membership (where appropriate)** |
|  |  |

**Employment record**

**Current/most recent employment**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name & address of employer** | **Dates of employment** | **Job title & main responsibilities** | **Period of notice if current** |
|  |  |  |  |

**Previous employment**

Please give details of paid and any relevant unpaid volunteer roles

|  |  |  |  |
| --- | --- | --- | --- |
| **Name & address of employer** | **Dates of employment** | **Job title & main responsibilities** | **Reason for leaving** |
|  |  |  |  |

**Training**

|  |
| --- |
| **Details of any relevant training courses attended, and awards achieved (if appropriate)** |
|  |

**Supporting evidence**

Use this section of the form to provide at least one specific example which shows how you meet the criteria in the person specification. Your example may come from previous employment, volunteering, education or other experiences such as raising a family, caring for a dependant, or travelling, for example.

|  |
| --- |
| **Excellent communication and interpersonal, confident phone manner** |
|  |
| **Proficiency in using Microsoft Office, order processing and accounts packages** |
|  |
| **Ability to work well under pressure and to multi-task** |
|  |
| **Excellent literacy and numeracy skills with a high level of accuracy and attention to detail** |
|  |
| **Reliable and consistent** |
|  |
| **Ability to work in a team with a flexible and positive attitude towards sharing tasks and workloads** |
|  |
| **Strong commitment to the aims of the organisation** |
|  |

**Desirable**

|  |
| --- |
| **Previous experience delivering high levels of customer service** |
|  |

**Additional information**

Please use this space to tell us anything about yourself that would support your application. This may include information that is not specific to the role for which you are applying but may benefit the organisation in other ways (**max 250 words**).

|  |
| --- |
|  |

**Referees**

|  |  |
| --- | --- |
| **Name:** | **Name:** |
| **Email address:** | **Email address:** |
| **Relationship to you:** | **Relationship to you:** |

Please list the details of at least two people who are willing to provide references for you. They should be people who know you (but who are not members of your family) and who are qualified to give an opinion about how you are suitable for the post. Please note that we will not contact your referees unless we offer you the position. If you are currently employed, one of the referees should be your most recent employer.

**Special requirements**

Please list below any special requirements or reasonable adjustments that you may have if you are called to interview.

|  |
| --- |
|  |

**Verification of information**

|  |
| --- |
| I declare that all information which I have provided is correct. I understand that any false information given may result in a job offer being withdrawn or my employment terminated.  Signature:  Date: |

**Monitoring**

Please state where you saw the post advertised.

|  |
| --- |
|  |

Please return your completed application form along with the equal opportunities monitoring form (if you are happy to do so) to [peopleadmin@brf.org.uk](mailto:peopleadmin@brf.org.uk)

Equal opportunities monitoring form

**Recruitment**

This section of the form is completely voluntary. It will only be used for equal opportunity monitoring purposes and will not be viewed by the recruiting panel.

**Unique identification number (office use only):**

As an organisation we want to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

To ensure that this policy is fully and fairly implemented and monitored, and for no other reason, would you please provide the following information:

**Age**

[ ] Prefer not to say

[ ] School age

[ ] School age – 17

[ ] 18 – 24

[ ] 25 – 34

[ ] 35 – 44

[ ] 45 – 54

[ ] 55 – 64

[ ] 65 – 74

[ ] 75+

**Disability**

Do you have a disability?

[ ] Prefer not to say

[ ] Yes, I have a disability

[ ] No, I do not have a disability

You are considered as having a disability for discrimination purposes if you fit the definition as given in the Equality Act 2010. In the Act, a disability is a ‘physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day to day activities.’ For these purposes, ‘long-term’ is taken to mean the condition is likely to last longer than 12 months or likely to recur.

**Ethnicity**

[ ] Prefer not to say

**Asian or Asian British**

[ ] Bangladeshi

[ ] Indian

[ ] Pakistani

[ ] Other Asian background (please specify )

**Black or Black British**

[ ] African

[ ] Caribbean

[ ] Other Black background (please specify )

**Chinese and other groups**

[ ] Chinese

[ ] Other ethnic group (please specify )

**Mixed race**

[ ] White and Asian

[ ] White and Black African

[ ] White and Caribbean

[ ] Other Mixed background (please specify )

**White**

[ ] British

[ ] Irish

[ ] Other White background (please specify )

**Religion or belief**

[ ] Prefer not to say

[ ] Buddhist

[ ] Christian

[ ] Hindu

[ ] Jewish

[ ] Muslim

[ ] Sikh

[ ] Other (please specify )

[ ] No religion

**Gender**

[ ] Prefer not to say

[ ] Female

[ ] Male

[ ] Non-binary

[ ] If you prefer to use another term, please specify

**Sexual orientation**

[ ] Prefer not to say

[ ] Bisexual

[ ] Gay

[ ] Heterosexual/straight

[ ] If you prefer to use another term, please specify

**Data protection statement**

BRF uses this information to review compliance with its policies on equal opportunity in relation to recruitment. We will use this data to inform our statistics on the representation of the categories of individual as shown above. We will treat all personal information in line with current data protection legislation and our data protection policy. For further details regarding how BRF processes personal data, please visit [http://www.brf.org.uk/privacy-policy](http://www.brf.org.uk/privacy-policy/).

In order for us to process this information and to comply with data protection legislation, we require your consent. However, you are not required to give your consent and you acknowledge that any consent you give is given freely.

Including your signature below will signify your consent to our processing of this information. Once you have given consent, you may withdraw it at any time by contacting [peopleadmin@brf.org.uk](mailto:peopleadmin@brf.org.uk).

**Signature:**

**Date:**