



## **Application Form**

### **Appointments Line Call Handler**

**Full Time**

**Permanent**

## Employees of Action Cancer must support its Mission, Values and Behaviours:



### Values and Behaviours:

Our strengths are that we are a Values driven charity with people being at the very centre of everything we do. Our services are proven to make a difference, we are a Northern Ireland charity run and controlled by local people, raising money, spending money, and supporting people only here in Northern Ireland.

We have three stated Values which are supported by seven expected behaviours.

**Value 1: Putting People First** - People are at the centre of everything we do.

**Value 2: Making a Difference** - Having a positive impact on everything we do.

**Value 3: Being Accountable** – With integrity being clear, open and honest about everything we do.

Our Values are supported by seven **Behaviours**. We Will...

1. Treat everyone with respect, care, dignity and consideration.
2. Listen, hear and respond positively to what people say.
3. Work together supporting, adding value, learning from and sharing with others.
4. Embrace and develop new ideas, and ways of working.
5. Nurture, support, develop, and equip our people to reach their full potential.
6. Learn from the past, build upon and celebrate our success.
7. Welcome scrutiny and examination, taking ownership and responsibility for our actions.



**Position Applied for: Appointments Line Call Handler**

**Reference Number: 20.I.03**

Before completing this Application Form and before attending for interview, please refer to the *Job Description, Personnel Specification, and Guidance Notes*, to ensure Action Cancer values, the role, and the terms and conditions align with your own personal values, experience, skills, and knowledge.

It is your responsibility to ensure the complete Application Form, together with the Equal Opportunities Monitoring Questionnaire is returned to the HR Department at Action Cancer House, by **3.00pm on Wednesday 30th September, 2020**. Application Forms received after this time and date will not be accepted. ***Shortlisted candidates will receive interview confirmation and details by email.***

Thank you for your interest in this role, and in Action Cancer, and we look forward to receiving your application.

**Action Cancer is an Equal Opportunities Employer**



## Guidance Notes

### Applications, CV's and attached sheets

- Applications will only be accepted on Action Cancer application forms so that the same type of information – including word limit – is received from all applicants.
- It is your responsibility to complete the application form in full. The shortlisting process will be completed solely by an assessment of the evidence you provide on your application form. It is essential therefore that you provide sufficient detail and examples against each criteria to demonstrate how and to what extent you meet the criteria.
- Attached CV's will not be considered, either in lieu of the application form or in conjunction with it.
- Candidates can download the application form from Action Cancer website. If you download the application form, you must print it, sign it, and submit it to the address on the application form.
- Alternatively you can receive an application form by submitting an A4 SAE to Action Cancer, 20 Windsor Avenue, Belfast, BT9 6EE, or by emailing [hr@actioncancer.org](mailto:hr@actioncancer.org) between Tuesday – Friday.
- Attached sheets – within the word limit – will only be considered where they are continuation sheets of a section of the Application Form where insufficient room was available to include all the necessary details.

### Employment History

- List first your current or most recent role and work back from there, showing all periods of employment and also unemployment since you left education. It is important that all dates given on your form are correct.
- Please do not leave any gaps in employment history.

### Qualifications

- Give details of all qualifications achieved. If you are offered this role, Action Cancer will ask you to provide original copies of all relevant certificates.
- For professional qualifications please provide details including the date registered.

### Essential and Desirable Criteria

- Essential and Desirable criteria are a vital part of your application. Read the Job Description and Personnel Specification carefully before completing this section and base your supporting evidence on the Essential and Desirable criteria.
- It is essential that you demonstrate by providing personal and specific details – within the word limit - how you meet the **essential** criteria, otherwise you may not be shortlisted.
- It is not sufficient simply to state that you possess the criteria – this must be fully demonstrated in your responses, outlining your experience and qualifications.

### Selection and Interviews

- In the event of a large number of applicants, desirable criteria may also be used to form the shortlist.
- The interview process may include the use of selection tests in addition to a panel interview. Candidates shortlisted for interview will be advised of the interview process in their letter of invite to interview. At interview candidates will be questioned about their experience regarding the main functions of this post.
- The interview panel will assess all candidates based on performance during selection tests and at interview.
- Should you require reasonable adjustments when attending interview, please let us know to ensure we can accommodate your needs wherever possible.

### Waiting Lists

- A waiting list may be retained for a period of 12 months for future permanent and temporary vacancies for similar positions.

### **Completed Forms**

- When submitting a hard copy of your application form please ensure it is signed and dated, all questions have been answered, and the monitoring form is attached in an envelope marked Private & Confidential. Only complete applications will be considered.
- By completing the application process you are declaring that all the information is correct, and you understand and agree with the Personal Declaration at the end of the application form.

### **General Data Protection Regulation (GDPR)**

- All applicant information will be treated in confidence, and will be used by Action Cancer to assess your suitability for the role.
- Action Cancer will only use your personal data, which we have gathered through the course of our activities, if we have a legitimate interest to process that data. It is a condition of employment that Action Cancer processes your personal data. By applying for a role with us you signify your agreement. Information is held securely and confidentially in accordance with current General Data Protection Regulation (GDPR) 2018 in physical and electronic format.

### **Next Stage**

- We will contact you in writing to confirm whether you have been successful or unsuccessful at the shortlisting stage.



## Application for Employment

**Application for the role of: Appointments Line Call Handler**

**Job Reference No: 20.I.03**

<b>Forename(s):</b>	<b>Surname:</b>
<b>Address:</b>	<b>Town:</b>
<b>County:</b>	<b>Postcode:</b>
<b>Home Telephone No:</b>	<b>Mobile Telephone No:</b>
<b>Email Address:</b>	<b>National Insurance No:</b>
<b>Are you able to meet the travel requirements of the role? Yes [ ] No [ ]</b>	
<b>Do you hold a current driving licence? Yes [ ] No [ ]</b>	
<b>Details of current endorsements:</b>	
<b>Are other any restrictions on you taking up employment in the UK? Yes [ ] No [ ]</b>	
<b>If yes please provide details</b>	
<b>Current Salary:</b>	<b>Notice Required in Current Post:</b>

<b>Education – please list all relevant secondary education qualifications obtained</b>		
<b>Qualification</b> (GCSE, A Level, Degree etc)	<b>Subject</b>	<b>Grade</b>

<b>Further and Higher Education – please list all relevant Further and Higher qualifications obtained</b>			
<b>Institution Name</b>	<b>Title of Award/Qualification/Field of Study</b>	<b>Grade</b>	<b>Date Obtained</b>

<b>Professional Qualifications/Registrations (Please give details if applicable)</b>		
<b>Name of Professional Body</b>	<b>Membership Grade/Registration No.</b>	<b>Date of Issue</b>

<b>Present or Most Recent Post</b>				
Please complete the section below starting with your current or most recent employer. Further information can be added using Appendix 1				
Name and Address of Employer	Date employment commenced	Date left(if applicable)	Job Title, duties and responsibilities	Reason for leaving

**Current Salary:** .....

**Current Notice Period:** .....

<b>Previous Positions</b>				
All previous employment must be accounted for in your application. Further information can be added using Appendix 1				
Name and Address of Employer	Date employment commenced	Date left(if applicable)	Job Title, duties and responsibilities	Reason for leaving



<b>Reasons for Gaps in Employment</b>
<b>Where did you see this advertised?</b>

<b>Other Employment or Relevant Information</b>
Please note any employment you would continue with if you were successful in obtaining this position, or any other information you believe relevant to your application. (Max 150 words)

<b>Referees</b>
<b>Referee 1 Email:</b>
<b>Referee 2 Email:</b>
<b>Consent:</b>
<input type="checkbox"/> <b>I have received consent from my referees for Action Cancer to request their information.</b>

**Referees:** You must give full contact details for two referees who can comment on your work ability. One should be your current or most recent employer and one from a previous employer. If you are unemployed, one referee must be your last employer. If this will be your first paid role, referees should be persons who know you well enough to confirm the information you have given in your application eg teacher, university tutor, school principle. References provided by friends or relatives are not acceptable.

<b>Current/Most Recent Employer</b>	<b>Previous Employer</b>
Name:	Name
Address:	Address
Telephone No:	Telephone No:
Email Address:	Email Address:
Occupation:	Occupation:
<input type="checkbox"/> <b>Please contact my employer at present?</b>	
<input type="checkbox"/> <b>Please contact my second referee?</b>	

**Essential Criteria – please demonstrate clearly how you meet each criteria.**

1	<p>A minimum of one year's experience of working in a customer support role, providing clerical, administrative and call handling support.</p> <p>(Max 150 words)</p>	
2	<p>5 GCSE'S including English grade C or above (or equivalent).</p> <p>(Max 150 words)</p>	
3	<p>IT literate with a high level of experience of data input and competence with ICT including all Microsoft Office packages, in particular Excel and Microsoft Word.</p> <p>(Max 150 words)</p>	

4	<p>A positive attitude, with specific examples of ability to demonstrate strong customer care and interpersonal skills, including experience of managing sensitive situations.</p> <p>(Max 150 words)</p>	
5	<p>Strong phone and verbal communication skills along with active listening skills.</p> <p>(Max 150 words)</p>	
6	<p>Customer focus and adaptability to different personality types.</p> <p>(Max 150 words)</p>	

7	Ability to multi-task, set priorities and manage time effectively.  (Max 150 words)	
8	Excellent organisational skills  (Max 150 words)	
9	Excellent communication and interpersonal skills.  (Max 150 words)	
10.	Flexible and available to work hours to meet the needs of the role.  (Max 150 words)	

**Desirable Criteria – please demonstrate clearly how you meet each criteria.**

1	<p>A minimum of three years' experience in a customer support role, providing clerical, administrative and call handling support.</p> <p>(Max 150 words)</p>	
2	<p>OCR (RSA) II Word Processing or ECDL Certificate or equivalent.</p> <p>(Max 150 words)</p>	

3	<p>3 years experience of providing administrative support within cancer services or the voluntary sector.</p> <p>(Max 150 words)</p>	
4	<p>3 years experience of working within a healthcare environment (e.g. hospital, health centre, etc)</p> <p>(Max 150 words)</p>	

## Personal Declaration

### Please read carefully before submitting your application:

1. I confirm the information given in this form and in documentation I provide in support of my application is true, and give my permission for enquiries to be made to confirm and verify this information. I understand my application may be rejected, an offer of employment withdrawn, or I may be dismissed following appointment if I have given any false or misleading information or withheld any relevant details.
2. I confirm that to the best of my knowledge there are no medical reasons which would stop me carrying out the duties of this role and agree that Action Cancer reserves the right to require me to undergo a medical examination. Information will be retained in my personnel file during employment and for up to 6 years thereafter and processed in accordance with GDPR 2018.
3. I agree that should I be shortlisted for interview I will submit a written disclosure relating to criminal convictions, and should I be appointed, will apply for an AccessNI/additional security check **if required for this role**. Should I fail to provide the required information or should the disclosure not be to the satisfaction of Action Cancer any offer of employment may be withdrawn or my employment terminated.
4. I understand that I will be required to show evidence of my identity and original documentation as detailed in the Job Description and Personnel Specification.
5. I agree that on appointment my referees may be approached for references.

Action Cancer will only use your personal data which we gather through the course of our activities, if we have a legitimate interest to process that data. It is a condition of employment that Action Cancer processes your personal data. By applying for a role with us you signify your agreement.

### Accept Terms and Conditions:

Name.....

Signed.....

Date of application.....

Please send signed and completed application and monitoring forms to:

Action Cancer,  
Human Resources Department,  
20 Windsor Avenue,  
Belfast,  
BT9 6EE

Company Limited by Guarantee. Registered in N.I. No: NI 18091



## Fair Employment Questionnaire - Private and Confidential

**Position Applied for: Appointments Line Call Handler**

**Job Reference No: 20.I.03**

### EQUALITY OF OPPORTUNITY

Action Cancer is an equal opportunities employer. We do not discriminate on the grounds of religious belief, or political opinion. We practice equality of opportunity and select the best person for the job.

To demonstrate our commitment to equality of opportunity we need to monitor the community background of our applicants and employees as required by the Fair Employment and Treatment (NI) Order 1998.

Regardless of whether we practice our religion, most of us in Northern Ireland are seen as either Protestant or Roman Catholic. We are therefore asking you to indicate your community background by ticking the appropriate box below.

I am a member of the Protestant Community

I am a member of the Roman Catholic Community

I am a member of neither the Protestant nor Roman Catholic Community

Please indicate whether you are: Female  Male

If you do not complete this questionnaire, we are encouraged to use the "residuary" method which means that we can make a determination on the basis of personal information on file or on the application form.

NOTE: it is not compulsory for you to answer the above questions. However we would stress that it is a criminal offence under the legislation for a person to "give false information in connection.....with the preparation of a monitoring return".

Once completed please seal this form in an envelope marked Private and Confidential, and attach the envelope to the completed application form.

Access to this information is strictly controlled and will not be available to those considering your application for employment. Monitoring will involve the use of statistical summaries of information in which the identities of individuals will not appear. The information will have no effect on the outcome of your application.



**APPENDIX 1: Current and Previous Employment History**

Name and Address of Employer	From month and year	To month and year	Job Title and <b>brief</b> outline of duties	Reason for leaving

# GDPR Terms and Conditions

Please read carefully the following GDPR terms. You must accept them to continue with your application

## Action Cancer Privacy Notice Policy In Brief:

It's important that you read Action Cancer's full policy to understand what information we hold, how we may use it, and what your rights are – here's a quick summary:

- We collect information that may be of a personal nature (names, addresses, date of birth, bank details etc.).
- We collect information about some service users that may be of a sensitive nature, e.g. medical history.
- We collect information about the people we provide services to, members, donors, volunteers, employees, job applicants, customers and suppliers.
- We collect information in order to provide services, information and goods, to fundraise for our charitable works and all related administration e.g. processing financial transactions.
- We only collect the information that we need or that would be useful to us in our quest to provide the best possible service.
- We are committed to keeping personal information secure.
- We will never sell your data.
- We only share data in limited circumstances, e.g. where we are required by law or with carefully selected partners who do work for us. All our partners are required by their contract to treat your data as carefully as we would, to only use it as instructed, and to allow us to check that they do this.
- Our websites use cookies – for more information check [Our cookies policy](#).

If you have a query regarding the accuracy of your personal data then we will deal with it quickly and fairly. You can opt in or out of receiving communications about our services, campaigns and events or change your preferences about your preferred method of communication. You can contact us by emailing: [info@actioncancer.org](mailto:info@actioncancer.org), telephoning 02890 803344 or by logging onto our website and updating your preferences.

If you have any other queries about your information, you can contact our Data Protection Officer, Arlene McGeown at [info@actioncancer.org](mailto:info@actioncancer.org).

To download and/or view the full Policy go to <http://www.actioncancer.org/Info/Privacy-Notice>

**I accept the above terms**

Name.....

Signed.....

Date .....