Applicant No.

(Office use only)

**Application for employment**

**Frome Town Council**

**Frome Town Hall, Christchurch St West BA11 1EB**

**Confidential**

**Please complete in black ink or type**

**Application for the post of: Customer Services Advisor**

The information provided in this application will help us to decide whether to invite you to an interview. It is important that we are confident that you can meet at least the essential requirements listed in the Person Specification.

**Employment history**

Please provide details of your work experience including previous posts with your present employer, unpaid voluntary or casual work. If you have undertaken periods of other responsibilities raising family or caring, please include these as well.

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| **Present (or most recent) employment** | | | | |
| Name and Address of Employer: | |  | | |
| Position held |  | | Is this your current job? |  |
| Duration of employment |  | | Leaving date (if applicable): |  |
| Notice required |  | | Reason for leaving |  |
| Key responsibilities and / or achievements: | | | | |
| 1.  2.  3.  4. | | | | |

Where did you see this post advertised (please circle)?

Indeed.co.uk / South West Councils / Frome Times / SALC / other (please state)

**Training**

Please provide details of all training and development undertaken relevant to this post, including industry certificates

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| --- | --- |
| Training course and organiser/ development activity | Outcome – grade achieved where relevant |
|  |  |

*Please continue on a separate sheet if necessary*

**Membership of professional bodies**

|  |  |
| --- | --- |
| Body | Membership type |
|  |  |

*Please continue on a separate sheet if necessary*

**Knowledge, skills and experience**

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| 1. This role will be the first point of contact for members of the public, businesses and visitors expecting an answer to a variety of queries, what experience do you have of customer service and include examples |
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| 2. You will be required to handle both enquiries and complaints. Please provide examples where you have successfully assisted with an enquiry and/or resolved a complaint satisfactorily. |
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| 3. What experience do you have using Microsoft 365 software package and other IT software? |
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| 4. This role will require a great deal of multi-tasking, dealing with in person visitors to the Town Hall, on the phone, and via email, room bookings, plus other administration tasks, please demonstrate how you prioritise your time and include examples. |
|  |

*Please continue on a separate sheet if necessary*

**References**

Please give the name and address of two persons who can provide an assessment of your suitability for this post. One of which should be your present/most recent employer. If you have not been in paid employment since leaving full-time education, please give the name of your tutor or lecturer.

Have you any objection to the references being obtained prior to interview? Yes/No

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | | Address | | |
| Email address | |  | | |
| Position held |  | | Day contact Number |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | | Address | | |
| Email address | |  | | |
| Position held |  | | Day contact number |  |

**Declaration**

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| I declare that that this application form has been completed by me and all the information I have given is accurate and complete to the best of my knowledge. I accept that if I have given any information which I know is false or if I withhold any relevant information it may lead to my application being rejected or if I have been appointed to my dismissal.  I consent that under the Data Protection Act 2018 the information contained in this **application form** may be processed by Frome Town Council, who will ensure the information will be stored on a computer fairly and lawfully and will not be disclosed to any person/s for any other purposes.  I give my permission for Frome Town Council to process and retain information about me contained in this form in accordance with the Data Protection Act 2018.  Signed ……  Dated |