

**APPLICATION FORM**

**Please complete in black ink**

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| **Job Application**  Closing Date for Applications: 21st May 2021  Role Title: **Casual Visitor Services Assistant**  Department: Front of House | | **Please complete and post to:-**  **FAO HR,**  **Culture Coventry**  **Coventry Transport Museum**  **Millennium Place, Hales Street**  **Coventry, CV1 1JD**  **Or via e-mail to vacancies@culturecoventry.com** |
| **Personal Details – Please complete this section in capital letters**  Title:  Last name:.........................................................................First Name(s)....................................................................  Address......................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................Post Code:........................................  Home Telephone Number:................................................Mobile Telephone Number:.............................................  Other Contact Number:........................................................................................................................................................  E-mail Address:........................................................................................................................................ | | |
| Are you eligible to work in the UK? | | |
| First Reference (Current or last employer):  Name and address:  Telephone No:  E-mail Address:  In what capacity do they know you? | Second Reference:  Name and address:  Telephone No:  E-mail Address:  In what capacity do they know you? | |
| If you are known to them by another name please state below: | If you are known to them by another name please state below: | |

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| **Driving Licence – Only complete this if a driving licence is required for the job.**  Do you have a full current driving licence?  Do you have the use of a car?  What type of licence do you hold? (List entitlement/category codes)…………………………………………………… |

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| **Current Employment Status**  Employed Unemployed Temporary | |
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| Name and full address of current/previous employer: | Job Title:  Date Appointed:  Notice Required: |
| Current/Previous Duties | |
| Reason for leaving? | |
| Why are you applying for this position? | |

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| Career history, **the most recent first**.  You should include paid, unpaid and voluntary work relevant to the position you are applying for. | | | | |
| Date from: | Date to: | Employer | Job Held | Reason for Leaving |
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Educational/Training and Academic qualifications (only if relevant to the requirements on the Person Specification).

Please note that you will be required to bring original documents as proof of qualifications if selected for interview.

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| Date(s) | Level | School/College/University | Subject/Course Title | Result |
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**SELECTION CRITERIA**

**Knowledge**

Please review the job description summary for the role and state in the box below, in no more than 800 words, how you can demonstrate the required skills for this role in the following key areas:

* Giving a high quality visitor experience as a point of contact within the exhibitions
* Providing information on the exhibits and handling visitor enquiries
* Support colleagues within Culture Coventry
* Able to solve problems effectively if incidents occur

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**Competencies**

Our organisational values are key to achieving our vision, aims and objectives, we will therefore be assessing all candidates against these throughout the selection process. Please demonstrate your competency against the following values in no more than 400 words per box.

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| **COMMUNICATION AND ENGAGEMENT** | As part of the role is to interact with visitors, please describe how you would engage with visitors? |
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| **TEAMWORK** | How would you ensure that a high level of customer service is provided to all visitors? |
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| **BUSINESS MINDED** | A clean and safe environment is required for visitors in our exhibitions, how would you endeavour to achieve this? |
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| **Describe below any relevant additional skills, competencies, experiences, knowledge, you think are relevant to the job. (max. words 1000)** |
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| **Working Time Directive** **-** Are you intending to hold additional jobs? YES/NO  If yes, please state the number of hours you will be working in other jobs in this box  This information is required to ensure we comply with Working Time Regulations. |

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| Are you related to any Board Members or employees of Culture Coventry  If YES, please state name(s), relationship(s) and position(s) |

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| **Safer Recruitment Practice -** Culture Coventry is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |

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| **Rehabilitation of Offenders and Criminal Records Disclosure –** Successful applicants for posts that are exempted from the provisions of the Rehabilitation of Offenders Act 1974 will require a criminal record disclosure. Criminal records will be taken into account only when a conviction is relevant to the post you are applying for. |

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| **Disability –** Culture Coventry welcomes applications from disabled people. This means that the Trust is committed to interviewing all applicants with a disability who meet the minimum criteria for a job vacancy and to consider them on their abilities.   * Do you consider yourself to have a disability that you would like us to be aware of at this stage of the application process? * Would you welcome the opportunity to discuss any reasonable adjustments you require either during the recruitment process or to enable you to do the job? |

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| For information on how we process data please refer to our HR Data Policy which can be found on our website alternatively a copy can be requested from our HR Department. |

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| **Signature –** I certify that to the best of my knowledge, the information given on this form is correct and true. I understand that my application may be rejected or that I may be dismissed for withholding relevant details or giving false information. I also understand that the information I have provided may be subject to checking. I have not canvassed a Board Member/employee of Culture Coventry either directly or indirectly in connection with this application and I will not do so.  Signature: Date:  **Please note: If you return this form by e-mail, your signature confirming the above will be requested if you are invited to attend an interview. If you are printing this form out and returning it by post, please sign in black ink before returning it.** |

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Registered under the Charities Act 1960, Registration No. 1152899

Culture Coventry Ventures Limited - Registered in Cardiff, Wales, No. 5263892

Culture Coventry Events Limited – Registered in Cardiff, Wales, No. 8108478

Registered Offices – Herbert Art Gallery & Museum, Jordan Well, Coventry CV1 5QP