|  |  |
| --- | --- |
| Post Description | CUSTOMER SERVICE OFFICER |
| Closing Date |  |

**PERSONAL DETAILS**

|  |  |  |
| --- | --- | --- |
| Title |  | |
| Surname |  | | | | | | |
| First Names |  | | | |  | | |
| Address | |  | | | | | |
|  | | | | | |
|  | | | | | |
|  | | | | | |
| Postcode | |  | | | |
|  | | | | | | | |
| Telephone: (Day) | |  | | Telephone: (Evening) |  | | |
| Fax: | |  | | Mobile Telephone: |  | | |
| E-Mail: | |  | | | | | |
| Are you eligible to work in the United Kingdom without any restrictions? | | | | | | Yes | No |
| Have you resided in the United Kingdom for the past 3 years consecutively? | | | | | | Yes | No |
| Do you require a work Permit to work in the UK | | | | | | Yes | No |
| Have you been or are you currently bankrupt? | | | | | | Yes | No |
| Do you have any current unspent criminal convictions?  (Do not include motoring offences dealt with under the fixed penalty scheme) If yes please give details below:- | | | | | | Yes | No |
| Details | | | | | | | |
| Do you have a clean UK Driving Licence?  If no please give details below:- | | | | | | Yes | No |
| Details | | | | | Licence No. | | |
|  | | | | | |  |  |
|  | | | | | | | |

**EDUCATION & QUALIFICATIONS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Schools/Colleges and Universities Attended | Date from | Date to | Qualification gained or pending (Please state subject and level) | Grade(s) |
|  |  |  |  |  |
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**MEMBERSHIP OF PROFESSIONAL/TECHNICAL BODIES AND QUALIFICATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of Professional Body** | **Grade of Membership** | **By Examination Yes/No** | **Date** |
|  |  |  |  |
|  |  |  |  |

**ATTENDANCE ON TRAINING COURSES**

|  |  |
| --- | --- |
| **Course and Duration** | **Date** |
|  |  |
|  |  |
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**PRESENT/MOST RECENT EMPLOYMENT**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Job Title** |  | | **Grade/Salary** | |  |
| **Date of Appointment** |  | | **Other Benefits** | |  |
| **Summary of responsibilities** | | | | | |
|  | | | | | |
|  | | | | | |
| **Name and Address of Employer** |  | | | | |
| **Telephone No:** |  | **Nature of Business** | |  | |
| **Date Left/Period of Notice required** |  | **Reason for Leaving** | |  | |
| **To whom did you report? (Name and Position)** | | | |  | |

**PREVIOUS EMPLOYMENT**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **From** | **To** | **Employer** | **Position Held** | **Salary** | **Reason for Leaving** |
|  |  |  |  |  |  |

|  |  |
| --- | --- |
| **RELEVANT SKILLS, KNOWLEDGE &**  **EXPERIENCE** | Please refer to the Job Description and specifically the competency requirements for this role in answering the following questions. Please give full details of how your knowledge, skills and experience gained from your time in education and/or employment as well as through your interests and hobbies, will help you to meet those competencies and enable you to carry out this role to a high standard. |

|  |
| --- |
| 1. Explain what great customer service means to you and why you think it is important to our company.      1. Provide examples of when you have had to plan and organise your activities, prioritising your tasks to ensure that you have successfully completed a project or met challenging deadlines. 2. Please give details of an occasion(s) when it was important that you worked effectively as part of a team and the part you played in supporting that team to achieve its goals/success. 3. Tell us clearly and concisely in no more than 250 words why you think you are the best person for this job. |

|  |  |
| --- | --- |
| **REFERENCES** | Please give the name and address of two persons, not related to you (one of whom should be your present or latest employer), from whom No1 CopperPot Credit Union may obtain information relating to your application. If you do not wish either referee to be approached at this stage put an ‘X’ in the box alongside their name. |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** |  | |  | **Name** |  | |  |
| **Address** | | | | **Address** | | | |
|  | | | |  | | | |
|  | | | |  | | | |
|  | | **Postcode:** | |  | | **Postcode:** | |
| **Tel No** |  | | | **Tel No** |  | | |
| **E-Mail Address** |  | | | **E-Mail Address** |  | | |
| **Position** |  | | | **Position** |  | | |

**DECLARATION**

**I certify that the information I have given is correct and I understand that should I make an incorrect statement on this application, or should I wilfully conceal any material fact, I will, if appointed be liable for dismissal.**

**Signed Date**

**Please note – successful applicants will be subject to a DBS check.**

Completed application form should be returned to:

No1 CopperPot Credit Union

Slater House

Oakfield Road

Cheadle Royal Business Park

Cheadle

Cheshire

SK8 3GX