



Community House
South Street
Bromley
BR1 1RH

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www.bromleycab.org.uk

Friday, March 01, 2019

Dear Applicant

Application for the post of Contact Centre Supervisor – Bromley Well

Thank you for your interest in applying for the post of Contact Centre Supervisor on our Bromley Well Service.

I have pleasure in enclosing a job description and person specification, an application form together with a diversity monitoring form and guidance notes for applicants.

Please complete the application form and making it clear how your skills and experience make you the best person for the job. Please pay careful attention to the instructions in the guidance notes attached.

Please state why you are applying for this role and why you would like to work on this service **(No more than 200 words)**

Please explain how you feel your skills, relevant experience and achievements match the person specification for this role. **(No more than 1,500 words)**

Please explain how you meet the criteria identified in the Job Description. **(No more than 1,000 words)**

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

For further information about our Bromley Well service please have a look at the Bromley Well website <https://www.bromleywell.org.uk/>.

The information you give us on the application form will be used to help us decide whether to recruit you as a member of staff - this is our 'legitimate interest' under data protection law. It will only be seen by staff involved in the recruitment process, and will be stored securely.

If you are recruited, we will retain your contact information in order to involve and support you.

We will also collect additional information, such as next of kin details, and over time records of training, support meetings and where relevant, appraisals. Again, it will be kept securely, and only those people who need to see your information in order to involve you will have access to it.

All use of applicant's information will be relevant to their involvement, and may include:

- Contacting applicants when necessary
- Making reasonable adjustments to improve accessibility
- Monitoring statistical details of our applicants
- Providing ongoing support to applicants
- Addressing problems or complaints

You have legal rights over your data, including access to it, and the right to ask that it is corrected, restricted or deleted. There is more information on these rights on the Information Commissioner's Office website:

www.ico.org.uk

Please feel free to email your application to: CEO@citizensadvicebromley.org.uk

Alternatively you may post your application to me at the above address.

I look forward to receiving your completed application.

Yours sincerely

Lorraine Whittaker

Lorraine Whittaker
Chief Executive

Chief Executive: Lorraine Whittaker

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