



Motherwell & Wishaw Citizens Advice Bureau

Recruitment Pack

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Date: **16/05/2025**

Dear Applicant

Post of Engagement Officer with Motherwell & Wishaw CAB

Thank you for your enquiry about the above post.

This recruitment pack contains notes on completing an application for the above role together with job advert, job description and personal specification. The appendices contain the forms required to be completed and returned with your application form.

You will find enclosed some background information about the bureau, further information can be found on the Bureau's website.

In determining which applicants will be interviewed the Interview Panel will have regard to applicants who best fit the person specification so it is important that you to use this as a guide when completing the application form.

We look forward to receiving your application by the closing date is **9th June 2025** and we would ask that you provide a telephone number where we can contact you day and/or evening.

Yours sincerely

Kinga Kosakowska
Chief Executive Officer

Motherwell & Wishaw Citizens Advice Bureau

Background Information

Motherwell and Wishaw CAB was formed in 1942 and became a Charitable Company Limited by Guarantee in 1997. It is a member of the nationally recognised brand of Citizens Advice Bureau (CAB) and has continued to develop in response to the needs of the residents of Motherwell, Wishaw, Shotts and surrounding areas. The organisation is a member of the umbrella body Citizens Advice Scotland that provides guidance and support to all Citizens Advice Bureau in Scotland (CAS). The twin aims of the service are:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives.

Motherwell and Wishaw CAB is well placed to recognise trends and identify particular needs and lack of services for specific groups.

Through a small team of core and project staff and over 50 volunteers, the bureau provides a free, confidential, independent and impartial service for community residents on a wide range of issues including:

- Debt and money
- Welfare Rights
- Consumer issues
- Immigration
- Employment and workforce problems
- Housing
- Relationship and family issues
- Discrimination
- Health services
- Legal rights & responsibilities

Motherwell & Wishaw CAB is a trusted and well respected organisation. It enjoys high levels of client satisfaction and the excellence of its training programme is widely recognised. Its volunteer workforce and paid staff are fully committed and strive, with limited resources, to provide the advice sought by thousands of clients each year.

It is recognised as a Charity with Office of the Scottish Charity Regulator (SC009733), and operates as a Company Limited by Guarantee (SC173485) and is registered with Financial Conduct Authority (FRN 617467).

For a full overview of all our services and current work, please visit our website at:

www.motherwellwishawcab.org.

Application For Employment

Motherwell & Wishaw Citizens Advice Bureau
90 Brandon Parade East
Motherwell
ML1 1LY

Telephone: 01698 265 349

Motherwell & Wishaw Citizens Advice Bureau wishes to ensure that comparison between applicants for posts is thorough and in line with its Equal Opportunities Policy. Please complete all sections of this form, including candidate details, acceptance of our privacy notice for job applications, reference details and a declaration of your right to work in the UK. **Please do not enclose curriculum vitae.**

Position Applied For	
Surname	
Forenames	
Address	
Email Address	
Contact Telephone Number	
Role Applied For	
Where did you see the job advertised?	
Current (or most recent) job title	
Current (or most recent) employer	
Current (or most recent) salary	
Notice Period	
Do you hold a clean current driving licence?	

General Data Protection Regulation

Motherwell & Wishaw CAB are aware of their obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. Our 'Privacy Notice for Job Applicants' sets out, in line with GDPR, the types of data that we collect and hold on you as a job applicant, how we use that information, how long we keep it for and other relevant information about your data. It is important that you read this notice so that you are aware of how and why we are using your data, please check the box below to confirm that you have done so.

☐ **I confirm that I have read, understood and agree to the Motherwell & Wishaw CAB Privacy Notice for Job Applicants.**

Work Experience

We want to know about your work experience, paid or unpaid. Please include your current /previous employment, voluntary work, or community activities, and time spent caring for dependants, etc. if appropriate. Detail why you left.

Dates	Names of Employer(s)/Organisations	Main Tasks Undertaken	Why did you leave?

Education and Training

Please list any education and/or training (including short courses) that you have undertaken.

Dates	Education/Courses/Training	Qualifications

Additional Information

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description and person specification, please indicate what experience, skills and interests you would bring to this job. **(Please continue on an additional sheet if you wish)**

References

Any offers of employment with a Motherwell & Wishaw CAB are conditional upon receipt of satisfactory references.

Please provide below details of where we can obtain at least two references **covering your last 5 years of employment** (include additional boxes if necessary).

If you have been in full-time education during the last 5 years, please provide details of where an academic reference can be obtained.

For each reference, please detail the following information:

Referee 1

Name of referee	
Job title of referee	
Organisation	
Address	
Email Address	
Contact Telephone Number	
Dates employed	

Referee 2

Name of referee	
Job title of referee	
Organisation	
Address	
Email Address	
Contact Telephone Number	
Dates employed	

Please note that we will not contact any referees until an offer of employment has been made and your authorisation has been obtained.

Right to Work in the United Kingdom

All employees must be able to demonstrate that they are legally entitled to work in the United Kingdom.

In order to apply for employment with Citizens Advice Bureau, you must declare that you have the right to work in the United Kingdom and that, if successful, you will be able to provide the necessary documentation (typically a passport or a birth certificate, together with your National Insurance Number).

By completing this application form, you are declaring that you are legally entitled to work in the United Kingdom.

Please state below, by selecting the statement that applies to you, if there are any restrictions or limitations on your legal right to work in the United Kingdom.

☐ I confirm that I have the right to work in the United Kingdom without restriction.

☐ I confirm that I have the right to work in the United Kingdom until _____
and I hold the appropriate Visa documentation to confirm this right. I have no restrictions or limitations on my Visa.

☐ I confirm that I have the right to work in the United Kingdom until _____
and I hold the appropriate Visa documentation to confirm this right. I am restricted to (please detail any restrictions or limitations on working in the UK):

I declare the information given on this form is correct to the best of my knowledge.

Signature

Date

Closing Date for application:

09/06/2025

Please return this application form by email to Catherine.Marshall@Motherwellcab.casonline.org.uk
or by post marked "Confidential" to:-

Catherine Marshall
Motherwell & Wishaw Citizens Advice Bureau
90 Brandon Parade East
MOTHERWELL
ML1 1LY

Date of interviews for successful applicants: week commencing 16/06/2025

YOU ARE REQUESTED TO BRING TO INTERVIEW ALL RELEVANT EDUCATION/VOCATIONAL CERTIFICATES YOU HAVE REFERRED TO IN THIS APPLICATION

Notes for applicants on completing the application form

- The form should be completed in black ink or black ballpoint pen or typed. This will make it easier for photocopying purposes.
- Please send a copy of the application form together with the completed Personal Details form and Equality and Diversity Monitoring Form.
- One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.
- The enclosed person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.
- The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
- If you are shortlisted for interview, the selection panel will ask you questions based on the person specification, which will cover the areas in more detail.

Appendix 1

Equality and Diversity Monitoring Form

Completing this form will help Motherwell & Wishaw Citizens Advice Bureau monitor equality and diversity statistics. This information is not part of your application and will not be used in any part of the selection process. The information will be stored anonymously and confidentially.

Please do not put your name anywhere on this form. Return it separate from your other application documents by emailing it to: Catherine.Marshall@motherwellcab.casonline.org.uk

Position applying for:

How did you learn of this vacancy:

Gender

Which one of the following best describes your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Prefer to self-describe:

Gender Identity

Is your gender identity the same as the sex you were assigned at birth?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Sexual Orientation

Which of the following best describes your sexual orientation?

- ☐ Bisexual
- ☐ Gay man
- ☐ Gay Woman / Lesbian
- ☐ Heterosexual / Straight
- ☐ Prefer not to say
- ☐ Prefer to self-describe:

Disability

Do you consider yourself to be disabled?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Age

- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-65
- ☐ 65+
- ☐ Prefer not to say

Ethnicity

Please tick the box for the group to which you perceive you belong:

- ☐ Arab
- ☐ Asian/Asian British: Indian
- ☐ Asian/Asian British: Pakistani
- ☐ Asian/Asian British: Bangladeshi
- ☐ Asian/Asian British: Chinese
- ☐ Other Asian:
- ☐ Black/Black British: African
- ☐ Black/Black British: Caribbean
- ☐ Other Black/Black British:
- ☐ Mixed: White and Black Caribbean
- ☐ Mixed: White and Black African
- ☐ Mixed: White and Asian
- ☐ Other Mixed:
- ☐ White: British
- ☐ White: Irish
- ☐ White: Gypsy or Irish Traveller
- ☐ Other White:
- ☐ Any other ethnic group:
- ☐ Prefer not to say

Religion and Belief

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Non-religious
- ☐ Sikh
- ☐ Prefer not to say
- ☐ Other religion or belief:

Caring Responsibilities

Do you have any caring responsibilities? (please tick all that apply)

- ☐ None
- ☐ Primary carer of a child or children (under 18 years)
- ☐ Primary carer of a disabled child or children
- ☐ Primary carer or assistant for a disabled adult (18 years and over)
- ☐ Primary carer or assistant for an older person or people (65 years and over)
- ☐ Secondary carer (another person carries out main caring role)
- ☐ Prefer not to say

Appendix 2

Self-Declaration Form for an Applicant working with Adults at Risk therefore requiring a PVG Scheme Disclosure

Private & Confidential

The post that you have applied for is exempt from the Rehabilitation of Offenders Act 1974 by the Exclusions and Exceptions Scotland Order 2003 and the Protection of Vulnerable Groups Act 2010 applies. You are therefore required to disclose all convictions (spent and unspent), cautions, and any relevant non-conviction information.

Please give details regarding any convictions and cautions under the heading in **Section 1**.

Please give details of any relevant non-conviction information in **Section 2**.

If you have **no** convictions, cautions, or relevant non-conviction information please go to **Section 3** and sign the declaration form.

Should you be appointed for the position applied for you will also be required to provide a Protection of Vulnerable Group (PVG) Scheme Disclosure under the terms of the Protection of Vulnerable Groups Act 2010.

Section 1 :

- a) Please give the date and details of the conviction(s) that you were charged with, the sentence that you received and the court where your conviction(s) was heard.
- b) Please give details of the reasons and circumstances that lead to your offence(s)
- c) Please give details of how you completed the sentence imposed, (for example did you pay your fine as required, what conditions were attached to your probation/community service/supervised attendance order, did you comply with the requirements of your order/custodial sentence etc.
- d) Has any other organisation(s) supported you to work through any of the above issues?
- e) What have you learned from the experience?

Section 2 : Non-conviction relevant information:

Section 3 : Declaration (I certify that all information contained in this form is true and correct to the best of my knowledge and realise that false information or omissions may lead to dismissal).

Signature: _____ Date: _____

NOTE: The information given in this form will be treated in the strictest confidence. Please seal this form in the addressed envelope provided and return prior to your interview.