
# Guidance notes for applicants

# How we shortlist

We use blind shortlisting to decide who we interview. This means that we remove personal details and identifying information from your application then score it against the criteria in the person specification. We only invite the highest scoring applicants to interview and there’s a minimum threshold you must reach to be interviewed.

# Your supporting statement

We want to hear about your unique skills, perspective and insight in relation to the role. It’s important that you address each of the essential criteria in your supporting statement and where possible give examples of relevant training, experience or achievement. Copying directly from the internet or relying on AI tools like ChatGPT doesn’t help us understand why you might be great at the job and may mean your application doesn’t stand out.

If we ask about knowledge or experience that you don’t have, you can explain how your experience and skills would help you take on that part of the role and what approach you would take to developing in that area. If you feel like this is a role you’d really like but don’t meet all of the criteria we still want to hear from you – tell us why you want to do the job and what transferable skills you have.

# Guaranteed interview scheme

We have a guaranteed interview scheme for disabled candidates that follows the same principles as our national office: [www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme](http://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme)

Let us know if you’d like to apply under this scheme.

# Reasonable adjustments

Let us know if you require any adjustments to our application process or would like to provide any additional information want us to take into account when considering your application.

If we invite you to an interview, we’ll also ask you if you have any access needs or reasonable adjustments to the interview and any associated task or assessment.

We welcome requests for adjustments to our recruitment process because we want it to be accessible and equitable.

# Entitlement to work in the UK

Our job offers are subject to confirmation that you’re allowed to work in the UK under the provisions of the Asylum and Immigration Act 1996. We’ll ask you to provide evidence of your entitlement to work in the UK if you’re successful and we offer you a role.

We don’t hold a sponsor licence and therefore can’t issue certificates of sponsorship under the points-based system.

# Diversity monitoring

We’re passionate about promoting equity, valuing diversity and working inclusively. Monitoring recruitment and selection helps us ensure that we’re treating candidates fairly and doing our best to increase the diversity of our team. To do this we need to know about the diversity profile of people who apply for posts with us. This information is held confidentially for monitoring purposes only and isn’t seen by anyone making decisions about who we recruit. If you’d prefer not to answer any of the questions on the diversity monitoring form you can select ‘prefer not to say’.

Our diversity monitoring form is [here](https://forms.office.com/r/k2ygiANn3A).

# References

Our job offers are subject to receiving satisfactory references. One reference should be from your current or most recent employer, or your course tutor if you’ve just left education. The other should be someone who knows you in a work, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role.

We only ask for references if we interview you and offer you a role.

# Criminal convictions

We’ll ask you if you have any unspent criminal convictions during the recruitment process. Having a criminal record doesn’t necessarily stop you from working for us, whether it does depends on the type of role you’re applying for and the background and circumstances of the offence. We can’t employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place, and we consider all other convictions on an individual basis.

We only ask for a Disclosure and Barring Service (DBS) check when this is proportionate and relevant to the role you’re applying for. If the role requires a DBS check, we’ll tell you this in the application pack.