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| QCHA_Final Logo | External Application Form – Expression of Interest | RSF4a |

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| Name: |  | **Please return application form to:** recruitment@qcha.org.uk |
| Telephone: |  |
| Email: |  |
| Post: | **Customer Contact Centre & Business Support Apprenticeship**  |
| Contract: | **24-months**  |  |
| Pay: | **£12 per hour** |  |
| **We are a disability confident employer. Please tick if you consider yourself to be a disabled person and would like to apply for a guaranteed interview**. [ ]  |
| **Please provide details of any relationship you may have with a (1) current employee or (2) current or formal Board member:** |

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| Experience / Employment History (500-word count)  |
| *If you have had any part-time jobs, volunteer work, or other experiences that show your reliability and skills, please provide details. This could include any roles where you've helped organise events, provided customer service, or worked as part of a team.* |
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| Education, Qualifications & Training (500-word count) |
| *Refer to the job description and person specification and provide details of any qualifications, courses, or training you have completed. This can include school subjects, extracurricular activities, or workshops relevant to the job. For example, subjects that developed your IT skills, communication abilities, or understanding of customer service.* |
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| Skills, Abilities, and Behaviours (500-word count) |
| *Look at the job description carefully and think about why you would be a great fit for this role. Think about any skills and abilities you have developed through school, hobbies, or other activities that relate to the job. For example, good communication skills, ability to use your initiative, time management, being proactive, and a commitment to customer service.* |
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| Competency Statement (500-word count) |
| *We have 4 core competencies that we expect from every employee. Provide examples of how you demonstrate these behaviours. This can be from school, hobbies, volunteering, or other experiences:** ***Teamwork:*** *Describe a time when you worked effectively with others to achieve a goal.*
* ***Customer Service:*** *Give an example of when you provided excellent service to someone, considering their individual needs.*
* ***Flexibility:*** *Explain how you adapted to a change in your workload or schedule.*
* ***Initiative:*** *Share an instance where you took the initiative to solve a problem or improve a process.*
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