

## Citizens Advice Brighton & Hove volunteer application form

Thanks for your interest in this role and our work. Please read the information about the role/s you are interested in applying for before completing this form. A lack of paid experience shouldn't be a barrier to volunteering, so when answering questions about your experience please consider examples from paid work, volunteering, education, or from your personal life.

If you find the form difficult to understand or complete, please contact [recruitment@cabrightonhove.org](mailto:recruitment@cabrightonhove.org).

If you need this form in another format please contact [recruitment@cabrightonhove.org](mailto:recruitment@cabrightonhove.org).

Please send the completed application as a Word document if you can. To help prevent unconscious bias, the first part of your application will be removed and not seen by the panel during the shortlisting process.

### Personal details

|   |  |
|---|--|
| <b>Surname:</b>                                 |  |
| <b>First name:</b>                              |  |
| <b>Preferred pronouns:</b><br>(he/she/they etc) |  |
| <b>Address and postcode:</b>                    |  |
| <b>Email address:</b>                           |  |

Application number (office use):

Updated Feb 2024

|                                  |  |
|----------------------------------|--|
| <b>Contact telephone number:</b> |  |
|----------------------------------|--|

## Volunteer role, skills and experience

Please tell us which role you are applying for:

- Volunteer Adviser
- Volunteer Adviser with intensive training  
*(two weeks' full-time training, runs every year in September)*
- Volunteer Receptionist and Information Assistant
- Research and Campaigns Volunteer
- Volunteer Trainer
- Trustee
- Other (please write here): .....

**1. Describe how you have used communication skills, giving examples.**

For instance, you might include dealing with people face-to-face or on the phone, writing letters and emails etc.

**2. Describe your IT experience, confidence, and skills.**

Give examples of systems and software used and the roles in which you have used these skills.

**3. Describe any skills you have that would be useful for the role:**

This could be anything you feel is relevant for the role, whether around communication skills, interview skills, research, problem solving, helping people learn, advice experience and more.

**4. Is there anything you have done over the past few years that you would like to tell us about?**

For example, any employment, work experience, volunteering, community activity (involvement in tenants' associations, school activities, support groups), caring for children, other relatives or friends, classes, training courses etc.

**5. Why do you want to volunteer for Citizens Advice? How do your values match ours? What do you hope to get from the experience?**

**6. What do you think are some of the main problems facing our communities?**

**Availability** - It is useful to know when you will be available to volunteer. The session times are below. We ask for two sessions or 8 hours per week for the Volunteer Adviser and Volunteer Receptionist roles. The Research and Campaigns

role can be 4-6 hours a week including out-of-office hours, and independent volunteering.

Please allow 30 minutes on either side for administration purposes and indicate below when you are generally available:

**Volunteer Receptionist and Information Assistants**

|                       |                  |  |
|-----------------------|------------------|--|
| Monday (in office)    | 9.30am – 12.30pm |  |
|                       | 12.30pm – 4.00pm |  |
| Tuesday (in office)   | 9.30am – 12.30pm |  |
|                       | 12.30pm – 4.00pm |  |
| Wednesday (in office) | 9.30am – 12.30pm |  |
|                       | 12.30pm – 4.00pm |  |
| Thursday (in office)  | 9.30am – 12.30pm |  |
|                       | 12.30pm – 4.00pm |  |
| Friday (in office)    | 9.30am – 12.30pm |  |
|                       | 12.30pm – 4.00pm |  |

**Volunteer Advisers and Trainers**

|                      |   |  |
|----------------------|---|--|
| Monday (in office)   | 9.30am – 12.30pm<br>1.30pm – 3.30 pm                      |  |
| Tuesday              | 9.30am – 12.30pm (in office)<br>5.00pm – 7.30 pm (remote) |  |
| Wednesday (office)   | 9.30am – 12.30pm<br>1.30pm – 3.30 pm                      |  |
| Thursday (in office) | 9.30am – 12.30pm<br>1.30pm – 3.30 pm                      |  |
| Friday (in office)   | 9.30am – 12.30pm<br>1.30pm – 3.30 pm                      |  |

**Research and Campaigns Volunteers**

|                                 |  |
|---------------------------------|--|
| Monday (in office or remote)    |  |
| Tuesday (in office or remote)   |  |
| Wednesday (in office or remote) |  |
| Wednesday (in office or remote) |  |
| Thursday (in office or remote)  |  |
| Friday (in office or remote)    |  |
| weekends                        |  |

**7. Are there any times that you might not be available, for example, school holidays?**

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**8. Is there anything else you would like to say about yourself?**

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**9. Are there any adjustments we can make to assist you in your application and / or interview?** This information will be treated as confidential.

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**10. Is there any equipment or support that we can provide to help you carry out the volunteering role itself?** This information will be treated as confidential. Please be assured that we will be supportive in discussing any adjustments with you at any stage of the recruitment and selection process.

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## References

Please give the names and contact details of two people, who know you in a work related, academic or professional capacity. This could be an employer, teacher, tutor, a colleague, or former-colleague where you have worked or volunteered before. It could also be someone who knows you well (but not a member of your family). We will only contact referees after an applicant has been offered and accepted the role.

### Referee 1:

|              |  |
|--------------|--|
| <b>Name:</b> |  |
|--------------|--|



|  |  |
|--|--|
| <b>Address and postcode:</b>                     |  |
| <b>Email address / contact telephone number:</b> |  |
| <b>In what capacity do they know you?</b>        |  |

**Referee 2:**

|  |  |
|--|--|
| <b>Name:</b>                                     |  |
| <b>Address and postcode:</b>                     |  |
| <b>Email address / contact telephone number:</b> |  |
| <b>In what capacity do they know you?</b>        |  |

**Our policy on convictions**

Having a criminal record is not in itself a barrier to volunteering, and we will only take relevant convictions or sexual offences into account. Our policy is in place to make sure ex-offenders are treated fairly. We consider each offence

individually, looking at issues like risk to the client, how long ago it took place, the circumstances and whether they are relevant to the volunteer role.

All volunteers who have direct access to clients, where any part of the work is primarily targeted at legally defined vulnerable adults or children, have their criminal records checked.

Anyone with a caution or conviction for a sexual offence against a child or vulnerable adult is considered unsuitable to volunteer.

**Please answer the question below:**

|  |          |
|--|----------|
| Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?  | Yes / No |
| For more information see:<br><a href="http://hub.unlock.org.uk/knowledgebase/a-simple-guide-to-the-roa/">http://hub.unlock.org.uk/knowledgebase/a-simple-guide-to-the-roa/</a> |          |
| If YES please provide details of the offence and the date of conviction:   |          |

If you are concerned about this and would like to discuss your individual circumstances further, please let us know.

**Entitlement to work or volunteer**

If you are from outside the UK, it's important you check you are permitted to volunteer or carry out 'unpaid work' in addition to your main reason for entering the country, to avoid jeopardising your visa status.

If you cannot find the answer clearly on your immigration documentation, contact the UK Border Agency ([www.gov.uk/contact-ukvi-inside-outside-uk](http://www.gov.uk/contact-ukvi-inside-outside-uk))

|  |       |
|--|-------|
| <b>Declaration</b>   |       |
| All the information I have provided above is accurate to the best of my knowledge. |       |
| Type your name:  | Date: |

**If you have given us any information about your health, disability or access requirements, under data protection law we need your explicit consent to hold or use that information.**

**We will only use it in order to allow us to make reasonable adjustments and/or to keep you safe, and it will be held securely.**

I give my consent for this information to be used by Citizens Advice Brighton and Hove

Type your name:

Date:

**How did you hear about this opportunity?**

For example, national Citizens Advice website, local Citizens Advice website, another website, word of mouth, through your local community or volunteer centre, through your university or college, through the Open University, at a volunteering fair or event, through your own experience accessing the Citizens Advice service, or other?

**When did you last use the Citizens Advice service?**

Former clients can, and do, make excellent volunteers in a range of roles and having been a recent user of our services isn't necessarily a barrier to volunteering. There can be times where we might feel a gap between using our services and becoming a volunteer would be appropriate, but this is something we would discuss with you.

**Please return this form to:** [recruitment@cabrightonhove.org](mailto:recruitment@cabrightonhove.org)

or

**Recruitment, Citizens Advice Brighton and Hove, Tisbury Road Offices, Hove Town Hall, Tisbury Road, Hove BN3 3BQ**

**How we will use your information**

The information you give us on this form will be used to help us decide whether to recruit you as a volunteer - 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. We will retain unsuccessful application forms for up to 1 year from the date the application form was received.

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 volunteer information will be relevant to their involvement, and may include:

- Contacting volunteers when necessary
- Making changes to role, support or equipment to improve accessibility
- Monitoring statistical details of our volunteers
- Providing ongoing support to volunteers
- Monitoring the quality of advice given to clients
- 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](http://www.ico.org.uk)

Please complete our anonymous equalities survey online at this address:

<https://goo.gl/forms/ml8wxnqcD7r50Fb22>

We ask for this data to be submitted anonymously, separate to this application, so it will not be linked to your personal information.

If you have any questions about the use of your data, please contact the Operations Manager at [admin@cabrightonhove.org](mailto:admin@cabrightonhove.org).