



# Application for Employment (M/C)

## OFFICE USE ONLY

Please complete in **BLOCK** letters using Black Ink or Type.  
 All sections of this form including the Equal Opportunities monitoring form must be completed in full by all applicants.  
 When completing this form applicants must demonstrate how they meet the advertised criteria and **fully complete** the form.  
 If necessary use a continuation sheet. Do not submit a CV unless otherwise asked in the advertisement to do so, as it will not be considered.  
 If requested, application forms can be provided on audiotape or disk.

|   |
|---|
| <b>Position Applied For: Clerical Officer Scale 3</b> |
| <b>Job Reference No: 038229</b>                       |
| <b>Applicant Ref No:</b>                              |
| <b>Closing Date: 12<sup>th</sup> March 2010</b>       |

### PERSONAL DETAILS

|                                |  |
|--------------------------------|--|
| Title (Mr, Mrs, Miss, Ms, Dr): | First Name(s):                           |
| Surname:                       | Previous Surname (if applicable):        |
| Address:                       | Telephone No (Home):                     |
|                                | Telephone No (Mobile/Work):              |
|                                | National Insurance No: _ / _ / _ / _ / _ |
| Postcode:                      |  |

Do you need a work permit? YES/NO (delete as appropriate)

Have you previously been employed by a Translink company? YES/NO (delete as appropriate)  
 If yes, please state:

| Name of Company: | Position held: | From: | To: |
|------------------|----------------|-------|-----|
|                  |                |       |     |

Where did you see this position advertised (please tick):

|                   |       |                       |       |                   |       |
|-------------------|-------|-----------------------|-------|-------------------|-------|
| Translink website | ..... | Nijobs.com            | ..... | Belfast Telegraph | ..... |
| Local newspaper   | ..... | Internal notice board | ..... | Other             | ..... |

**Driving Licence**

i) Do you have a full current driving licence? \* YES/NO Type: Car/HGV/PCV/PSV (\* delete as appropriate)

ii) Do you have access to private transport? \* YES/NO

Are you a member of any professional or trade bodies? \* YES/NO

If yes, please give details:

.....

.....

How much notice are you required to give your current employer? .....

Reason for leaving current/last employer: .....

Earnings (per annum) current/last employer: .....

**EDUCATION**

Please give details of any qualifications you have obtained below. Successful applicants will be subject to sight of qualifications obtained.

| Year | Qualification | Subject | Standard Achieved |
|------|---------------|---------|-------------------|
|      |               |         |                   |

**EMPLOYMENT RECORD**

Bearing in mind the post you are applying for, please give details of all posts you have held since leaving full-time education, starting with the most recent. Use additional paper if necessary.

| From/To (MM/YY) | Name & Address of Employer | Position held | Main Duties | Reason for leaving |
|-----------------|----------------------------|---------------|-------------|--------------------|
|                 |                            |               |             |                    |



**REFEREES**

Please nominate **TWO** previous employers (including current/most recent employer) who have agreed to act as referees, neither of whom should be a relative. We reserve the right to contact any of your previous employers for a work-related reference if deemed appropriate. It is not our policy to contact referees prior to interview. *Existing employees are not required to supply references.*

**1<sup>st</sup> Referee**

Name:  
Job Title:  
Address:  
Postcode:  
Telephone:

**2<sup>nd</sup> Referee**

Name:  
Job Title:  
Address:  
Postcode:  
Telephone:

**DISABILITY**

Please specify if you have a disability and if so, whether you will require any adjustments to be made in order to participate in the aptitude test/interview process, and/or to perform the duties of the post applied for, providing details of any adjustment/s required. Translink will short list any disabled applicants who meet the essential criteria for the post.

The Disability Discrimination Act 1995 defines a person as having a disability if he or she has, or has had a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

Do you have a Disability?  YES  NO

*You will be requested to provide more information on the monitoring form regarding the nature of your disability but initially, please answer the question below:*

Do you require any adjustment/s to the aptitude test/interview process, and/or to perform the duties of the post applied for? If so, please give details: .....

**DECLARATION**

I hereby declare that:

- the statements contained in this application are, to the best of my knowledge true and correct; I agree that any misrepresentation by me will lead to the withdrawal of any offer of employment or my employment being terminated without any obligation or liability to the Company other than for any services rendered;
- if successful in obtaining employment, I will not be allowed to engage in any other driving duties except with the written permission of my Manager and will ensure they do not contravene either Driving Hours Regulations or Working Time Directive Rules. I understand that taxi work or driving for other employers in competition with Translink is not permitted in any circumstances.
- I may be required to undergo a medical examination by the Company's Medical Officer, before taking up the post and at such other times as the Company may require;

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return by the specified closing date to:

Recruitment, Human Resources Department,  
Central Station, East Bridge Street,  
Belfast, BT1 3PB

**Late or incomplete applications will be rejected**

To be completed by Internal Applicants only:  
Staff No: \_\_\_\_\_ Company: \_\_\_\_\_ Location: \_\_\_\_\_

By signing and returning this application form you consent to the relevant operating Company of Translink using and keeping information about you provided by you or by third parties, relating to your application or future employment. Such information may include details relating to your health or any other criminal record.

**TRANSLINK EQUAL OPPORTUNITIES MONITORING**

Translink is committed to equal opportunities for all, irrespective of race, colour, ethnic or national origins, religion, politics, gender, marital status, sexuality, disability or age. So that we can monitor the implementation of our policy and where relevant conform to appropriate legislation, we are seeking your help. It would be of great assistance if you would complete this monitoring form. This information will be treated confidentially and will be used only for the purpose of monitoring our applicants and workforce.

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**1. PERSONAL DETAILS**

**DATE OF BIRTH:**    ----/--/--    **GENDER:**        Male  Female

**2. MARITAL STATUS**

Are you?:

- Single, that is, never married
- Married or in a civil partnership and living with spouse/partner
- Married or in a civil partnership and separated from spouse/partner
- Divorced
- Widowed
- Living with someone as a couple

**3. RESPONSIBILITY FOR DEPENDANTS**

Do you have personal responsibility for the care of?:

- A child or children (under 18 years)
- A person with a disability
- A dependent elderly person
- None of the above

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**4. DISABILITY**

*The Disability Discrimination Act 1995 defines a person as having a disability if he or she has, or has had a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.*

(i) Do you have a Disability?                       YES                       NO

(ii) If yes, please indicate the type of impairment which applies to you by ticking the appropriate box(es). You may indicate more than one impairment. If none of the categories apply, please mark other and specify the type of impairment.

- Physical impairment, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches
  - Sensory impairment, such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment
  - Mental health condition, such as depression or schizophrenia
  - Learning disability/difficulty, (such as Down's syndrome or dyslexia) or cognitive impairment (such as autistic spectrum disorder)
  - Long standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, epilepsy
  - Other (please specify)
- 
-

(iii) If you have a disability, are there any practical steps which Translink might consider taking which would assist you in carrying out the duties of this post? (Continue on a separate sheet if necessary)

(a) Selection Process:

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(b) Duties:

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### 5. **RACIAL GROUP**

*Race discrimination law outlaws discrimination (including harassment) in recruitment and employment on grounds of colour, race, nationality and ethnic or national origins.*

Please indicate the ethnic group you consider you belong to:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> White European  | <input type="checkbox"/> Black African | <input type="checkbox"/> Mixed Ethnic Group | <input type="checkbox"/> Chinese         |
| <input type="checkbox"/> Bangladeshi     | <input type="checkbox"/> Indian        | <input type="checkbox"/> Pakistani          | <input type="checkbox"/> Irish Traveller |
| <input type="checkbox"/> Black Caribbean | <input type="checkbox"/> Other         |   |  |

### 6. **COUNTRY OF BIRTH**

- UK or Ireland  
 Other Country

Name of Country: \_\_\_\_\_

### 7. **RELIGIOUS AFFILIATION/COMMUNITY BACKGROUND**

Please indicate your perceived religious affiliation/community background by ticking one of the boxes below:

- Protestant                       Roman Catholic                       Neither

### 8. **RELIGIOUS DENOMINATION/CURRENT STATED RELIGION**

Please indicate which religious denomination you belong to by ticking one of the boxes below:

- |                                     |   |   |
|-------------------------------------|---|---|
| <input type="checkbox"/> Protestant | <input type="checkbox"/> Roman Catholic | <input type="checkbox"/> Other Christian  |
| <input type="checkbox"/> Buddhist   | <input type="checkbox"/> Hindu          | <input type="checkbox"/> Jewish           |
| <input type="checkbox"/> Muslim     | <input type="checkbox"/> Sikh           | <input type="checkbox"/> Another Religion |
| <input type="checkbox"/> None       |   |   |

### 9. **SEXUAL ORIENTATION**

My sexual orientation is towards someone:

- A different sex                       Of the same sex                       Both                       Prefer not to say
- 

#### Data Protection

By completing and returning this monitoring form you consent to the relevant operating Company of Translink using and keeping information about you provided by you or by third parties, relating to your application or future employment. Such information may include details relating to your community background, ethnic origin or any disability.



|                                     |
|-------------------------------------|
| Position: Clerical Officer, Scale 3 |
| Job Ref No: 038229                  |
| Applicant Ref No : _____            |



### Disclosure of Criminal Convictions

Translink is committed to appointing the best person for the job and to ensuring an equal opportunity, non-discriminatory working environment. Information about criminal convictions is requested to assist the selection process and will be taken into account only when the conviction is considered relevant to the post.

Below you are asked to disclose any criminal convictions except those which are considered 'spent' under the Rehabilitation of Offenders (NI) Order 1978. Having unspent convictions will not necessarily debar your application from being considered. To decide if your conviction is 'spent', please refer to the enclosed information.

**If you do not complete this form we will not accept your application.**

Please tick box as appropriate:-

I confirm that I have no convictions to declare

I confirm that I have convictions as detailed below.

Date of Conviction

Offence

Sentence

| Date of Conviction | Offence | Sentence |
|--------------------|---------|----------|
|                    |         |          |

Please provide any other information you feel may be of relevance such as:

- The circumstances of the offence
- A comment on the sentence received
- Any relevant developments in your situation since then
- Whether or not you feel the conviction has relevance to this post

|  |
|--|
|  |
|--|

Please continue overleaf if necessary

*I declare that the answers above are complete and correct to the best of my knowledge.*

Signed \_\_\_\_\_ Date: \_\_\_\_\_

## Information on the Rehabilitation of Offenders (NI) Order 1978

The following sentences become 'spent' after fixed periods from the date of conviction.

**If a conviction is 'spent' you do not have to mention it, even when asked, unless applying for a post which is "excepted" under this legislation.**

| <i>Sentence</i>  | <i>Aged 18 or over at conviction</i>                             | <i>Under 18 years at conviction</i> |
|--|--|-------------------------------------|
| <i>Absolute Discharge</i>  | <i>6 months</i>  |                                     |
| <i>Probation Order, Bind Over, Conditional Discharge, Care/Supervision Order</i>   | <i>Date Order ceases OR 1 year – whichever longer</i>            |                                     |
| <i>Attendance Centre Order</i><br><i>Juvenile Justice Centre Order</i>   | <i>1 year after Order expires</i>                                |                                     |
| <i>Hospital Order</i>  | <i>5 years or 2 years after Order expires – whichever longer</i> |                                     |
| <i>Fine, Community Service Order, Combination Orders, Youth Conference Order, Reparation Order, Community Responsibility Order</i> | <i>5 years</i>   | <i>2 ½ years</i>                    |
| <i>Prison – (immediate or suspended) OR Young Offenders Centre – sentence of 6 months or less</i>                                  | <i>7 years</i>   | <i>3 ½ years</i>                    |
| <i>Prison – (immediate or suspended) OR Young Offenders Centre over 6 months up to and including 30 months</i>                     | <i>10 years</i>  | <i>5 years</i>                      |
| <b><i>NB: CUSTODIAL SENTENCE OF MORE THAN TWO AND A HALF YEARS (30 MONTHS) CAN NEVER BECOME SPENT</i></b>                          |  |                                     |

- Ø Consecutive prison sentences count as a single term when calculating the rehabilitation period.
- Ø If more than one sentence was imposed for an offence, the longer rehabilitation period applies.
- Ø If a person receives a new conviction during rehabilitation period:
  - (i) for a summary offence (i.e. can only be tried at Magistrates Court) both rehabilitation periods expire separately;
  - (ii) for a more serious offence (i.e. which **could** be tried at the Crown Court) **neither** conviction will become spent until longest period expires.
- Ø Cautions, reprimands and final warnings are not considered to be convictions and become "spent" immediately unless relevant to "Excepted" posts.
- Ø A spent conviction will remain on your criminal record.

The Rehabilitation of Offenders (Exceptions) Order (NI) 1979 (amended by 1987, 2001 and 2003 Orders)

A range of occupations are exempted from the legislation for these posts, applicants **MUST** disclose information on both "spent" **AND** "unspent" convictions. The list of posts is extensive and can be summarised as follows:

- Ø WORK THAT INVOLVES CONTACT WITH CHILDREN OR YOUNG PEOPLE OR VULNERABLE ADULT GROUPS – e.g. provision of health care or social services, work with children such as youth work, education, or with adults with learning disabilities, mental illness, the elderly.
- Ø PROFESSIONS THAT ARE REGULATED BY LAW - e.g. medical practitioner, nurse, chemist, optician, accountant, manager of an insurance company.
- Ø POSTS INVOLVING NATIONAL SECURITY e.g. security personnel or senior civil service posts.
- Ø POSTS CONCERNED WITH ADMINISTRATION OF JUSTICE e.g. police officers, solicitors, probation officers, traffic wardens, judges, prison officers.

For confidential advice or information please contact NIACRO's Employment Advice Line on Tel: 02890 320157.

## YOUR APPLICATION PACK EXPLAINED

Please find enclosed your application pack which consists of an Application Form, Job Description and Personnel Specification. You should read the following information carefully before completing your application form.

### **(1) Application form**

The completion of the application form is an essential component when applying for a job and provides an opportunity for you to include details of your experience, qualifications and skills/competencies which may be relevant to the job you are applying for. This is particularly relevant to the supporting statement, which must be FULLY completed in order to ensure you have the best possible opportunity of having your application short listed. **Short listing decisions are made based on the information provided in the application form therefore it is important for you to include all relevant information in your application form, otherwise you may not be short listed for interview/assessment.**

You must submit a fully completed application form for each job you apply for - previously submitted application forms **will not** be used or referred back to.

You should therefore ensure you complete all sections of the application form with as much detail as possible whilst making reference to how you meet the stated criteria as outlined in the Personnel Specification, and ensure you include approx. dates of employment/time spent in each job.

### **(2) Job Description**

The job description provides a brief overview of what the job in which you are applying for will involve, and outlines the key responsibilities/duties associated with the post. It therefore allows you an opportunity to assess if the job would be suitable for you.

### **(3) Personnel Specification**

The personnel specification outlines key skills, experience, qualities and personal attributes that the job holder would be expected to have in order to perform the duties as outlined in the Job Description. These are divided into **essential** and **desirable** criteria and are used to short list applicants for the next stage of the recruitment process.

**Essential** criteria are key attributes that you **must** have in order to be able to meet the requirements of the job in which you are applying, e.g. experience of satisfactorily dealing with customer complaints.

If you do not demonstrate on your application form that you have the stated essential criteria then you will not proceed to the next stage of the recruitment process. It is not sufficient to state that you have been doing a certain job for several years – you must clearly state which aspects of the job you have been doing in accordance with the Personnel Specification, e.g. experience of satisfactorily dealing with customer complaints. Certain criteria cannot be determined from the application form and will therefore be assessed at interview/assessment, e.g. organisational skills, verbal communication skills, good at working within a team environment, etc.

**Desirable** criteria are those additional key attributes that are deemed important for the role in which you are applying, but are not essential to have.

**If you fail to highlight how you meet the essential and desirable criteria on your application form, your application MAY NOT proceed to the next stage of the recruitment process.**

|                      |                          |                  |              |
|----------------------|--------------------------|------------------|--------------|
| <b>Department:</b>   | Bus Services             | <b>Location:</b> | Short Strand |
| <b>Job Title:</b>    | Clerical Officer         | <b>Scale:</b>    | 3            |
| <b>Reporting To:</b> | Service Delivery Manager | <b>Ref:</b>      | 038229       |

**Job Purpose**

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To provide an effective and efficient administrative relief support within the depot while maintaining the highest attainable levels of confidentiality, customer care and professionalism. The post holder will assist the Executive Assistant, in undertaking the daily book keeping and associated systems including lodgement of cash for Metro Operations.

**Main Duties & Responsibilities**

***The following reflects typical duties and is not intended to be a comprehensive description of all tasks.***

1. Handling of all general office duties, including word processing/typing, filing photocopying, telephone answering etc.
2. The compilation of daily, weekly and period financial returns on any & all systems in operation within the Company.
3. Maintenance of drivers accounts via daily depot manual adjustments.
4. Assist with daily balancing & security of cash & lodgements.
5. Validation of drivers' accounts in line with procedures.
6. Provide cover/relief, during absence, for other clerical duties as and when required.
7. Maintenance of all appropriate records.
8. Assist with the investigation and resolution of Complaints.
9. Compilation of reports and statistical data.
10. Any other duties which arise from time to time and are allocated by the S.D.M.

**Date Reviewed: February 2010**

**This document can be provided on audiotape, disk, large print or in an alternative format.**



## Personnel Specification

**Post:** Clerical Officer, Scale 3

**Ref:** 038229

**Department:** Bus Services

**Location:** Short Strand

|  | <b>ESSENTIAL</b>  | <b>DESIRABLE</b>  |
|--|---|---|
| <b>Personal Impact</b>   | Able to satisfy such medical standards as may apply to the post. Neat and tidy appearance. Clearly Spoken.  |   |
| <b>Job Experience</b>  | 1 year's relevant clerical experience. Previous experience handling cash transactions. Previous experience dealing directly with the public in a customer care environment. Moderate experience using MS Office including, Word, Excel and Database packages. | 2 years previous experience in a customer facing role to include dealing with customer enquiries. Previous cash reconciliation experience. Knowledge of Company financial/book keeping systems. |
| <b>Educational Attainment</b><br>eg Qualifications<br>Job Training | 3 GCSEs at Grade C or above, or equivalent, in English, Maths and one other subject or, alternatively, be able to demonstrate at least 5 years' relevant experience in a similar post. RSA stage II typing/wording processing, or equivalent.                 | Health and Safety Awareness.  |
| <b>General Intelligence</b>  | Good problem solving skills. Capable of undertaking other roles and responsibilities as and when required.  |   |
| <b>Customer Focus</b>  | Customer care awareness.  | Good understanding of Translink services and product knowledge  |
| <b>Special Aptitudes</b>   | Good analytical skills. Good oral and written communication skills (as demonstrated on application form. Good telephone manner. Flexible and adaptable to new procedures. Self motivated.   |   |
| <b>Personal Qualities</b>  | Good interpersonal skills, friendly and approachable disposition. Team player but capable of working on own initiative within area of responsibility.   | Ability to demonstrate ideas to improve quality of service provided.  |

|                      |   |  |
|----------------------|---|--|
| <b>Circumstances</b> | Willingness to work additional hours when required. |  |
|----------------------|---|--|

**In the event of a large number of applicants we reserve the right to apply the essential and desirable criteria to applicants. Applicants must demonstrate clearly on their application form how they meet both the essential and desirable criteria.**

**Date Reviewed: February 2010**

**This document can be provided on audiotape, disk, large print or in an alternative format.**

