**Advice Service Supervisor – Nov 2023**

**Application Support Form**

Please use the table below to tell us how you meet the person specification for this role. You can return this form via email (info@mertoncil.org.uk)

|  |  |
| --- | --- |
| **Person Specification Point**  | **Tell us how you meet this Criteria** |
| A Deaf or Disabled person or a person living with a long-term health condition. |  |
| Experience of giving quality assured advice to the public on a one-to-one basis across welfare benefits, social care and/or housing. Or has experience of working within regulatory frameworks within the same areas. |  |
| Excellent written and oral communication skills, including the ability to explain and summarise complex rules and information in simple terms. |  |
| Ability to adopt a person-centred way of working to support staff and service users to solve their problems.  |  |
| Experience of managing a caseload or different areas of work and dealing with situations which can be challenging. |  |
| Knowledge and/or experience of working within or implementing quality assurance systems. |  |
| Excellent, research analytical and negotiating skills. |  |
| Willingness to be flexible, learn and develop. |  |
| A keen interest in line management and people development. |  |
| Ability to work effectively as a member of a team. |  |
| Ability to handle with discretion information which may be confidential or sensitive. |  |
| Strong IT skills (including Office 365 & content management systems/databases). |  |
| Committed to working to the Social Model of Disability. |  |
| Must have a strong personal commitment to supporting people across the spectrum of disability or health issues and supporting people from a variety of ethnic and social groups. |  |
| Please tell us if you have anything to add regarding the following: * Experience of or an interest in HR & training and development of others.
* Experience of working/volunteering or supporting a user controlled and led organisation.
* An understanding of the Merton voluntary sector and local authority structures.
 |  |

**General Data Protection Regulations (GDPR)**

Under the new GDPR, Merton CIL will process personal data about you. Our purpose for processing this information is to assess your suitability for a role you have applied for. We’ll use the contact details you give us to contact you to progress your application. We’ll use the other information you provide to assess your suitability for the role.

We do not collect more information than we need to fulfil our stated purposes and will not keep it longer than necessary. It is our policy to store data relating to recruitment procedures for 6 monthsafter the date on which it is submitted, for internal auditing purposes. The information we ask for is used to assess your suitability for employment. You don’t have to provide what we ask for but it may affect your application if you don’t.

If your application for employment is successful, this information will be stored for the duration of your employment and for 1 year post-employment.

**Declaration**

Please read this carefully before signing this application:

**I have read and understood how my data will be processed and stored. I can confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered.**

Signed:

Please print name:

Date: