

Applicant No:

For official use only

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| **Application for the post of:** | **Receptionist** |
| **Closing date/ time for receipt of applications is:** **Monday 27th October 2025 at 12noon****(Applications received after this time will NOT be considered)** **Applications should be returned to: recruitment@newgorbalsha.org.uk** |

The information provided in this application form will enable the interview panel to decide whether to invite you to an interview. You should complete the form as fully and as accurately as possible to enable your application to be given full consideration. The information provided within your application form will be treated in the strictest of confidence, in accordance with the Data Protection Act 2018.

Please note personal details **will not** be shown to the shortlisting panel.

**CV will not be accepted.**

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| **Personal Information**  |
| Title  |  |
| First Name  |  |
| Surname  |  |
| Address |  |
| Postcode |  |
| Contact Number  |  |
| Email Address  |  |

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| **Equality Act 2010**  |
| We are committed to being an Equal Opportunities employer and do not discriminate in any way. For the purposes of making arrangement for interview, please can you let us know if you consider yourself to have a disability?  | Yes | No |
| If you consider yourself to have a disability, please detail any arrangements that we can make for you if you are called for interview:  |

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| **References** ***(Referees will not be approached prior to a conditional offer being accepted)*** |
| Please give details of two referees. They should be qualified to comment on your ability and experience for this appointment and should include a referee from your current or most recent employer, preferably your line manager. Personal references will not be accepted. |
|  | **Referee 1 (Present or most recent employer)** | **Referee 2(Previous employer)** |
| Name  |  |  |
| Job title  |  |  |
| Company Name & Address  |  |  |
| Email  |  |  |
| Contact number |  |  |
| Relationship to you e.g. line manager |  |  |

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| **Education/ Qualifications** |
| If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies. Please ensure you note any qualifications required for this role.  |
| **Secondary Education** |
| **Subject Studied** | **Grade/ Class** | **Level of Qualification**  |
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| **Further Education** |
| **University or Further Education Establishment** | **Course/ Subject Studied** | **Level of Qualification**  |
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| **Professional Qualifications** |
| **Awarding Body**  | **Qualification/ Membership of Professional Institution**  |
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| **Computer Skills *(please provide details of relevant experience)***  |
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| **Employment History *(please account for any gaps in employment)***  |
| **Present or Most Recent Employment** |
| Employer’s Name  |  |
| Employers Address |  |
| Employment Dates  |  |
| Job Title  |  |
| Salary |  |
| Notice Period  |  |
| Reason for leaving orseeking new employment |  |
| **Main Duties of the post *(brief bullet points)***  |
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| **Previous Employment**  |
| **Name of Previous Employer** | **Employment Dates**  | **Job TitleMain Duties (brief bullet points) & Reason for Leaving**  |
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*Please add any additional rows as required.*

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| **Employment with New Gorbals Housing Association**  |
| New Gorbals Housing Association wishes to compare your experience, skills and knowledge with the requirements for this role. You should therefore, try to show in the following part of the form how you satisfy these. This does not have to be from paid work, but can be from other experience. The Selection Panel will consider candidates who do not meet all the requirements, therefore please complete all sections as appropriate. |
| Reception – please give a full account of your experience working at reception, how busy was the reception, was it dealing with public or corporate visitors and the complexity of enquiries. |  |
| Customer Services – can you expand on how you resolved a customer enquiry and your collaboration with other colleagues in resolving? |  |
| Telephones – give experience of your telephone skills, how busy have the switchboards been that you have worked on, please give details of volumes of calls received. |  |
| Can you expand on your computer skill, particularly in relation to Microsoft Office Packages, Word, Excel and Access in particular?  Also give us details of any other computer package you have used. Please give examples of the types of work produced. |  |
| What experience do you have working in teams? Please give examples of what you achieved as part of that team?  Have you experience of collaboration with other teams to provide the best service possible? Please add these details, including any challenges you found. |  |
| The Association is currently upgrading its systems to enhance its digital capability to provide admin efficiencies, better communication and additional time for customers.  Do you have any experience in operating digital systems in reception i.e. digital management of visitors, staff etc.? |  |
| Can you expand on your administration experience, focusing on collaboration with other sections, such as typing of letters and reports, volume produced and use of digital mail and volume of mail. |  |
| Do you have experience of collaboration using Teams and SharePoint.  Please give examples. |  |

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| **Relationships** |

New Gorbals Housing Association requires applicants who are seeking employment with us to disclose any close connection to our organisation. Please complete the following to assist us:

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| **Please provide the following information** | **Please tick** | **If “yes” please provide details** |
| Are you a member of the Association’s Management Committee? | Yes [ ]  󠄀 No [ ]  |  |
| Are you a former member of the Management Committee who has served on the Committee in the past 12 months? | Yes [ ]  No [ ]  |  |
| Are you a relative or close friend of a Management Committee member? | Yes [ ]  No [ ]  |  |
| Are you a relative or close friend of an employee of the Association? | Yes [ ]  No [ ]  |  |

This disclosure helps New Gorbals Housing Association to meet our regulatory requirements, to ensure that any potential conflicts of interest are managed appropriately in accordance with our policies. In certain circumstances where an interest is declared, Management Committee approval may be required prior to entering into any contract of employment. Please note that we will maintain a register to record any offers of employment where the employee has a close connection to the Association.

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| **Immigration, Asylum & Nationality Act 2006** |
| The Immigration, Asylum and Nationality Act 2006 makes it an offence to employ anyone who is not entitled to live or work in the UK. All applicants selected for interview will be required to provide evidence that they are entitled to live and work in the UK. Appropriate documentation may include the original of your current passport, visa, birth certificate or any other document [or combination of documents] indicated by the Act. |
| Do you currently have the right to work and live in the UK?  | Yes | No  |
| **Advertising Source** |
| Where did you see this post advertised?  |  |

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| **The Rehabilitation of Offenders Act 1974** |
| The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a ‘rehabilitation period’. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are ‘spent’ under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer. If selected for interview you will be required to complete a criminal convictions declaration form that will only be reviewed if an offer of employment is being made. |
| **Canvassing** |
| Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal. |
| **The Data Protection Act 2018** |
| Information from this application will be processed for purposes permitted under the General Data Protection Regulations. You have, on written request, the right to access all personal data our organisation holds about you.Information about how your data is used, and the basis for processing your data is provided in our job applicant privacy notice. |

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| **Declaration**  |
| I have read this application form fully and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice. |
| **Signed:** | **Date:** |