

## Applying for the role of Housing Options Service Advisor

We need an enthusiastic, hard-working new member of our Housing Options Service Team to help us help older people and their carers make well-informed decisions about where and how they live and age well.

### To help you decide if that could be you, we have provided the following information:

- **Job description.** We have provided a job description/ person specification. This document lists the duties involved in the role and the skills and knowledge you will need to fulfil the role.
- **Training.** We offer training but you would need to have most of the experience, qualities and skills we are looking for.
- **Person Specification.** We value our people and the qualities they bring to our organisation. How you do what you do is as important as getting it done. Qualities and experience can be developed through all kinds of life experiences.
- **About us.** For information about our charity and what we do you can look at our website on: [www.ageukderbyandderbyshire.org.uk](http://www.ageukderbyandderbyshire.org.uk)
- **About the role of HOPS Advisor.** Some background information about the role, where it is based and what your working life would be like.
- This post is eligible for homeworking (after induction and training and subject to approval) but if you want or need a work base it involves access to the HOPS Office. You are welcome to contact us for an informal chat or visit to consider any access issues you may have. If you are considering homeworking, you will need an appropriate place to work providing confidentiality for clients, with minimal noise and distractions. Your workspace should provide sufficient space for a laptop, phone, reference guides, and writing space with reliable access to the internet. We provide you with office equipment.

### If you want to apply, please consider these tips:

1. Read through *all* the job information carefully. And then read it again!
2. Note the deadline for applications and the interview date if set.
3. If you feel you have the skills and knowledge we need then apply using *our* application form not a form from Age UK. A CV is not acceptable and will not be considered.
4. If you want to check anything about the job, please call **01773 766922**.
5. Make sure you show *how* you have the skills and qualities we need. Just telling us you are good at something is not enough – give us an example from your work, volunteering or personal life to demonstrate.
6. Complete *all* the sections and complete them fully – explain gaps in work, give referees details etc.
7. Submit your application by post or email in good time, applications received after the deadline will not be considered.

We look forward to receiving applications from candidates who feel their life, work, volunteering, educational or personal experience will help them meet our requirements. Our staff and volunteers are a varied team, and we value skills developed in a range of ways.

### Selection stages:

- ☞ Application forms are checked against basic criteria: they should be legible, complete and provide a suitable level of information. Incomplete applications or CVs are rejected.
- ☞ Applications are shortlisted against the person specification and the main duties of the post. All members of the interview panel shortlist and agree candidates for interview noting issues for clarification. Due to administrative costs, we do not usually inform unsuccessful candidates.
- ☞ Interview: candidates may complete a test or tests of their technical skills relevant to the role; and all complete a 30–45-minute interview with a small panel of staff and where relevant service users using questions against a scoring schedule set by the interview panel.
- ☞ All interviewed candidates are graded, and the panel agree their preferred candidate.
- ☞ Job offers are conditional upon receipt of two satisfactory references.

**Good luck.**