Date as postmarked

**Dear Applicant**

Thank you for your request for an application form and further information relating to the position of **Customer Services Advisor.** Please find enclosed the following documents for completion and return by one of the following methods:

|  |  |  |
| --- | --- | --- |
|  | Applying by post | Applying by email |
| Application Form | Please complete and return to:  Fiona Robinson, Age UK Lancashire, 3-2-5 Storey House, White Cross Business Park, Lancaster, LA1 4XQ | Please complete and email to: [recruitment@ageuklancs.org.uk](mailto:recruitment@ageuklancs.org.uk) |
| Rehabilitation of Offenders  Form | Please complete and return with your application form. *If you received your application by email but wish to return it by post then please provide an envelope and mark it E&D.* | Please complete and email separately to: [recruitment@ageuklancs.org.uk](mailto:recruitment@ageuklancs.org.uk) [this will not be seen by the recruiting manager unless you are going to be offered the post] |
| Disclosure and Barring  Equality and Diversity | If Age UK Lancashire determines that an employment post is eligible for a DBS check then all the associated costs will be met by the employee. The cost for a DBS check is £40 plus an additional admin charge of £5.50 totaling £45.50. This amount will be deducted from an employee’s first salary with Age UK Lancashire.  Age UK Lancashire are committed to ensuring that all job applicants and members of staff are treated equally, without discrimination because of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.    Please follow the link to complete the form, this will allow us to monitor our applicant and staff diversity. [Equality & Diversity Form](https://forms.office.com/Pages/ResponsePage.aspx?id=UjdQK-suy0G9f5pc4QhxrsGw2dOYhSZFpj3C47TuzRtUQUVJM0FZUUxPR0hCQk40VzMyOTI5Q1lGVi4u) | |

We only accept applications made using the application form provided. Due to the high cost of postage, we will not contact you unless you have been short-listed for interview. Please assume that if you have not heard from us within 4 weeks of the closing date of the position that you have not been successful on this occasion.

When completing your application form please pay particular attention to the Person Specification as the criteria from this form will be used for short-listing. You should be able to demonstrate on your application form that you meet the criteria on the person specification by addressing each point, explaining what qualifications, qualities, skills or experience you have in order to demonstrate that you meet the requirements listed. If due to any disability, completion of the application form will cause you any difficulties, please contact us and we will do all we can to assist.

For information about Age UK Lancashire, please visit our website [www.ageuklancs.org.uk](http://www.ageuklancs.org.uk). Thank you for your interest in Age UK Lancashire, we look forward to receipt of your application.

Yours sincerely

Fiona Robinson

Senior Administrator

Age UK Lancashire

[frobinson@ageuklancs.org.uk](mailto:frobinson@ageuklancs.org.uk)

**Customer Services Advisor**

**Location: Age UK Lancashire Lancaster, plus home working**

**Salary: £17477 FTE rising to £18018 FTE on successful completion of probationary period**

**Hours of Work: 18-25hrs per week worked flexibly covering Mon-Fri**

**Closing Date:  10th December 2021**

**Interview date: TBC**

**Pension: All eligible employees will be enrolled onto Age UK Lancashire Auto Enrolment scheme and will therefore be unable to join any other Age UK Lancashire pension scheme.**

**Travel: Travelling expenses will be paid for all journeys required for work, excluding travel from home to base. The current rates are 45p per mile for the first 10,000 miles per year and 25p per mile thereafter.**

The nature of the post will require travel across the area. A full driving licence, appropriate insurance cover and use of a car are essential.

DBS: This post is eligible for a basic DBS check and all the associated costs will be met by the employee. The cost for the DBS check is £23 plus an additional administration charge of £5.50 totalling £28.50. This amount will be deducted from an employees first salary with Age UK Lancashire.