



Speedy Registrations Co. Ltd



Millwood, Lisbellaw, Co. Fermanagh, BT94 5HQ

www.speedyreg.co.uk des@speedyreg.co.uk

Telephone: 028 6638 7124 (6 Lines) Fax: (028) 6638 7771

Job Application Form

It is essential that you refer to the Guideline Notes for Job Applicants before you complete this application form.

This form may be photocopied. Please type or write clearly in black ink. Candidates may attach a statement in support of their application to this form should they wish.

When completed this form should be returned to Speedy Registrations Co Ltd, Millwood, Lisbellaw, Co Fermanagh, N Ireland, BT94 5HQ no later than 02nd October 2009.

Application for the post of:

Where did you see the advertisement?

(If you saw the advertisement on a website, please indicate the name of the site)

First Name(s) (BLOCK CAPITALS)

Preferred Title

Surname (BLOCK CAPITALS) (e.g. Mr/Ms/Mrs/Miss)

Address for Correspondence

(BLOCK CAPITALS)

.....

.....

..... Post Code

E-mail Address:

Telephone number: (Daytime) (Home)

Secondary Education

| School | From | To | Qualifications gained stating subjects, grades and dates |
|--------|------|----|--|
| | | | |

Further/Higher Education

(Include information on undergraduate and postgraduate degrees, diplomas, evening and correspondence courses)

| University/College | From | To | Full or part-time | Qualifications and classifications of degree (if applicable). State also if Honours or Ordinary and give dates awarded. Also include any other awards. |
|--------------------|------|----|-------------------|--|
| | | | | |

Professional qualifications (include grade of membership and date of award)

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Details of other vocational or technical courses, not included above, along with any apprenticeship/ training in a trade or profession and dates

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Publications

Candidates for academic and research posts should attach a separate sheet setting out their research interests and any publications by title, reference and date of each publication.

Employment

Please give details of all previous employment starting with your present (or most recent) employer.

You may wish to include in the statement of support of your application a brief summary of your main duties and responsibilities.

Present/most recent employment

| Dates From/To | Employer's Name, Address and nature of business | Job Title | Reason for Leaving |
|---------------|---|-----------|--------------------|
| | | | |

Notice Period required

Please state current salary or most recent salary if not currently employed

Previous Employment

| Dates From/To | Employer's Name, Address and nature of business | Job Title | Reason for Leaving |
|---------------|---|-----------|--------------------|
| | | | |

Statement In Support Of Your Application

You should attach a separate statement in support of your application. This should provide further information you may feel relevant to your application, concentrating on the extent to which you match the requirements of the person specification. Please see guidance notes for job applicants.

Please give below the details of two people from whom we can obtain references, at least one of whom should be your present or most recent employer.

| | | |
|--|--------------------------|--|
| Name | | |
| Position | | |
| Tel No | | |
| Email address | | |
| Address | | |
| <i>Please tick box to your right if you do not wish Referee 1 to be contacted until you have been notified</i> | <input type="checkbox"/> | <i>Please tick box to your right if you do not wish Referee 2 to be contacted until you have been notified</i> |

Please note that when we contact referees we will request information on your attendance and health record over the last two years.

I hereby certify that to the best of my knowledge the details given in this form are correct. I understand that in the event of my being offered employment with the Speedy Registrations Co Ltd, any proven falsification, or concealment of any material fact in respect of my application may lead to Speedy Registrations Co Ltd withdrawing the offer of employment if employment has not yet commenced or disciplinary action and dismissal if employment has commenced.

SignatureDate.....

Speedy Registrations Co Ltd - GUIDANCE NOTES FOR JOB APPLICANTS

Thank you for requesting details of this appointment. We are pleased to enclose an application form together with a job description, person specification and other information, which will assist you to complete your application.

Equality and Diversity

Speedy Registrations Co Ltd is committed to a policy of equality and diversity in employment. It aims to ensure that no job applicants or employee receives less favourable treatment on the grounds of gender, colour, race, ethnic or national origin, age, marital status, socio-economic background, disability, religious or political beliefs, family circumstances, sexual orientation or other irrelevant factor. The selection criteria and procedures adopted by the Speedy Registrations Co Ltd should ensure that individuals are selected only on the basis of their relevant merits and abilities.

The Application Form

This has four pages that should be completed:

- Page one - requires information about personal details, name and address.
- Page two - requires information regarding education, qualifications, courses and publications.
- Page three - requires a detailed breakdown of employment history.
- Page four - requires a statement in support of the application, names and addresses of referees and should be signed by the applicant.

The form requires you to sign a declaration certifying that all the information you have provided is accurate. Please note that providing incorrect information or deliberately omitting any information requested, may result in either disqualification from the selection process, or if the discovery is made after appointment, summary dismissal.

The Detachable Equality and Diversity Monitoring Form – this is required as part of Speedy Registrations Co Ltd Equality and Diversity Policy. The information collected will form a confidential statistical record which will not be used for any purposes other than monitoring Speedy Registration's policy on Equality and Diversity.

The Job Description – this provides information on the duties required to perform the job being advertised. It will normally describe the main purposes of the job and the tasks and duties to be performed.

It is essential when completing the statement in support of your application on page four that you address all the points listed in the person specification to show how your experience is relevant to the post, using examples to illustrate this. Each point on the specification can be used as a heading in your statement. Additional sheets of paper may be attached to your application if required.

For photocopying purposes it is essential that applications are typed or completed in black ink. Completed applications should be returned in good time before the closing date, as applications received after this date cannot be considered due to timetabling of interview dates.

Job Title : Telesales / Office Administrator

Based at : Millwood, Lisbellaw, Co. Fermanagh, BT94 5HQ

Job Description: The primary objective of the Telesales / Office Administrator is to answer a multi-line switchboard quickly (ideally within 3 ring cycles) and deal with the calls where possible or direct calls to required destination without delay. Greeting customers, answering questions, explaining transfer / sales procedures, announcing calls or providing directions are secondary objectives. The key to the role is in always providing the primary objective whilst delivering the secondary objectives wherever possible but always in such a way that positively affects the customer's perception or call/visit experience. Outline duties:

1. Answer a high volume of calls and maintain a rapid response rate according to agreed standards.
2. Log information on calls received, where required and maintain detailed and accurate records.
3. File data and perform other routine clerical tasks as assigned and for other departments as needed.
4. Order and maintain relevant office supplies for effectiveness of personal duties.
5. Operate a variety of standard office machines, including a personal computer and a variety of computer software, phone, fax, calculator and printer / photocopy machine.
6. Communicate and liaise verbally and in writing between customers / suppliers / visitors / enquirers and relevant staff, and interpret and respond clearly and effectively to spoken requests over the phone or in person, and to verbal or written instructions.
7. Establish and maintain effective working relationships with co-workers, supervisors and the general public.
8. Perform duties in an efficient, professional and courteous manner.
9. Maintain regular consistent and professional attendance, punctuality, personal appearance, and adherence to relevant health & safety procedures.
10. Pursue personal development of skills and knowledge necessary for the effective performance of the role.
11. Communicate and provide information by relevant methods internally and externally to assist and enable organizational operations and effective service to connecting groups

EQUAL OPPORTUNITIES MONITORING FORM

Speedy Registrations Co Ltd is committed to a policy of Equal Opportunities in Employment. One of the aims of this policy is to ensure that discrimination on the grounds of race or sex, or disability is avoided. To ensure that this policy is fully and fairly monitored would you please complete this form and return it with the application form. The information collected will form a confidential statistical record which will not be used for any purpose other than the Speedy Registrations Co Ltd policy on Equal Opportunity.

Post applied for Advertisement Reference No.

Date of Birth

| | | | |
|---|---|---|---|
| | | | |
| D | D | M | M |
| | | | |
| Y | | Y | |

Please mark with an 'x' the boxes which most closely describe you

I am female male

| | |
|---|---|
| <p>I am <input type="checkbox"/> White - British</p> <p><input type="checkbox"/> White - Irish</p> <p><input type="checkbox"/> Other White Background</p> <p><input type="checkbox"/> Black or Black British - Caribbean</p> <p><input type="checkbox"/> Black or Black British - African</p> <p><input type="checkbox"/> Other Black Background</p> <p><input type="checkbox"/> Asian or Asian British - Indian</p> <p><input type="checkbox"/> Asian or Asian British - Pakistani</p> | <p><input type="checkbox"/> Asian or Asian British - Bangladeshi</p> <p><input type="checkbox"/> Chinese or other Ethnic background - Chinese</p> <p><input type="checkbox"/> Other Asian Background</p> <p><input type="checkbox"/> Mixed - White and Black Caribbean</p> <p><input type="checkbox"/> Mixed - White and Black African</p> <p><input type="checkbox"/> Mixed - White and Asian</p> <p><input type="checkbox"/> Other Mixed Background</p> <p><input type="checkbox"/> Ethnic background</p> |
|---|---|

Disability

Definition: The Disability Discrimination Act 1995 defines a disabled person as one who has physical or mental impairment which has substantial and long term adverse effect on his/her abilities to carry out normal day to day activities.

Do you have a disability? YES

If yes, what is the nature of your disability:

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