

Quick Application guide

How to complete an application form when applying for a job with us.

Writing an application form is an opportunity for you to showcase your experience and skills, but it can sometimes be difficult to get them down on paper. Below, we've listed a few tips that might help.

1. Carefully read the job description. Look closely at the job specific criteria and think of examples where you have previously used these skills.

2. Avoid using generalisations, assertions and theories. For example;

I am always courteous to customers...

It is important to deal with complaints promptly...

I would deal with the complaint by first....

Use specific examples that have happened to you, and the role you played.

3. To assist with the structure of your answers, we encourage you to use the **STAR** format when completing your application. This will not only help you evidence your experience and skills, but it will also help the panel to mark your answers.

S - Situation; Set the scene and explain the **Situation** you were in.

T - Task; what was the **Task** you needed to undertake.

A - Action; what was the **Action** you took to complete the task.

R - Result; what was the end **Result**.



Below is an example of how to set out your evidence.

Situation - In my previous role as a shop assistant, the shop manager wanted to attract more customers into the shop on a daily basis.

Task - My job was to find a way of attracting more people into the shop and increasing our sales.

Action - I organised a meeting with other members of the team to come up with creative ideas, and I led designed an eye-catching window display to attract new customers into the shop. I also ensured that a shop assistant was always near the entrance to welcome customers into the shop.

Result - Over a period of 3 months, there was an 25% increase in the number of customers entering the shop and an increase in sales. I was commended by the senior managers and continued to design future window displays.