



# Application Pack

## Guidance Notes for support staff posts

Please read through these guidance notes prior to completing the Application Form. You are required to complete and return Parts 1 and 2 in order to be considered for the post for which you are applying for.

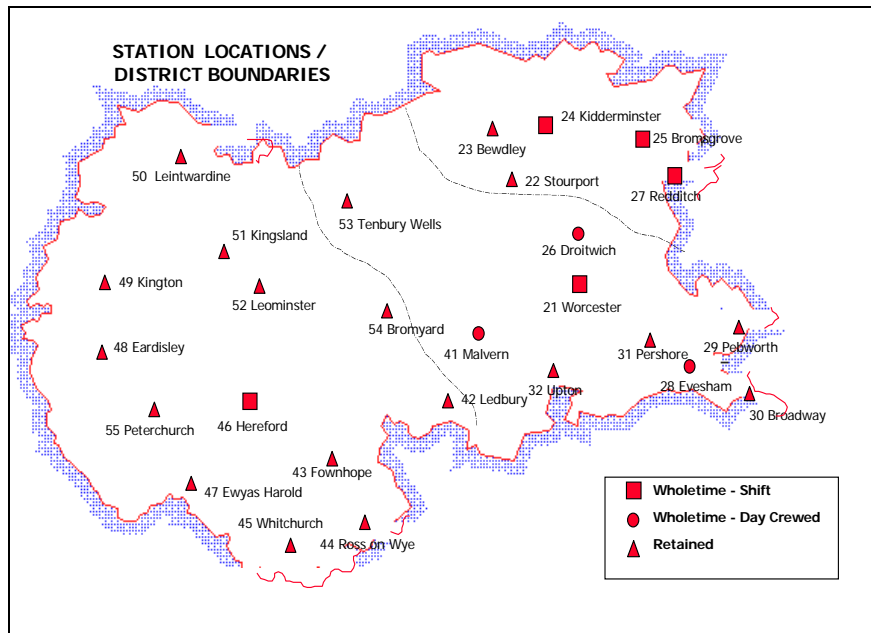
## Our Commitment, Our Values, Our Future

<p><b>We Value Innovation, Change and Learning</b></p> <ul style="list-style-type: none"> <li>• We encourage critical and lateral thinking and manage constructive challenge;</li> <li>• We take responsibility for improving our performance;</li> <li>• We develop ourselves and others to achieve our full potential;</li> <li>• We take responsibility for our actions;</li> <li>• We encourage problem solving at all levels;</li> <li>• We capture good ideas from wherever they originate; and</li> <li>• We learn from our experiences.</li> </ul>	<p><b>We Value our People</b></p> <ul style="list-style-type: none"> <li>• We are committed to developing our people;</li> <li>• We build relationships that are based upon mutual trust and respect;</li> <li>• We work in an inclusive way;</li> <li>• We recognise that everyone has a contribution to make;</li> <li>• We respect and see difference as a strength;</li> <li>• We behave in an ethical way;</li> <li>• We promote well-being of others;</li> <li>• We allow empathy to flourish;</li> <li>• We are active and participative listeners;</li> <li>• We communicate with honesty and integrity; and</li> <li>• We say 'thank-you'.</li> </ul>
<p><b>We Value Diverse Communities</b></p> <ul style="list-style-type: none"> <li>• We are committed to serving all parts of our communities;</li> <li>• We recognise that diverse needs, expectations and risks need diverse solutions;</li> <li>• We always fulfil our responsibilities to people, communities and the environment;</li> <li>• We remove barriers to entry and seek true diversity to reflect the communities we serve;</li> <li>• We will challenge inappropriate behaviour; and</li> <li>• We actively seek feedback.</li> </ul>	<p><b>We Value our Fire and Rescue Service</b></p> <ul style="list-style-type: none"> <li>• We are passionate about maintaining/improving our great reputation;</li> <li>• We make work rewarding and motivating;</li> <li>• We all pull together in the right direction;</li> <li>• We are a team and not a family;</li> <li>• We enjoy and celebrate our work;</li> <li>• We focus on priorities by setting clear objectives and accountabilities; and</li> <li>• We provide the right service at the right time and in the right place.</li> </ul>

## Career Opportunities with Hereford & Worcester Fire and Rescue Service

Hereford & Worcester Fire and Rescue Service has a core vision to make Hereford and Worcestershire safer from fire and other hazards and to improve community well-being.

Covering the two counties of Herefordshire and Worcestershire, we provide services to over 730,000 people covering an area of 1,500 square miles.



Hereford & Worcester Fire and Rescue Service is headed by our Chief Fire Officer, who is responsible for providing the wide range of services a modern fire and rescue service is expected to provide.

To support the above vision we employ over 850 employees, from a wide range of backgrounds, bringing a wide range of skills to our organisation.

In addition to dealing with emergency fire calls, the Service also responds to non-firefighting, humanitarian calls from both emergency and non-emergency situations. Such situations include road traffic collisions, lift rescues, animal rescues and chemical spillages.

The Service also has a significant role in the area of community safety in a range of environments, both domestic and commercial. It has a statutory responsibility for fire safety inspections in designated buildings and work is undertaken amongst all sectors of the local community to promote awareness of fire safety issues, to educate people about the risks involved, and to help reduce the likelihood of incidents occurring.

Our job opportunities cover so much more than fighting fires. We employ over 135 support staff in a wide range of job roles from senior management, to specialist roles; administration and clerical to catering, to name but a few.

Service Headquarters is based in Worcester, our Training and Development Centre is based in Droitwich and our Operational Logistics Department is based in Malvern. The Service is divided into three Districts, with District Headquarters at Hereford, Malvern, and Kidderminster.

We believe in fair working practices and are committed to equality for all. We offer excellent working conditions, including flexible working hours, family friendly policies and competitive salaries. We encourage career development through individual performance and development reviews, career opportunities, temporary promotions and actively encourage internal promotion.

To find out about current job opportunities visit our website <http://www.hwfire.org.uk/recruitment/recruitment.html>

## Guidance Notes for completing the Application Form

**Before completing the application form, please read through these guidance notes and familiarise yourself with the form and the questions being asked.**

- Carefully read through the application form before starting to complete it.
- Complete the application form in **black ink**.
- Ensure you complete all relevant sections and sign any declarations.
- You may wish to keep a copy of your completed form for reference.

### Application Form – Part 1

This part of the application will remain confidential and will not form part of the short-listing process

#### Section 1 – Position Applying for

- The Job Title can be found at the top of the Job Description

#### Section 2 – Personal Details

- It is important that you complete this accurately as the information requested is needed to process your application and to allow us to communicate with you.
- It is important to inform us if you require a work permit to work in the UK in accordance with the Act below

#### **The Asylum and Immigration Act 1996**

It is a criminal offence to employ anyone who is not entitled to live and work in the United Kingdom. If selected for interview you will be required to produce relevant documentation, as listed in the Immigration (Restriction on Employment) Order 2004, at the interview. Details of documentation required will be sent out to those applicants invited for interview.

Full listings of the acceptable documents are shown at [www.ind.homeoffice.gov.uk](http://www.ind.homeoffice.gov.uk) or, alternatively, can be obtained from the Service's Personnel Department.

The listing includes documents such as a valid UK passport describing the holder as a British Citizen or giving right of abode in the UK, a passport or national identity card issued by a state that is part of the European Economic Area. In some instances, two documents will be required.

At the interview, a copy of the document(s) will be taken and the original returned to you. If you are appointed, the copy document will be retained in your personal file. If you are unsuccessful, the copy will be destroyed.

- Please indicate any days that are unsuitable to attend for interview.
- You may be concerned as to why you are asked to provide details of any disability. This question is not asked to discourage applications from people with

disabilities, but to help us assess whether or not we could make reasonable adjustments to premises, duties or work stations, etc, in order to assist you in carrying out the duties of the post. The Service recognises its duties and responsibilities under the Equality Act 2010 and is committed to ensuring that all candidates are treated fairly.

The Equality Act 2010 defines a disabled person as someone who has a:

*“physical or mental impairment and the impairment has a substantial and long term adverse effect on that person’s ability to carry out normal day-to-day activities”*

If, due to your disability you have difficulty in completing the standard application form, please contact the Personnel Department at Service Headquarters for advice.

The Service offers a Job Interview Guarantee Scheme to people with disabilities. The purpose of the scheme is to guarantee a job interview to candidates with disabilities where they meet the minimum criteria for the post applied for.

If you consider yourself to have a disability under the guidelines of the above act, then please fill out the form ‘**Guaranteed Interview Scheme**’ and include it with your application form. For more information about the Equality Act 2010 you can visit the website [www.direct.gov.uk](http://www.direct.gov.uk).

### Section 3 – References

- References will only be taken up once an offer of employment has been made. Please provide names of two referees who have agreed to give references on your behalf and who should have knowledge of your work, character and integrity. Ideally, both referees should be senior persons, one from a present employer and the other from a previous employer. In the case of applicants leaving full time education, or not having worked since doing so, the Head of School, College or University etc. should be named as one of the referees. Family members must not be nominated as referees

### Section 4 – Declaration

#### **Criminal Convictions and Cautions:**

- Please answer the question about cautions, convictions, reprimands and final warnings. If your conviction has become ‘Spent’ (explained in Appendix A) under the Rehabilitation of Offenders Act, you need not tell us about it, unless you are applying for a job which is exempt (please see Appendix A) in which case you must tell us about it. If you have any convictions which are ‘Unspent’, please tell us about them, however minor. The panel will then decide if it is relevant when short listing for interview.

- Please be assured that declaring your offence will not necessarily disqualify you from employment at the Service. The Service is committed to the rehabilitation of ex-offenders back into the workplace, but the Service needs to ensure that it can make decisions based on a full and accurate application.
- See Appendix A for information on Spent (Ignored) convictions and rehabilitation periods.
- Successful candidates for some posts involving work with children or vulnerable adults will be subject to checks by the Criminal Records Bureau. Where applicable, this will be shown in the recruitment information.

## Canvassing and Relationships

- Canvassing may lead to disqualification for appointment.

By signing your application you are confirming that the information you have provided on the application form is true and correct to the best of your knowledge.

Please note if you send your application to us by email, you will be required to sign your application at interview, should you be successfully short-listed.

## Advertising Feedback

Please complete this section to help us monitor our marketing effectiveness and to make improvements

## Equality Monitoring

Please complete this section to help us monitor our equality of opportunity in recruitment – please note that this information will not be made available to the short-listing panel at any time.

## Equal Opportunities Policy – Statement of Commitment

The following is an extract from the Service’s Equal Opportunities Policy:-

*‘The Service is firmly committed to providing equality of opportunity for both current and potential employees and equality of service to the community. To achieve this, the Service will strive to create an environment in which there is respect for every individual and recognition of their needs and aspirations, regardless of their sex, marital or parental status, sexual orientation, religion or creed, political beliefs, trade union activity, race, colour, nationality, ethnic origin, disability, age or any other factor which cannot be justified.’*

The Service also recognises the importance of diversity in every context and welcomes the opportunities and benefits that diversity brings.

Every employee has absolute rights under the Service’s Equal Opportunities Policy, as well as responsibilities that their own actions and behaviour support the spirit as well as the letter of the policy.

## Application Form – Part 2

This part of the application will be used in the short-listing panel.  
No personal details are disclosed to the panel

### Section 5 – Employment History

- When completing this section, please include details of any employment whether paid or unpaid, voluntary or working from home. If you have no present or previous employment please state 'NONE' across the relevant section/s.

### Section 6 – Education, Qualifications/Training

- When completing this section, enter the details of all examinations taken and any relevant training received, with results (if applicable). If you are currently studying and have not yet completed the course or you are awaiting exam results, please state this clearly under grade/result. All short-listed applicants will be requested to present appropriate original certificates at interview stage.

### Section 7 – Other Information

Please complete the information requested in this section.

- Please indicate whether you are applying for this position as a job share opportunity. Please note that not all posts are open to job sharing.

### Section 8 – Relevant Experience

As part of this application pack, you will have received a Job description and Person Specification for the position that you are applying for.

If you require additional space, you may attach one additional A4 sheet of information.

To complete this section you should refer directly to the Person Specification as this details the experience, knowledge and skills that would be required by the post holder to undertake the role.

It is important to only include the experience and skills that are directly relevant to the position you are applying for. When your application form is assessed for short-list, you will be assessed on how well you have evidenced your experience, knowledge and skills in relation to particular elements of the Person Specification. To score a high mark it is important that you include enough detail to evidence what you have done, rather than to simply refer to that particular experience, knowledge or skill.

Some examples of evidencing are shown below:

***'I have excellent organisation skills'***. This provides slight evidence, but is not sufficient to understand the level of experience in this.

***'I have excellent organisation skills, and have to prioritise effectively on a daily basis on a wide range of tasks'***. This provides good evidence and will be marked higher than the previous example.

***'I have excellent organisation skills, and have to prioritise effectively on a daily basis on a wide range of tasks through a number of different methods using tools such as excel and outlook for example'***. This provides better evidence and will be marked higher than the previous example.

You may draw from experiences, knowledge and skills gained from work, school, further education, voluntary work, home and hobbies

**PLEASE BE AWARE THAT CVS ARE NOT ACCEPTED AS PART OF THE APPLICATION FORM.**

### **Other information**

We do not normally ask health-related questions prior to an offer of employment being made. On occasions, as permitted by the Equality Act 2010, we may need to ask you health related questions to help us to decide if reasonable adjustments are needed in the selection process, or to determine if you can carry out a function that is essential to the job, such as heavy lifting.

## **Conditions of Service**

### **Appointment**

All appointments, whether or not you are presently employed in Local Government, will be subject to a probationary period of six months. During this period you would be expected to establish your suitability for appointment. At the end of the probationary period, employment would either be confirmed, terminated, or in certain cases, the probationary period extended.

### **Pensions**

You may have the choice of contributing to the Local Government Pension Scheme (LGPS), an approved Personal Pension Scheme or the State Earnings Related Pension Scheme (SERPS). Further information on the LGPS is available on request and will be made available to those offered employment.

### **Salary Progression**

Subject to continuing satisfactory performance and six months service in the grade, increments are paid on 1<sup>st</sup> April every year until the maximum of the scale is reached. Those with less than six months service in the grade by 1<sup>st</sup> April are granted their first increment six months after appointment and thereafter on 1<sup>st</sup> April until the maximum of the scale is reached. Salaries are normally paid by credit transfer on the 28<sup>th</sup> day of each month.

### **Hours of work**

Normal hours of work are 37 per week for full time staff. Where the requirements of the service permit, a system of flexible working operates. Flexible working means that staff are required to be on duty between 10.00 am and 3.30 pm each day. Starting times are between 7.00 am and 10.00 am and finishing times between 3.30 pm and 7.00 pm. The lunch period is from 12.00 pm to 2.00 pm, during which time a break of not less than half an hour and not more than two hours is taken. Where flexible working is impractical, individual or departmental arrangements are made. Other forms of flexible working such as part-time working or job sharing may be considered for some positions.

### **Part-time staff**

The conditions of service for part-time staff are as for full-time members of staff, with salaries, annual leave, etc calculated on a pro-rata basis.

### **Overtime working**

Overtime working is not normally expected, but where in exceptional circumstances it is required and pre-approved by the line manager, overtime payments or time off in lieu is granted. Overtime payments are not normally made to employees on Senior Officer grades and above.

## Unsocial hours, shift working etc

Where unsocial hours, shift working or 'standby' duties are required, and separate payments are applicable, these will be detailed with the job information provided.

## Leave and Time Off

### Annual Leave

The leave year runs from 1 April to 31 March and the annual leave entitlement for full time staff is dependent on grade and length of service, as shown below.

Scale/Grade	Scale 1 – 4	Scale 5 – 6	Scale SO1 and above
Basic Entitlement	20 days 2 extra statutory days 2 concessionary days Bank / Public Holidays	22 days 2 extra statutory days 2 concessionary days Bank / Public Holidays	24 days 2 extra statutory days 2 concessionary days Bank / Public Holidays
After 5 years service	25 days 2 extra statutory days 2 concessionary days Bank / Public Holidays	27 days 2 extra statutory days 2 concessionary days Bank / Public Holidays	29 days 2 extra statutory days 2 concessionary days Bank / Public Holidays

Those joining or leaving service during the year will be entitled to leave proportionate to the number of completed months service within that leave year.

### Special Leave

Special leave with or without pay may be granted in certain circumstances, for example, because of bereavement, or family crises.

### Contractual Sick Pay

You will normally be entitled to sick pay in accordance with the relevant Scheme of Conditions of Service. These provide for one month at full pay during the first year of qualifying service and (after completing four months service) two months at half pay, rising to six months at full pay and six months at half pay after five years of service.

### Maternity/Paternity Provisions

The usual statutory maternity and paternity provisions are available to all eligible employees. The Service also offers certain additional benefits, to qualifying employees, including enhanced maternity pay and additional paid paternity leave.

Paid time off to attend ante natal care is available to all pregnant staff, irrespective of length of service.

## **Car, Travel and Subsistence Allowances**

Travelling expenses necessarily incurred in the performance of official duties, and that are pre-authorised, will be reimbursed at the appropriate rate.

Additional expenses for meals incurred while on official duties away from your normal workplace are normally only reimbursed where the journey is out of the Service's area or involves a necessary overnight stay.

## **Additional Information**

### **Training and Development**

Training and development activities are provided to bridge any gap that exists between the requirements of a position and the capabilities of any person currently filling that position.

### **Trade Union Membership**

If you wish to belong to a Trade Union, you should note that UNISON and GMB are recognised by the Service for Support Staff. There is no contractual requirement for you to be a trade union member.

### **No Smoking Policy**

All Service buildings and vehicles are no smoking areas. The needs of smokers are met by allowing smoking in designated areas.

### **Politically Restricted Posts**

Some posts are designated as politically restricted. Holders of such posts cannot stand for public elected office (other than to a parish council) and are subject to restrictions on more general political activity.

If the post in which you have expressed an interest is or may be politically restricted, this will be indicated in the job details.

## What happens next

- You can return the completed application before the closing date at any time by post, or email.
- If you do not hear from us within 28 days of the closing date of the vacancy you may assume that, on this occasion, you have been unsuccessful.
- We will aim to contact candidates who have been successful in being short-listed within 28 days of the closing date and will send clear details about the date, time, location of the interview and any assessments/selection tests if applicable.
- All members of the interview panel will have received training to ensure that all applicants are treated fairly.
- Both successful and unsuccessful interviewees will be advised of the result, normally within 5 working days of the final interview.
- All offers of employment are subject to receipt of satisfactory references, document checks and medical clearance and some positions may also require a Criminal Records Bureau check.

## Help us to help you

- By offering feedback so that we can improve the service we provide (**see ‘*Commenting on the Recruitment Process form*’**).
- By advising us, should your circumstances or details change, or if you are unable to attend an appointment.
- By advising us if you require any additional arrangements to be made to assist you in the participating in any part of the selection process. (**see ‘*Guaranteed Interview Scheme form*’**).

## Returning your Application Form

Please ensure that you return both parts of the application and ensure that your application form reaches the Personnel Department by **4:00pm on the closing date**. Late applications will not be accepted unless by prior agreement with the Personnel Department **in exceptional circumstances only**.

### **Please return this form (marked Private & Confidential) to:**

By post, to the: Personnel Department  
Hereford & Worcester Fire and Rescue Service  
2 Kings Court  
Charles Hastings Way  
Worcester  
WR5 1JR

***Please ensure that the correct postage is used. Any applications that we receive with incorrect postage will not be accepted***

By email to: [recruitment@hwfire.org.uk](mailto:recruitment@hwfire.org.uk)

(If you are successful to be invited to interview, we will ask you to sign your application at that stage)

If you have any queries, please contact the Personnel Department on **01905 368 343**

## Appendix A

### Spent or Ignored Convictions

Please see below for an explanation of Rehabilitation Periods.

Under the Rehabilitation of Offenders Act 1974 criminal convictions can become spent or ignored after a rehabilitation period, although they remain on the Police National Computer.

The rehabilitation period varies depending on the sentence or order imposed by the court- not the offence. Custodial sentences of more than two and a half years can never become spent. The following sentences become spent after fixed periods from the date of conviction:

<b>Sentence</b>	<b>Rehabilitation period Age 18 or over when convicted</b>	<b>Rehabilitation period Age 17 or under when convicted</b>
Prison sentences of 6 months or less, including suspended sentences, youth custody (abolished in 1988) and detention in a young offender institution.	7 years	3 ½ years
Prison sentences of 6 months up to 2 and half years, including suspended sentences, youth custody (abolished in 1988) and detention in a young offender institution	10 years	5 years
Borstal (abolished in 1983)	7 years	7 years
Detention Centres (abolished in 1988)	3 years	3 years
Fines (even if subsequently imprisoned for fine default), compensation, probation (for convictions on or after 3 February 1995), community service, combination, action plan, curfew, drug treatment and testing and reparation orders	5 years	2 ½ years
Absolute discharge	6 months	6 months

With some sentences, the rehabilitation period varies:

<b>Sentence</b>	<b>Rehabilitation Period</b>
Conditional discharge or bind-over, probation (for convictions before 3 February 1995), supervision, care-orders	1 year or until the order expires (whichever is longer)
Attendance centre orders	1 year after the order expires
Hospital orders (with or without a restriction order)	5 years or 2 years after the order expires (whichever is longer)
Referral order	Once the order expires

Once a conviction is 'spent', the convicted person does not have to reveal it or admit its existence in most circumstances. However, there are some exceptions relating to employment and these are listed in the Exceptions order to the Rehabilitation of Offenders Act. The two main exceptions relate to working with children or working with elderly or sick people. If a person wants to apply for a position that involves working with children or vulnerable adults they are required to reveal all convictions, both spent and unspent. As the CRB checks are only available for positions involving working with children or with vulnerable adults, the checks will reveal both spent and unspent convictions.

If you have any further questions regarding this, please do not hesitate to contact the Personnel Department at Service Headquarters.

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SMOKE ALARMS  
SAVE LIVES**



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**YOURS**  
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**Volunteer**



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for an application pack or email:  
[volunteer@hwfire.org.uk](mailto:volunteer@hwfire.org.uk)