

July 2017

Tel: 0161 672 0527  
Fax: 0161 235 0876[www.citizensadvicemanchester.org.uk](http://www.citizensadvicemanchester.org.uk)

Dear Applicant

Re: **MAS Contact Centre Supervisor/Caseworker**

Thank you for your interest in the above post. We are pleased to enclose further details as follows:

1. Application Form & Guidance Notes
2. Equal Opportunities Monitoring Form
3. Job Description
4. Person Specification
5. Equal Opportunities Policy

Please complete the application form and return it by **Monday 31 July 2017**.**BY POST:** Jo-Anne Sharkey – Albert House, 17 Bloom Street, Manchester M1 3HZ.**BY EMAIL (PREFERRED):** [hr@citizensadvicemanchester.org.uk](mailto:hr@citizensadvicemanchester.org.uk)

Interviews will be held on Friday 4 August 2017.

**How to fill in your Application Form:**

It is essential that you carefully read the job description and person specification. However, when you fill in the application form **THE MOST IMPORTANT DOCUMENT IS THE PERSON SPECIFICATION**. You should go through this point-by-point and show on your application form how you have the particular experience or skills asked for. You should give examples to evidence your statements. **You will not be short listed for interview unless you clearly demonstrate how you meet the requirements of each point. We are therefore unable to accept Curriculum Vitae.**

We usually experience a very high volume of interest in our posts and unfortunately do not have the resources to respond to applicants that have not been shortlisted. Therefore, if you have not heard from us within one week of the closing date please assume that your application has been unsuccessful on this occasion.

We look forward to receiving your application.

Yours faithfully

Jo-Anne Sharkey  
Human Resources