



Guidance Notes on Completing Your Application

Thank you for the interest you have shown in our vacancy. These notes are to help you make the most of your application. **We'll be unable to shortlist your application if you don't follow the instructions below.**

Completing the Supporting Statement

This section of the form covers two parts – **Knowledge, Skills and Abilities** and **Behavioural Competencies**. These are set out in the person specification section of the job description. We'll need you to demonstrate **through actual examples** that you have both the knowledge, technical skills and experience and the behaviours, to fulfil role requirements.

- **Knowledge, Skills & Abilities**
The Person Specification will state what essential knowledge, skills and abilities is required for the job. These are prerequisites for the job.
- **Behavioural Competencies**
Optivo uses a behaviours framework which consists of 4 behaviours described at 3 levels for each behaviour. The C.O.R.E competency grid has an overall definition and then a description at the level required for the job role. They may also show one or two generic examples of behaviours. These definitions and examples illustrate the behaviours you need to demonstrate in your application.

Demonstrating your Knowledge, Skills & Abilities

For each of the 'knowledge & experience' points in the Person Specification you'll need to provide a **real example**, which describes how you have acquired the knowledge, technical skills, and experience required for the role you're applying for. Applicants who merely state that they have the knowledge and experience won't be short-listed for interview. The example below gives an indication of the approach you should take for each of the bullet points.

Example answer

| Knowledge, Skills and Experience | |
|----------------------------------|---|
| 1 | <ul style="list-style-type: none">• A working knowledge of housing law and its application to the homeless and badly housed |

As a volunteer for six months at a local law centre my main role was advising clients on housing-related issues. I attended legal training and shadowed experienced advisers, advising and advocating on options when a client is in rent arrears, and preparing for county court hearings. I also researched case law and legislation for the advisers using the law books and the resources at the centre to develop my knowledge.

Once my supervisor was happy that I had a good understanding of the relevant legislation, I was able to manage my own supervised caseload. One case in particular involved a client in unsuitable temporary accommodation. I researched a legislation and case law that I thought applied closely to the client's case and found the authority was in breach of its duty. I successfully challenged the decision by letter, using my research to support my position. My supervisor fed back to me that this was an excellent letter.

If you have any questions about completing an application please contact us on talentacquisition@optivo.org.uk. Please note, due to our high volume of applications, we're unable to provide feedback for those who aren't shortlisted for interview