**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. **Shelter will not be able to shortlist your application if you do not follow the instructions below.**

**Completing the Supporting Statement**

This section of the form cover the **Knowledge, Skills and Experience.** These are set out in the job specification section of the job description. Shelter requires the successful applicant to demonstrate **through actual examples** that they have both the knowledge, technical skills and experience to fulfil role requirements. You must:

* Show how you meet the criteria set out in the job specification section of the job description which includes:
  + **Knowledge Skills & experience**

The Job Specification will state what essential knowledge, skills and experience is required for the job. These are prerequisites for the job.

At the top of the Job Specification there is a box which shows the key to how each Knowledge, Skills and Experience and Behaviour points will be assessed. You need to provide an example for each behaviour showing an ‘A’ in the right hand column. You must **describe a real situation** that you have played a significant part in.

|  |  |
| --- | --- |
| **Job Specification** | |
| **What is Shelter Looking For?** | **How do we check if you have it?**  **Application = A**  **Interview = I**  **Assessment /Test = T** |

**Demonstrating your Knowledge, Skills & Experience**

For each of the numbered ‘knowledge & experience’ points in the Job Specification you must provide **a real example**, which describes how you have acquired the knowledge, technical skills, and experience required for the job you are applying for.

Applicants who merely state that they have the knowledge and experience will not be short-listed for interview.

There may be a number provided that you can call to discuss the post further – please make use of this opportunity if there is.

The example below gives an indication of the approach you should take for each of the bullet points.

You should complete a paragraph of **no more than 350** words for each of the knowledge & experience items.

**Example answer**

|  |  |  |
| --- | --- | --- |
| **Knowledge, Skills and Experience** | | |
| 1 | A working knowledge of housing law and its application to the homeless and badly housed | **A/I/T** |

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 this application form, please contact our HR department (0344 515 2182 or** [**recruitment@shelter.org.uk**](mailto:recruitment@shelter.org.uk)**).**

**Please note that, due to our high volume of applications, we are unable to provide feedback for those who fail to make the shortlist for interview.**