

# Application for Employment



**IN CONFIDENCE**

**Please complete all sections**

I am applying for the post of:

**INCOME MAXIMISATION OFFICER  
MAY 2026**

The information that you supply in this application form will enable the interview panel to decide whether to invite you to an interview.

Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration. CVs will not be considered.

**When completed this form should be returned to:**

by email to: [recruitment@thenuehousing.co.uk](mailto:recruitment@thenuehousing.co.uk)  
(Please include the job title in your subject line.)

Equalities Monitoring Form – [click to view](#)

**Communication from Thenue will be via email, please ensure the email address given is operational and check your Spam or Trash boxes for responses.**

The information provided within your application form will be processed in accordance with the General Data Protection Regulation (GDPR) and as set out in the Customer Privacy Notice contained within the recruitment pack.

**Personal Information**

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address for Correspondence: \_\_\_\_\_

Postcode: \_\_\_\_\_

Private Telephone Number: \_\_\_\_\_ Mobile Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Your Daytime Telephone Number: \_\_\_\_\_  
(on which a message may be left)

**Secondary Education** *(please list certificates gained showing subjects and highest level of pass)*

Subject	Level/Award

**Further Education**

University or College Attended	Dates		State whether full or part-time course	Qualifications obtained; state highest level of pass, if applicable
	From	To		

**Professional Qualifications**

Name of Awarding Body	Date Awarded	Qualifications Obtained, Membership Of Professional Institution etc

**Short Training Courses** *(please give details of any short courses or training undertaken relevant to this post)*

Course(s) Undertaken	Provider(s)

**Computer Skills** (please detail your experience of software and mainframe packages)

**Driving Licence** (delete as appropriate)

Do you possess a full current driving licence? Desirable	<b>YES / NO</b>
Do you have access to a car for work purposes? Desirable	<b>YES / NO</b>
If yes, are you insured for business purposes?	<b>YES / NO</b>

**Present or Most Recent Post**

Name & Address of Employer	Date From:		Date To:	
	Position Held:			
	Salary:			
	Notice Required:			
	Reason For Leaving:			
Nature of Post (please describe your main duties):				

**Employment History** *(list in order with most recent post first)*

***(Applicants must include their reason for leaving)***

Name & Address of Previous Employer(s)	From Month/Year	To Month/Year	Position Held, Main Duties and Reason for Leaving
Reason for Leaving			
Reason for Leaving			
Reason for Leaving			
Reason for Leaving			

*Please make the above sections as big as necessary, and continue on a separate sheet if needed.*

## Employment with Thenue

Please describe how your experience, skills and knowledge would enable you to meet the person specification for this post. You should try to **show evidence** in this section of how you satisfy the criteria as defined in the attached person specification.

	E = Essential D = Desirable	
<b>EDUCATION</b>		<b>EVIDENCE</b>
Educated to a minimum of National 5 Maths and English or equivalent.	<b>E</b>	
Housing qualification, degree.	<b>D</b>	
<b>SKILLS &amp; KNOWLEDGE</b>		<b>EVIDENCE</b>
Excellent knowledge of Universal Credit / Housing Benefit system and track record of maximising rental income through housing related benefits.	<b>E</b>	
Working knowledge and track record of identifying tenants who require assistance with Universal Credit claims and DWP online systems.	<b>E</b>	
Good working knowledge of Microsoft Word and Excel.	<b>E</b>	
<b>EXPERIENCE</b>		<b>EVIDENCE</b>
Excellent communication and customer service skills as well as the ability to manage your own workload whilst coping with changing circumstances and demands.	<b>E</b>	
Excellent track record of significantly reducing rent arrears or maintaining them at a low level for a significant period of time.	<b>E</b>	
Experience of pursuing recovery action through court processes.	<b>E</b>	
Significant experience of negotiation skills in setting up realistic and affordable payment plans with individuals in arrears.	<b>E</b>	
Experience of using rent arrears management software.	<b>E</b>	

	<b>E = Essential D = Desirable</b>	
Experience of working in a Housing Association.	<b>D</b>	
Experience of using Homemaster.	<b>D</b>	
<b>PERSONAL ATTRIBUTES</b>		<b>EVIDENCE</b>
Excellent customer service skills.	<b>E</b>	
Ability to be supportive but also firm as necessary with customers in arrears.	<b>E</b>	
Ability to manage a diverse and heavy workload.	<b>E</b>	
Displays a flexible attitude to tasks.	<b>E</b>	
Someone who looks for solutions not just problems.	<b>E</b>	
An effective team player who can cope with changing circumstances and demands.	<b>E</b>	
Willingness to work flexible hours to meet organisational needs and targets.	<b>E</b>	

## ***Personal Statement and/or Additional Information***

Please tell us why you are applying for this position and provide any relevant information not covered elsewhere on this form, which may include other activities e.g. voluntary work, major achievements, projects to date and indicate how this will enable you to contribute further to this post.

## Referees

Please give details including title and correct style of address of two referees. They should be qualified to comment on your ability and experience for this appointment and **should include a referee from your current line manager**. Thenue Housing Association does not accept references from family members.

Please note that Referees will **NOT** be contacted prior to interview.

Name:	Name:
Job title:	Job title:
Company:	Company:
Address:	Address:
Postcode:	Postcode:
Email:	Email:
Tel No:	Tel No:

## Relationship To Staff Members

Thenue is able to employ close family members of employees under certain circumstances. If you are related to any employee of Thenue Housing Association or anyone who has been employed in the last twelve months, please provide details:

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## Relationship To Board Members

An application made by a relative of either a current Board member or anyone who has been a Board member within the last twelve months, cannot be considered and no offer of employment can be made.

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## Canvassing

Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal.

## Entitlement to Work in UK

The Immigration, Asylum and Nationality Act 2006 makes it an offence to employ anyone who is not entitled to live or work in the UK. The successful candidate after interview, subject to the verbal employment offer, will be required to provide evidence that they are entitled to live and work in the UK. Appropriate documentation may include the original of your current passport, pre-settled or settled status EU

documentation, visa, birth certificate or any other document (or combination of documents) indicated by the Act.

Do you currently have the right to live and work in the UK (please delete as appropriate) Yes / No

### Confirmation of Qualifications

The successful candidate after interview, subject to the verbal employment offer, will be required to provide evidence of their original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

### Disability

We are committed to the employment and career development of disabled people. To demonstrate our commitment we guarantee an interview to anyone with a disability whose application meets the minimum essential criteria for the post at the short-listing stage. The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment, which has a substantial and adverse long-term effect on his or her ability to carry out normal day-to-day activities.

Check this box if you consider yourself disabled as defined by the Equality Act 2010. False declarations will subsequently invalidate any contract of employment.

### Declaration

I have read the guidance above and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_