****

**APPLICATION FORM**

**Solace Café Administrator**

**REFERENCE NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*Please note that selection will be based on the information in the application form only. CVs will not be considered.*

**SECTION 1**

**PERSONAL DETAILS, EDUCATION AND EXPERIENCE**

* 1. **PERSONAL DETAILS**

|  |  |
| --- | --- |
|  |  |
| **First Name:** |  |
| **Last Name:** |  |
|  |  |
| **Postal Address for Correspondence:** |  |
|  |
|  |

|  |  |
| --- | --- |
| **Mobile Telephone (mandatory):** |  |
| **Contact Telephone No. 2:** |  |

|  |  |
| --- | --- |
| **Email Address (mandatory):**  **You may provide more than one)** |  |

* 1. **RELEVANT EDUCATION AND TRAINING HISTORY**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Duration of Award**  **From – To  (00/00)** | **College / Educational Institution** | **Name of Course** | **Level of Award on the NFQ Framework maintained by QQI**  [**http://www.nfq-qqi.com/**](http://www.nfq-qqi.com/) | **Any major speciality option (if applicable)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

* 1. **CURRENT OR MOST RECENT EMPLOYMENT**

Please ensure your full career history is clearly outlined below (e.g. if you took a career break, spent time out of work, please include this information so there are **no gaps in your career history** from when you left full-time education to present date).

|  |  |  |  |
| --- | --- | --- | --- |
| **From** | **To** | **Title** | **Employer** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**SECTION 2**

**SKILLS, COMPETENCIES AND / OR KNOWLEDGE**

This section will be assessed to consider your experience as it is relevant to the eligibility criteria. Information you provide in this section and in other areas of the application form may be used as part of a short listing exercise and may be discussed in more depth at interview, should you be called to one.

* **Please provide clear, detailed answer(s) that demonstrate the depth and breadth of your experience in the area(s) below, reflective of the requirements of this post.**
* Each section below must be completed. As you complete each section, we recognise there will be an overlap in the employer and date periods.
* We would like to highlight to you that if you omit information in this section pertinent to the eligibility criteria your application will be deemed ineligible and you will subsequently not be called forward to interview.

**1. Professional Knowledge**

**Please provide an overview of your administrative experience relevant to the role?**

**2. Planning & Organising Skills**

**Please provide examples of how you managed and set up booking systems, record/data systems and file management systems in previous roles?**

**3. Evaluating Information, Problem Solving and Decision Making**

**Please give an example of an issue or problem that you successfully managed to resolve in a previous work role and outline the approach you took to manage the issue or problem?**

**4. Team working**

**Please outline your approach to team working and give an example of how you supported your team in the delivery of the service or business.**

**5 Communication & Interpersonal Skills**

**Communications are very important in this role, please outline your communication skills and experience and give an example of how you managed a difficult call or engagement with a customer or service user in a previous role?**

**6. Additional experience as it applies to the Principal Duties and Responsibilities as outlined in the Job Description**

**SECTION 3**

**3.1. REFEREES**

Please give the details of two referees (one should be a current or most recent employer). We will not contact your referees until after interview process and not without notifying you first.

|  |  |
| --- | --- |
| **Name:**  **Position:**  **Organisation:**  **Telephone:**  **Email:** | **Name:**  **Position:**  **Organisation:**  **Telephone:**  **Email:** |

**SECTION 4**

**4.1 DECLARATION**

I declare that the information set forth in this application form is, to the best of my knowledge, true and complete.

**Signed:**

**Date:**

**HOW TO SUBMIT YOUR APPLICATION**

Please send a completed and signed (e-signature accepted) application form by e-mail with the reference code **SC/SCA to** [**admin@corkmentalhealth.com**](mailto:admin@corkmentalhealth.com)

**Closing Date: 5pm Monday the 20th of March**

**First Round Interviews:** Expected to take place during the week beginning

**Data Protection:** All applications are confidentially processed and retained in accordance with the Cork Mental Health Foundations data protection policy. Applications of unsuccessful candidates will be deleted after 15 months.

Solace café is delivered in Cork City by Cork Mental Health Foundation and funded by the HSE  