

Candidate Guidance for completing an application form

1.0 Purpose of document

The purpose of this document is to provide candidates applying for vacant roles at Dwr Cymru Welsh Water with guidance on how to effectively complete an application form.

2.0 Selection process principles

The overall objective of any selection process is to identify the candidate who best meets the experience, qualifications, skills and competencies outlined in the job description.

As a result, it is the information contained in the application form that will be used to assess a candidate's suitability to be interviewed for a role. It is, therefore, important that candidates fully demonstrate how they meet the key requirements of the vacant role.

Only application forms will be accepted as an application for a vacant position. CVs will not be considered as part of the process. This is to ensure that the selection process is fair to all candidates and to ensure candidates have the opportunity to demonstrate how they meet the specific requirements of individual roles.

Internal and external candidates will be assessed via the same process.

3.0 Completing the application form

Before you submit your application you should carefully read the job description and assure yourself that you can provide sufficient evidence of the experience, qualifications, skills and competencies required for the role. It is worth noting that anyone who is deemed unable to do so by the panel will not progress to interview. As such you will be wasting your own time if you know you have a weakness in a given area or cannot meet, for example, a specific qualification requirement. Only candidates deemed competent against each of the essential criterion may progress beyond the application and short listing stage to interview. If you are applying for more than one role you will need to complete a separate application form for each one, tailored to reflect the key requirements for each.

It is your responsibility to provide examples that best demonstrate the relevant requirements, as detailed in the job description. If you get an interview you will be tested in depth on the key requirements of the role as indicated in the job description.

Before completing your application form you should:

- read the job description carefully
- be honest about your knowledge, skills and experience
- complete the application as fully as you can, providing the appropriate amount of accurate up-to-date information and examples
- ensure your application form is received by the closing date specified

Section 1 - Personal details:

You should ensure your application contains your name, a contact address, telephone number and email address on which you can be contacted during work hours. At the top of the form, you should also include the title for the role for which you are applying.

Section 2 - Education and Training:

You should detail all qualifications and membership of professional bodies that you have obtained and are relevant to the role you are applying for only.

Section 3 - Current role:

You should give a brief but comprehensive summary of your current role, including key responsibilities and achievements and how these relate/transfer to the role you are applying for.

Section 4 - Career history:

You should give a brief but comprehensive summary of the responsibilities and achievements you have attained in the job(s) you have held in the last 10 years/recent years.

Section 5 - Experience, qualifications and skills and Section 6 - Competencies:

The application form is your opportunity to provide the selection panel with a 'self-assessment' of how you believe you meet the key requirements identified in the job description in terms of 'experience, qualifications and skills' and 'competencies'. The panel will be looking for evidence that you are able to meet these at the appropriate competence level for the vacant role being recruited.

You should structure your evidence to ensure that it flows in a clear and logical way. You should ensure that it is clear in terms of what you did, the reasons for your action, what happened, what considerations you took into account and the outcome. Never assume that your evidence is obvious when it comes to meeting the criteria and avoid bland and hypothetical statements. Don't be frightened to sell yourself provided it is relevant and accurate. Always use the first person – "I" not "We".

Whilst completing the form, you should insert each experience or competency area heading as identified in the job description (e.g. Experience within the water industry and Leadership) and provide succinct evidence of how you match the requirements.

When completing your application, it may be helpful to consider the following types of evidence when formulating your answer:

- You can consider an everyday occurrence or special projects that you have undertaken personally
- You can focus on a specific one off incident OR on the results of sustained effort over a period of time
- The achievements should be ones in which you invested personal time and effort
- If it evidences more than one key requirement, you should try and refer to them only once and give as many different examples as possible.
- It should be relatively recent (within the last 3 years)
- You can draw on evidence from any source, not just the workplace if you can demonstrate clearly that it satisfies the experience or competence required.

Good evidence should:

- Be specific to the experience / competence required
- Specify the nature of the task and what you wanted to accomplish
- Explain what you did and why and how you overcame any particular difficulties and or lessons learned
- State the outcomes and benefits
- Give an approximate time-scale and date
- Avoid Acronyms that may be unfamiliar to the panel

What not to include:

- Generalisations (“I always....”)
- Job descriptions (“My job/role involves.....”)
- Processes (“First I, then I”)
- Assertions (“It is very important to deal with promptly”)
- Theories (“I would deal with the complaint by first....”)
- Statements that lack personal ownership (“We decided to adopt....”)
- Paraphrases of the criteria (“I displayed tact and diplomacy”)
- Future examples – evidence should already have happened and therefore be described in the past tense.

4.0 Next steps

You should submit your completed application form to recruitment@dwrcymru.com by the closing date specified on the timetable.

Once the closing date for applications has passed, the selection panel will meet and shortlist all applications received based on the criteria specified in the job description and sift out those who will not be interviewed.

All candidates will be notified of the outcome of their application. Successful candidates will be provided with further details of the selection process i.e. interview date, time and whether any additional tests will be required. Candidates who are unsuccessful and not offered an interview will be offered feedback.

The competency based interview process will be held and candidates will be informed of the outcome. Again candidates who are unsuccessful at interview will be provided with reasons why. Separate discussions will be held with the successful candidate with regards to start dates, and terms and conditions of appointment.