

Applying for roles with Thirteen

We are providing this information to help you understand how we recruit at Thirteen and how to apply. **Please read these notes before starting your application.**

Applying for a post

All applications must be made using the online application system facilitated by Jobtrain.

If you're an internal applicant you can view all vacant posts by going through Channel and choosing quick links, internal system, internal job vacancies and this will direct you to the Jobtrain system.

If you are an external applicant you can access all vacant posts using the Thirteen website <https://www.thirteengroup.co.uk/page/jobs> where you will be directed to Jobtrain as soon as you click 'apply for post'.

If you have not used Jobtrain previously you will be asked to register your personal details and will require an email address.

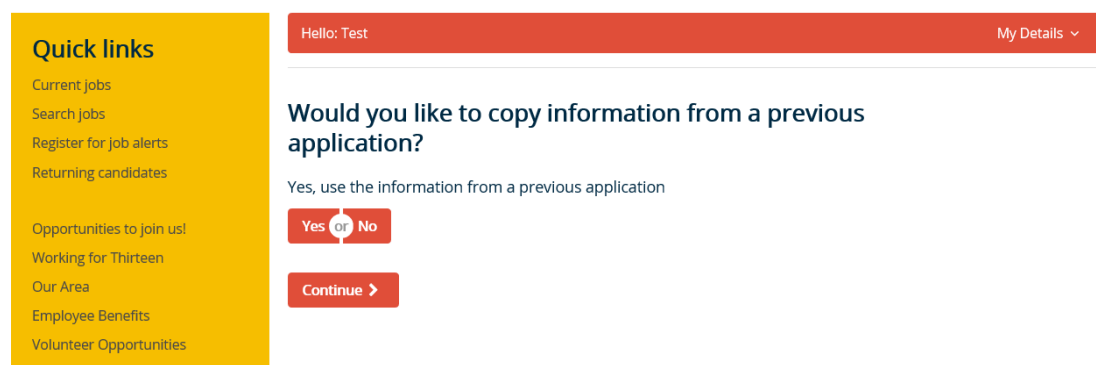
Dependent upon the role, we may ask you to apply by :

- Completion of an application form; they're up to 8 sections to the application form
- Completion of an Expression of Interest (Eoi - a reduced application form)
- CV upload (we may also ask you to complete a supporting statement or question)

Some key points to note:

- You might want to save a copy of the role profile and tier profile from the job advert, so that you can refer to it later in the recruitment process.
- If you are a returning candidate, when you click 'apply for job' and have answered some eligibility questions, you will be presented with this screen. If you want to copy information from a previous application just click yes; you will still have the opportunity to review and amend the new application before submission.

Import from previous application



- If you click 'yes' you will be presented with the jobs you previously applied for, just select the job you would like to copy the information from and click 'continue'

Here are the jobs that you have previously applied for.
Please select which job you would like to copy the information from:

- 00107 / Business Solutions Analyst
- 00119 / Investment and Maintenance Service Ambassador x4
- 000120 / Investment and Maintenance Service Ambassador

- You will then be taken into the application form, with all the fields copied from your previous application. Continue through the form amending any information you need to. **You should ensure that you amend the knowledge, skills & experience section to be relevant to the role you are applying for.**
- This will be the only opportunity you get to copy information, once you pass this stage you cannot go back.
- **Please be aware: If you delete an application, you CANNOT re-start an application and re-apply for that same post again.** If you are in any doubt, keep your application, just don't press 'submit' at the end.

Completing your application

As you work through the application process, Jobtrain provides instructions to help you through the process and gives you information regarding the scoring criteria for each section. Please be aware of and take note of any system messages that Jobtrain provides.

Please be aware that **there are some word count limits** within some sections of the form. Where these are in place you will be able to see a decreasing count of the words you have used.

When you are completing sections where you need to type a full answer (e.g. when describing your Knowledge, Skills & Experience, or when answering specific questions) **we would recommend that you type your answer first into Word (or similar package) and then cut and paste into your application. The system will limit your word count.** You will not be able to continue to the next section without adhering to the word count.

A security feature within Jobtrain means that if you have not clicked through/finished a section within 30 minutes, you will be logged out. **If you have not saved your work within a particular section at this point, it may be lost.**

Whilst completing your application you can save each section by clicking 'save and continue' at any time. This will mean that you can stop and return to it later if need be – just **ensure you regularly click the button at the bottom of the page or it will not be saved.**

Sections of the full application form *(some of these sections may change / reduce if you're applying via Eol or CV)*

Before starting your application, we will ask you some basic eligibility questions.

1. **Personal Details** including any special requirements that we need to be aware of as a company – This section asks for your personal information. When your application is being shortlisted, this information is not shared with the shortlisting manager. However, if you submit a CV as part of your application, we are unable to anonymise any personal information contained on your CV.

2. **Qualifications** – Where a qualification has been identified as essential to the post you are applying for, you must complete this section. Where you don't have the qualification but feel you have the demonstrable experience required you must evidence this here. If you have neither the qualification nor demonstrable experience required you will not be shortlisted for the post.
 - For each qualification click '**enter academic qualifications**', enter the details and then click '**save and add qualification**'.
 - If you have a qualification from another school or university, click '**enter academic qualifications**' again.
 - If you feel that you have equivalent demonstrable experience, you can add this at the bottom of this page.

3. **Employment** – This section asks for a brief overview of your current job role and will not be scored as part of shortlisting process. **However, we do want to see your relevant work history**, therefore please ensure that you **follow the instructions on-screen and click the 'save and add another'** button to add more experience / roles.

4. **References** – You must provide the names of **two referees**. One of your referees **must be your current, or most recent, employer (preferably your line manager or HR team)**; however, Thirteen reserves the right to request a reference from your current or most recent employer regardless of whether this is one of the two referees provided.

We will not approach your referees until an offer of employment has been made; we will ask you to provide confirmation at that point that we can approach them. It is expected that you will have already forewarned them of the likelihood of having to respond to a reference request.

Once you have entered the details of a referee, including **a work email address**, click '**save and add another**', add the second referee and click '**save and add another**' before clicking '**continue**'.

5. **Diversity Info** - Thirteen are an equal opportunities employer and will provide equal opportunities to any employee or job applicant. Thirteen will not discriminate either directly or indirectly because of race, sex, sexual orientation, transgender status, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

We would therefore be grateful if you would complete the questions on this form. All information will be treated in confidence. The information will only be used to provide statistics for monitoring purposes. There is no obligation on you to provide information – you can choose the options 'prefer not to say'. **This information will not be shared with the shortlisting managers.**

6. **Assessment - Knowledge, Skills & Experience** – This section of the application form is scored. In this section we are assessing the skills, knowledge and experience you will bring to the post (you should write about how you meet the requirements of all the highlighted criteria on the role profile, which is attached to the advert), as well as how you demonstrate our values-based behaviours, which are detailed in the tier profile; **this section is limited to 750 words. Don't forget – type into MS Word and then paste into Jobtrain.**

Question	Scoring
Consider the skills, knowledge and experience requirements highlighted within the Role Profile and explain what makes you the best candidate for this post. You should also reference how you have demonstrated our values-based behaviours, as described on page 2 of the Tier Profile	Each highlighted accountability and knowledge, skills and experience element within the role profile will be scored out of 6 according to the scoring rating scale for application forms. There is also 1 additional score relating to the demonstration of values-based behaviours.

Additional Assessment (if applicable to the role) - For certain roles, we may also ask a role-specific question that will allow us to assess your ability to deliver key accountabilities as detailed in the role profile. The answer to this question will be scored out of 6 according to the rating scale for application forms and added to the other scores gained in this section of application form.

Again – when completing this section, it is worth remembering to type in MS Word first and then paste into Jobtrain.

Dependent upon the role, we may choose to add weightings to certain elements of the scored criteria.

7. Declaration – We expect the information you give in your application to be accurate and true. In this respect you are required to certify on the form that what you have set down is, to the best of your knowledge, full and accurate. You are also required to certify that you have not and will not canvass anyone i.e. try to persuade others to use their influence to further an application for employment. Any deliberate failure to comply will disqualify a candidate from consideration for appointment to the post or if appointed could result in summary termination of your contract of employment. This does not however prevent you from agreeing with anyone for them to provide a written reference for you, or requesting further information from Thirteen in respect of the job for which you are applying.

By signing the declaration on the application form you will also be giving Thirteen permission to lawfully process data you have provided in your application in accordance with the provisions of the Data Protection Act 1998, including data required for the purposes of equal opportunities monitoring.

Once you are happy with your application and you submit it, you will receive a confirmatory email confirming receipt. **Please remember that you won't be able to make any amendments to your application once you've submitted it.**

If you don't receive an email notification that confirms receipt of your form please contact the Thirteen People Team on 01642 668 329.

Shortlisting

Your application form is an essential part of the recruitment process and will determine whether you are asked to attend an interview. Please make sure that you complete it as

thoroughly as you can, **with quality answers that include examples and supporting evidence of how you meet the criteria.**

You must complete an application for each post you wish to apply for. A copy of the application form scoring criteria is included at the end of this guidance.

Unless otherwise stated, you must score an average of 3 across all criteria being scored within the application form to be invited to interview stage. Should we receive a large volume of applications that meet the benchmark; we will take the highest scoring applicants forward to interview.

Applicants who have declared that they consider themselves to have a disability under the terms of the Equality Act 2010 and whom Thirteen consider meet all the highlighted criteria for the post which are measurable from their application, will be guaranteed an interview.

In some circumstances, for example roles that are critical to the business where the market demand for candidates with that skillset is particularly high, we may shortlist, interview and potentially make an offer during the period that the advert is open. We will highlight this in the advert of any roles it is applicable to.

Interviews

You will receive correspondence to advise whether or not you have been successful in securing an interview.

Your invitation will advise you where and when your interview will be held, and any additional information you will need to help you prepare. For certain posts, you may be asked to attend an additional assessment that will be relevant to the post you have applied for.

(Whilst restrictions linked to the Covid19 pandemic are still in place, our recruitment processes are taking place via live video calls. We will send you all necessary information).

Where you have indicated the need for reasonable adjustments and or practical arrangements, we will contact you about this if you are shortlisted so that appropriate arrangements can be made.

And afterwards?

Following the interview, we'll let you know as soon as possible whether you have been successful or not. You will be given the opportunity to request feedback on your interview performance from a member of the interview panel.

If you are successful, we will need to make the necessary checks applicable to your situation i.e. verification of qualifications, references, medical fitness for the post based on a health questionnaire completed by you (which may or may not lead to an examination), identity check, eligibility to work in the UK, and for some positions a criminal record or DBS clearance to the level deemed appropriate to your post.

Any offer of employment made to you will be conditional upon the satisfactory outcome of such checks. We will also discuss with you the arrangements for starting your new role with us.

Complaints

Complaints about recruitment and selection activities should be made through the official complaints procedure. To find out how to make an official complaint please contact 0300 111 1000.



Application Form Scoring Guide

This rating scale is used to evaluate the candidate’s answers to the scored sections of the application form. Please note reference should be made to the role profile (job description) and the Tier profile when reviewing and rating candidate application.

Rating Scale	Meaning	Knowledge, skills and experience - as highlighted in the role profile – each highlighted bullet point gets a score	Values -as detailed on page 2 of the tier profile for the role. 1 score overall.
6	Shining star	Full and thorough skills, knowledge and experience evidenced	Full and thorough understanding of behaviours required for the role
5	Exceeding the standard	Excellent level of skills, knowledge and experience evidenced	Excellent understanding of behaviours required for the role
4	Thirteen standard	Good skills, knowledge and experience evidenced	Good understanding of behaviours required for the role
3	Average	Some skills, knowledge and experience evidenced	Somewhat demonstrated understanding of behaviours required for the role
2	Below average	Limited skills, knowledge and experience evidenced	Limited understanding of behaviours required for the role
1	Not met	Hardly any or no evidence of skills, knowledge and experience	Hardly any or no understanding of behaviours required for the role
0	Could not assess	Did not answer	Did not answer