

Guidance Notes

The Application Form

Which form to complete?

As an applicant you are required to complete an application form which will be assessed by the Highways Agency in order to determine whether you will be invited to interview. We operate two types of application process – CV or Competency-based. It is important that you complete and submit the correct forms which will vary per role as follows:

CV-Based

If the role is to be assessed via a CV this will be stated in the job advert. **In addition to supplying a CV of no more than three pages in length you must also complete a 2 part application form which consists of:**

[Section 1](#)

[Section 2 \(CV\)](#)

Competency-Based

For all non-CV campaigns you are required to complete a competency-based application form which consists of:

[Section 1](#)

[Section 2 \(Competency based\)](#)

Please ensure you carefully read this guidance document before completing a competency-based application.

Please complete the application form electronically or in black type/ink and return no later than the closing date as stated in the advert.

Guaranteed Interview Scheme (GIS)

The Highways Agency is committed to the employment and career development of people with disabilities. To demonstrate our commitment we display the Disability Symbol, which is awarded by the Employment Service. As a symbol holder, we guarantee an interview to anyone with a disability (as defined by the Disability Discrimination Act 1995, and the Disability Bill 2005) who meets the residency and nationality criteria, the specified minimum levels of qualifications and demonstrates a minimum standard in the competency section. We will not discriminate against candidates who require reasonable adjustments in connection with a disability. For further information on this scheme please follow this link <http://www.highways.gov.uk/jobs/3332.aspx>

About your past employment and career history

Please give details of all full-time and part-time work, not including casual work. We would suggest 8-10 years as a reasonable history starting with your most recent employer.

Nationality Eligibility Requirements

Posts are open to EC nationals, British Protected persons, and nationals of states in the European Economic Area, including Switzerland and certain members of their families. Commonwealth citizens must be free from any restrictions to reside and take up employment in the UK. If you are unsure if you are eligible, please contact your recruitment administrator to discuss further. Civil Service Nationality Rules apply.

Conflicts of Interests

You should declare any interests you any have that might cause questions to be raised about your attitude to the business or the Highways Agency. You are required to declare any relevant business interests, other current employments or services, share holdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for yourself and for your spouse/partner. The successful candidate will be required to give up any conflicting interests. Some safety critical jobs in Traffic Operations may be incompatible with other employment, so please read all the recruitment documentation carefully. For further advice contact the named individual/team mentioned in the advertisement.

Diversity Monitoring Form

The Highways Agency is an equal opportunities employer. We welcome applications from all sectors of the community, and all backgrounds, as we value diversity and aspire to reflect this in our workforce. We recruit on the basis of ability, and make no distinction between people on the grounds of their race, sex, disability, ethnic or national origin, age, part-time status, religion, marital status or sexual orientation. We want to find out if this policy is working and to take steps to ensure further progress is made in achieving equal opportunities. To do this we need to know some details about the people who apply to join us. **We therefore ask you to complete the Diversity Monitoring form enclosed with the application pack.**

The information you give us is confidential and is not seen by any person who is connected with the selection process. If you become an employee of the HA the information will be recorded for the purposes of diversity monitoring within the [Agency](#). Please enter your name on the form. This enables us to track the progress of applicants through the recruitment process, and help us ensure there is no discrimination at any stage of the process.

Please send the Diversity Monitoring form with your application form to the address in the covering letter.

[Notes for completion – for full competency-based applications \(non-CV campaigns\)](#)

It is self-explanatory how to complete most parts of the application form, however, please read the following for information relating to the important qualifications/experience and Professional Skills for Government (PSG) competency section of the form (2.7).

Section 2.7

You need to refer to the Person Specification in the job advertisement in order to complete part 2.7 of your application. The person specification details the essential requirements (qualifications and/or experience and competencies) which you are required to possess.

In 2.7, first set out how you meet the required qualifications and/or experience for the role, then you must provide **one 200 word example per competency covering the indicators specified**.

The advert/job specific information document will show *up to* 6 competencies required for the role. You will see the competency headings and under these headings the specific competency indicators. For example:

PSG Core: Communicating and Marketing [*competency heading*]

Facilitates and/or chairs meetings and formal discussion forums effectively to achieve clear, agreed outcomes [*Indicator 1*]

Presents the facts and information in a way that influences others to accept the key conclusions [*Indicator 2*]

Note

You are **NOT** required to complete a 200 word example per indicator only a 200 word example per competency which incorporates / demonstrates the required indicator(s).

You are recommended to include a heading to identify the competency you are describing.

The selection panel will assess your application in order to find **evidence** of your skills and behaviours. A useful guide to completing a competency example is **S.T.A.R.**:

Specific – give a specific example.

Task - briefly describe the task/objective etc.

Action – tell us what action you took.

Results – describe what results were achieved.

The examples you give can be taken from any aspect of your life, for example: your work, your job seeking experiences, your family or home responsibilities, your school or college work, your leisure activities or voluntary work. Recent work examples (no more than 5 years old) tend to be the strongest indicator of your abilities, so we would recommend that you use these if possible.

What is evidence?

Evidence is:

- A specific example, which meets the competence criteria and
- Explicitly describes an individual's behaviour and outcome.

Evidence is not:

Generalisations "I am always courteous to customers"

Competency: PSG Core: People Management

I fully understand my own objectives and how these fit into the overall team objectives. I take time to understand the other team member's workloads and help wherever I can.

I have always regarded effective working relationships to be very important to my own work, the teams and ultimately the business. I have the ability to communicate well at all levels and this certainly facilitates team working.

Recently I was asked to shadow a manager in another business area. I took time beforehand to plan my visit thoroughly. Whilst carrying out this shadowing exercise, I was able to ask a number of key questions that were important to my team.

This example is **unsuitable** for a number of reasons. Firstly although the candidate states that they are effective in understanding their own objectives and those of the team, there is no evidence to support these statements. An attempt has been made to provide an example of building effective working relationships, however there is not enough detail of why and how the candidate gathered information prior to the visit. In addition, there is no information about the outcome. It would have been useful to understand what benefit this exercise was to themselves and also their team.

Data Protection

In accordance with the provisions of the Data Protection Act 1998, the Highways Agency (HA) will use the information given for the purposes of recruitment and selection. If you become an employee of HA, the information will be used for the purpose of personnel administration, including pay and pensions, as set out in the HA Staff Handbook. It will only be disclosed outside the HA to parties who are under contract to process data in these areas.

If you need this, or any of the attached forms in large print or Braille please contact the recruitment administrator identified in the advertisement.