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**Application Form**

**section 1 – personal details**

**section 2 – employment details**

**Section 3 - Supporting Statements**

**Section 4 - Data Protection Notification**

**section 1 – personal details**

Position applied for: **Visitor Operations Assistant**

Forenames:

Surname:

Preferred name:

Address:

Telephone:

Email:

Do you require a permit to take up work in the UK?

☐ Yes ☐ No

Are you subject to any conditions relating to your employment in the United Kingdom?

☐ Yes ☐ No

If yes, do you have a work permit as at the date of this application and if so, what is the expiry date?

Section 8 of the Asylum and Immigration Act 1996 requires all employers in the United Kingdom to make a basic document checks on every person they intend to employ. All successful applicants will be required to show proof of their right to work in the UK.

Under the Rehabilitation of Offenders Act 1976, are there any convictions which you are required to disclose?

☐ Yes ☐ No

If yes, please provide details:

Do you currently work at the Globe?

☐ Yes ☐ No

**Referees:**

Please give details of two referees, one for each of your two most recent employers. Any addresses/ email addresses provided should be linked to the organisation for which the referee works.

If you have not been employed by two different employers please provide details of a personal (not relatives) or educational referee.

**Referee 1**

Name:

Job title:

Address:

Telephone:

E-mail:

May we contact this referee at this stage? ☐ Yes ☐ No

**Referee 2**

Name:

Job title:

Address:

Telephone:

E-mail:

May we contact this referee at this stage? ☐ Yes ☐ No

**section 2 - Employment History**

**Current or most recent job**

Job title:

Employer’s name and address:

Date started:

Date left (if applicable):

Brief outline of duties:

Notice required:

Reason for leaving / wishing to leave:

**Previous employment**

Please start with the most recent position.

1. Job title:

Employer’s name and address:

Date started:

Date left:

Brief outline of duties:

Reason for leaving:

2. Job title:

Employer’s name and address:

Date started:

Date left:

Brief outline of duties:

Reason for leaving:

3. Job title:

Employer’s name and address:

Date started:

Date left:

Brief outline of duties:

Reason for leaving:

If you have no employment records please include details of other work or experience relevant to this post (this can include experience gained during leisure time or as part of your studies).

Please note that if you have worked for Shakespeare’s Globe the department for which you worked may be consulted about your employment record.

If you have had any gaps in your working or education history please provide some detail, if you wish to:

**Section 3 - Supporting Statements**

Please use this space to highlight the skills and experience you would contribute in relation to the essential criteria listed below.

Please write a short answer for each, up to 250 words. Please note that this is a limit not a target, if you can answer in fewer words then please do so. Your answer can also include education, volunteer work, hobbies and training that are relevant to the position.

There are **4** questions to answer. Please provide an answer for all questions.

1. **Tell us about a time you feel you gave excellent customer service.  What skills did you use to optimise the audience experience?**   
   Criteria: Excellent customer service and interpersonal skills.    
     
   Please write your answer here (up to 250 words):

1. **When was the last time you learnt a new skill?  Tell us what it was, how easy or difficult you found it, and what you learnt about yourself in the process.**

Criteria: Enthusiasm and willingness to learn.   
  
Please write your answer here (up to 250 words):

1. **How do you build product knowledge and experience in a new role and use it effectively?**   
   Criteria: The ability to retain and share excellent product knowledge.   
     
   Please write your answer here (up to 250 words):

1. **Describe a time you have found yourself in a difficult customer service situation.  Tell us what went wrong, how you tried to resolve it, and any reflections you have on the situation.**   
   Criteria: Thoughtfulness, reflecting, and problem solving   
     
   Please write your answer here (up to 250 words):

**Section 4 - Data Protection Notification**

We will manage your personal information safely and securely in accordance with the General Data Protection Regulation (GDPR). We will use it to contact you about your application and process your application. Where we want to disclose your information to a third party, for example where we want to obtain a ‘disclosure’ from the Disclosure and Barring Service, we will not do so without informing you beforehand. If you are successful your information will be used as part of your electronic personal information record. Personal information about unsuccessful candidates will be held for 6 months after the recruitment exercise has been completed, after which it will be securely destroyed. This is to allow us to respond to any queries or concerns which you may raise regarding your recruitment experience. If you would like your personal data to be removed before this time period please contact us at [recruitment@shakespearesglobe.com](mailto:recruitment@shakespearesglobe.com).

**AUTHORISATION:** I have read the Data Protection notification and understand and agree to the use of my personal data in accordance with the Data Protection Act 2018.

Signed: Date:

(Please sign if sending by post, or type in name if sending by email)

☐ I understand that any information contained on this form which is subsequently found to be false, may result in termination of employment. Please mark to show that you have read and understand this statement.

**Please return this application to:** [recruitment@shakespearesglobe.com](mailto:recruitment@shakespearesglobe.com)

**OR**

Human Resources Department

Shakespeare’s Globe

21 New Globe Walk  
Bankside  
London

SE1 9DT

We would also be grateful if you could complete our [Diversity Data Monitoring Form](https://forms.office.com/Pages/ResponsePage.aspx?id=NCIi5Tsbm0-RNzUmXH83-rXoytC9f1tGnR7G5ukesPRUQk9TQUFFWVVLUEozOUZaU1AxQ1MxVkRCSC4u).

The survey is anonymous and not linked in any way to your application. Any information you provide will be used by the Globe to monitor the demographic of candidates applying for roles and make improvements in line with our diversity and inclusion ambitions. This data will be treated in accordance with the Data Protection Act 1998.

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No. 1152238 and a registered charity no. 26616