



Information and Guidance for Applicants

Recruitment and Selection



Are you the person we are looking for?

All roles within Yorkshire Ambulance Service (YAS) NHS Trust require people with a diverse range of skills and abilities. We need people who are effective in:

- working as part of a team
- using initiative and determination
- planning and organising their work
- communicating with others
- anticipating and solving problems
- embracing change
- learning new skills and acquiring knowledge
- customer relations.

The selection process is designed to assess your ability to meet these criteria.

Please note that applicants who have been unsuccessful at three or more assessment centres need not re-apply. Similarly, applicants applying for more than one role should be advised that if they are successful and commence work in one role, they will not be able to move to another within the Yorkshire Ambulance Service for a period of 18 months to ensure the stability of service delivery.

Having Decided to Apply

This guidance document is intended to provide you with information about the recruitment and assessment process and to help you successfully apply for a role with YAS. You should take time to read all of it carefully before completing the application form.

Introductory Notes for Applicants

▪ Diverse Workforce

YAS is an equal opportunities employer and we welcome applications irrespective of gender, sexual orientation, marital status, colour, race, ethnic origin, disability or age. We actively pursue a policy of equal opportunities and welcome applications from all sections of the community, particularly ethnic and minority groups who are currently under-represented in YAS. We support 'Positive About Disabled People' (Two Ticks scheme) which means we guarantee to invite to assessment or interview all applicants with a disability who meet the minimum criteria for a job vacancy, to consider them on their skills and abilities.

If you have a disability you may need reasonable adjustments to be made to enable you to take part in our selection processes. For example, you may need assistance to complete the application form or require a copy in a large or different format or adjustments to our literacy and numeracy assessments if you have dyslexia. If this is the case please contact the recruitment team on 0845 122 0072 or email recruitment@yas.nhs.uk If you discuss this with us, we can take all reasonable steps to ensure that the necessary equipment and advice is available to allow you to participate fully in the selection process. Please note that reasonable adjustments for successful applicants with disability will be made on appointment.

▪ The Selection Process

The first stage requires you to complete an application form. It is important that you read the following notes before completing the form.

- ✓ All applications will be treated in the strictest of confidence.
- ✓ Make sure that you complete all sections of the application form.
- ✓ When completing your application please ensure you clearly demonstrate how you meet the person specification for the role by adequately completing the supporting information section of the application form.

- ✗ Incomplete and/or unsigned forms will not be considered.
- ✗ Please **do not** send a copy of your curriculum vitae (CV), only send a completed application form.
- ✗ Please **do not** send copies of exam certificates with your application as these will be verified at interview and/or assessment centre.
- ✗ Please **do not** send copies of references with your application as these will be requested as appropriate during the recruitment process.

If you apply online you will automatically receive an acknowledgement of receipt, however due to the volume of written applications it is not possible to acknowledge receipt of postal applications.

The application form will be assessed and scored. If you gain a sufficient score you will be invited to attend an interview or assessment day. Some roles require an assessment centre to take place before the interview stage. This will be identified where possible in the job advert.

During an assessment centre you will be asked to complete a number of tests that are relevant to the role applied for, and can include:

- **working with numbers:** this test will examine your ability to make mathematical calculations
- **working with literacy:** this test will examine your ability to spell and use grammar correctly
- **understanding Information:** this test assesses your ability to understand and interpret types of written or verbal information
- **situational awareness and problem solving:** this test is designed to assess your ability to ensure the safety of yourself and others and your ability to use information to solve problems
- **physical:** this practical test will assess your level of fitness and ability to undertake the role applied for.

The assessment day does not include an interview. However, if you are successful at this stage, you will be invited to attend a competency-based interview at a later date, this will be the final stage of the selection process.

If you are invited to an assessment stage and you have a disability that causes you to require reasonable adjustments for this stage of the selection process, it is very important that you let us know before the date for your assessment day has been set. We want to take all reasonable steps to ensure that you are able to participate fully in the selection process. However, although you can be assured of our best efforts, if we are unaware of

your needs before we meet you it may not be possible for us to make the necessary adjustments required on the day. It is in your own interest to talk to us about what we can do to help you give your best.

- **The Application Form in More Detail**

We will use the information provided in your application form to make a decision regarding your suitability for the role you have applied for. We will be looking for evidence that you have undertaken activities similar to those outlined in the main duties for the role, and that you have the knowledge, skills and experience considered necessary for the role. The main duties, knowledge, skills and experience required for the role are set out in the job specification.

If you complete the form by hand, please use black ink and ensure that your writing is legible, ie neat, easy to read and of a reasonable size. You may want to complete some sections by hand and word-process others.

To ensure legibility and fairness for all candidates, if you use a word processor, you **must not** use a font size below 11. Please note that application forms that are difficult to read, including where the handwriting or font is too small, **will be rejected**.

Application Form - Section A

- **Personal Details**

It is important that we have both your postal and email addresses to ensure we are able to inform you of the progress of your application at each stage.

- **Nationality and Immigration Control**

Roles with YAS are open to UK nationals, other Commonwealth citizens (as defined in the British Nationality Act 1981), British protected persons and nationals of states within the European Economic Area.

The UK has changed the former work permit system to a points based system. Therefore, any migrant from outside the European Economic Area (EEA) and Switzerland who wishes to work in the UK will need to pass a points-based assessment before they are given permission to enter or remain in the UK. YAS does not currently experience any difficulty in filling job vacancies from the UK labour market therefore does not participate in the Employer Sponsorship Scheme, however this will be reviewed on a periodic basis.

If you are unsure of your status or require a work permit, please explain your circumstances in a letter accompanying your application to enable further consideration to be given to your eligibility.

- **Applying for More Than one Role**

Where appropriate, please remember to indicate which location(s) you are interested in on the front of the application form. You can apply to work at more than one location by detailing this in the relevant box on the application form. Please list these in order of preference starting with your first choice. Applicants should be aware that whilst the Trust

will consider individual preference requests the Trust is unable to guarantee preferences as it must ensure that it can meet operational demands.

If you are applying for more than one role, you must state in each separate application how you meet the entry requirements for each role, if they are different. Simply submitting the same application form may mean your application will not have evidence in it demonstrating how you meet the person specification and maybe rejected at short-listing.

- **Diversity in Recruitment**

YAS recognises and actively promotes the benefits of a diverse workforce and is committed to treating all employees with dignity and respect. We seek to maximise everyone's talents so that we can meet the needs of the organisation and our patients. We seek to provide equality of opportunity for employment, training and advancement.

We welcome applications from all sections of the community and particularly ethnic and minority groups who are currently under-represented in YAS. We recognise the importance of the work-life balance and aim to be a family friendly employer with a range of flexible working patterns available. However, to ensure YAS has sufficient resources to deliver services, you may be asked to alter your normal working pattern of work to meet operational needs.

- **Rehabilitation of Offenders Act 1974**

In order to protect vulnerable people there are a number of roles within YAS that are exempt from the provisions of the Rehabilitation of Offenders Act 1974. These roles are ones where in the normal course of their work, successful applicants would have direct access to people receiving health services, for example paramedics and ambulance technicians. If the role is one, which falls into this category, you must disclose any criminal conviction and/or cautions whether spent or not. Having a criminal record does not necessarily prohibit you from working with YAS but it must be declared to consider its relevance to the role for which you have applied. Failure to disclose such convictions can result in dismissal or withdrawal of an offer.

Candidates that are required to be registered with the Health Professions Council (HPC) and who have not had a criminal records bureau (CRB) check may not be accepted onto the professional register.

- **Advertising**

We are interested to learn how applicants heard about the role so that we can evaluate the effectiveness of the means used to advertise it. YAS aims to reach as diverse an audience as possible.

Application Form - Section B

▪ Education and Training

The purpose of this section is for you to provide relevant educational qualifications and training details, highlighting those that relate directly to the main duties for this role. A table of qualifications and equivalent levels are as follows:

Key Skills	NVQs	National Qualifications Framework		Framework for Higher Education Qualification
		Original Levels	Revised Levels	
	Level 5	Level 5 BTEC Advanced Professional Diplomas, Certificates and Awards	Level 8 BTEC Advanced Professional Diplomas, Certificates and Awards	Doctoral Doctorates PhD's
			Level 7 BTEC Advanced Professional Diplomas, Certificates and Awards	Masters Master Degrees, Postgraduate Certificates and Diplomas
Level 4	Level 4	Level 4 BTEC HNDs and HNCs, BTEC Professional Diplomas, Certificates and Awards	Level 6 BTEC Professional Diplomas, Certificates and Awards	Honours Bachelor Degrees. Graduate Certificates and Diplomas
			Level 5 BTEC HNDs and HNCs BTEC Professional Diplomas, Certificates and Awards	Intermediate Diplomas of Higher and Further Education, Foundation Degrees, Higher National Diplomas
			Level 4 BTEC Professional Diplomas, Certificates and Awards	Certificate Certificates of Higher Education
Level 3	Level 3	Level 3 BTEC National Diplomas, Certificates and Awards, BTEC Diploma in Foundation Studies (Art and Design), BTEC Diplomas, Certificates and Awards and A Levels		
Level 2 Literacy Numeracy	Level 2	Level 2 BTEC First Diplomas, Certificates and Awards BTEC Diplomas, Certificates and Awards GCSE grades A-C Levels		
Level 1 Literacy Numeracy	Level 1	Level 1 BTEC Introductory Diplomas, Certificates and Awards, BTEC Diplomas, Certificates and Awards, GCSE grades D-G Levels		
Entry Level Literacy Numeracy		Entry Levels BTEC Certificate in Life Skills BTEC Certificates in Skills for Working Life		

- **Professional Registration**

If the role for which you are applying requires you to be registered with a professional body, for example the Health Professions Council, you must include relevant membership numbers and whether you have been, or are currently, subject to fitness to practice proceedings.

- **Employment History**

You should start with your current or most recent employment and work backwards. You do not need to include any jobs from more than ten years ago, unless the skills gained are relevant to the role and have not been demonstrated more recently. You should ensure that it is clear from each job when you worked there, what your main duties and responsibilities were and at what level you operated, and outline your reasons for leaving in each case. This relates to both paid and unpaid employment, including service in HM Forces.

This section also offers you the opportunity to demonstrate the relevance of your experience to the role for which you are applying and can be used to provide a useful context for the examples of your experience that you are asked to describe in the supporting information section of the form. If you consider it relevant, please include details of social activities, work undertaken in the home, or voluntary or committee work, remembering to keep all information that you provide in the date order referred to above.

Please read through the information you have given and ensure that there are no gaps between any of the dates that you have entered. If there are periods of time unaccounted for you need to give an explanation at the end of this section. If you need to, you may continue on an additional sheet.

- **Supporting Information**

The purpose of this section is for you to provide examples of situations that you have been in to illustrate areas of competence. This information is essential for the short-listing panel as they need to match your application against the requirements for the role as stated in the person specification.

When writing your supporting information you must consider the essential and desirable criteria within the person specification. You then need to evidence with examples of how you meet the criteria. It is not sufficient for you to state that you have been doing a certain role for a period of time nor can it be assumed that the short-listing panel has knowledge about the skills and experience of each applicant.

Your examples of situations could focus on a specific one-off incident or the results of sustained effort over a period of time.

Competency-based Questions and Sample Answers

Competency-based questions require you to demonstrate qualities such as 'leadership and planning' or 'organisation'. A useful framework to help you with answering these is:

Context - briefly, describe the situation.

Action - what you did, showing the skills in action.

Result - what the outcome was and how you improved the situation.

Example 1

Competency - Candidate must have experience of planning and organising.

Question - Describe how your personal planning and organisation resulted in the successful achievement of a task.

Context	Whilst employed at Marks and Spencer I was given the task of rationalising the stock control system.
Action	I would look at factors such as when the stock was last ordered, what it was used for and how often it was used. I worked out a method of streamlining the paperwork involved in this process and redesigned the relevant forms, which I then submitted to my manager.
Result	My ideas were accepted and implemented and a 15% reduction in stock levels was achieved.

Example 2

Competency - Candidate must hold Computer Literacy and Information Technology (CLAIT) or European Computer Driving License (ECDL) or equivalent and be proficient in the use of IT skills.

Question - Describe your IT skills and how you have used them effectively in the workplace.

Context	I obtained my ECDL in January 2007 and have since gained experience in using Microsoft Office and its associated software packages.
Action	I use word to produce weekly update bulletins and minutes of meetings. My typing speed is 80 words per minute. I also use Excel to create spreadsheets of tasks for the estates and facilities directorate.
Result	Previously these tasks had been paper-based and it was a time consuming part of my role to coordinate and manage the tasks required. Since completing my course I have now placed these onto a spreadsheet, which my colleagues and I now use and circulate to the directorate managers saving time and ensuring that no jobs are missed out.

It is expected that you will draw on examples that are as up-to-date as possible, and certainly within the last ten years. You must make it clear in your information when the events you are describing took place so that we can see how current they are and the time frame each covers. If you are using less recent examples, please explain why.

Remember:

- ask someone to read over your answers and give you feedback - know that the form is the employers first impression of you
- keep a copy for your own records
- your objective is to get an interview!

▪ **References**

In this section please complete the details of referees we can contact, with their title, initials and correct contact address. Your referees should be your current and last employer and should be a manager who can comment on your suitability for the role you have applied for. If you have not been in employment for some time you will need to explain the gaps in your employment and provide referees from people suitably able to provide a reference for example a teacher. References from friends, colleagues or relatives are not acceptable. Please see the additional guidance for applicants on pre-employment checks.

You should obtain your referees' permission before giving their names. It would also be helpful if you ask them to respond quickly to any reference request.

Previous employers are asked questions about:

- employment dates
- the duties you performed
- your reason for leaving
- sick days and absences
- your conduct
- your work performance.

Other referees are asked questions such as:

- how long you have been known to them and in what capacity
- how well acquainted they are with you
- what they know about your employment history
- what do they know about any sickness absence
- if anything is known about your conduct, reliability or health, which might make you unsuitable for appointment.

▪ **Final Checks**

Completed Applications

Please check that you have completed all sections of the application form. Incomplete applications will not be assessed. Please see the job specific information section for details of the closing date.

Closing Date

Please note that the advertised deadline cannot be extended except in special circumstances.

The Progress of Your Application Form

We receive a large number of applications and it would assist us greatly if you allowed us a reasonable period of time to respond to your application before you contact us to check on its progress. Applications lodged electronically will be automatically acknowledged.

Feedback

Unfortunately, due to the large number of recruitment exercises undertaken by YAS, we are not able to give candidates feedback until after the assessment or interview stage.

A Guide to the Interview

Being prepared for your interview will help to give the best impression of you and help you feel more confident.

Competency-based interviews are used in an effort to make the interview process as standard and as fair as possible. We will ask a series of questions that are relevant to the competencies and skills required for the role you have applied for, for example:

- past behaviours and performance
- learning from past behaviours
- future adaptability to the new role
- knowledge and understanding of issues in relation to the role.

▪ What will the interview focus on?

Interviews will focus on the competencies for the role, but may also include other knowledge-based essential criteria, for example leadership, teamwork, conflict, motivation, creativity and technical skills related to the job specification. They will be focused on those competencies that are most important for the particular job. You may also be required to meet other, specific essential criteria. This could be an in-depth knowledge of a particular area or experience of working in a similar role previously.

▪ What should I expect in the interview?

Competency-based interview questions are slightly different to the style you may be used to. They will tend to focus on past situations and your behaviour in those situations. Questions are likely to start with *'please give me an example of when.'* or *'please describe an occasion'*.

Example questions include:

Leadership

- Why are you a good leader?
- What type of leadership style do you adopt?
- How would those you have lead describe you?

Conflict and Pressure

- Give an example of an instance when you have had a disagreement with someone at work? What was the outcome? What did you learn about that experience?
- How do you react if your manager asks you to do something which conflicts with your own deadlines?

Teamwork

- Give an example of a time where you helped a team to achieve an objective or a deadline?

Motivation and Development

- What have you done to develop yourself both personally and professionally in the last three years?
- How do you motivate your team and colleagues?

Decision Making

- What is the most difficult decision you have had to make in your current role? Tell me about it. What alternatives did you consider?
- What has been the effect of your decisions on others and what was the wider impact?

▪ **What will the interviewers be looking for?**

The interviewers will be looking for specific examples describing exactly what you did in certain situations. You can choose to use relevant examples from your current job, a previous role or a situation outside of work altogether. You will be asked to discuss the example in some detail. It is likely that the interviewers will then follow with some probing questions, possibly to clarify a particular point. They will be interested in the outcome of the situation, whether there was anything you learned from the experience. The interviewers may also want to ask you questions about the information you have provided in your application form.

▪ **Helpful Tips**

Be on Time

Practise getting to the venue to see how long it will take and on the day set off in good time and aim to be early. If you are going to be late, ring in and let them know.

Be Prepared

Research and learn something about the organisation, what changes are they going through, what achievements have they made? Look at the employers' website, general websites etc and research the role before you attend your interview. Prepare the questions you want to ask at the end of the interview.

Image

Wear something smart and appropriate but will also make you feel comfortable. For example, you don't want to get distracted by clothing that is too tight, as it could hinder your performance. Remember to smile, make eye contact and sit up straight.

Behaviour

Be confident, professional and polite.

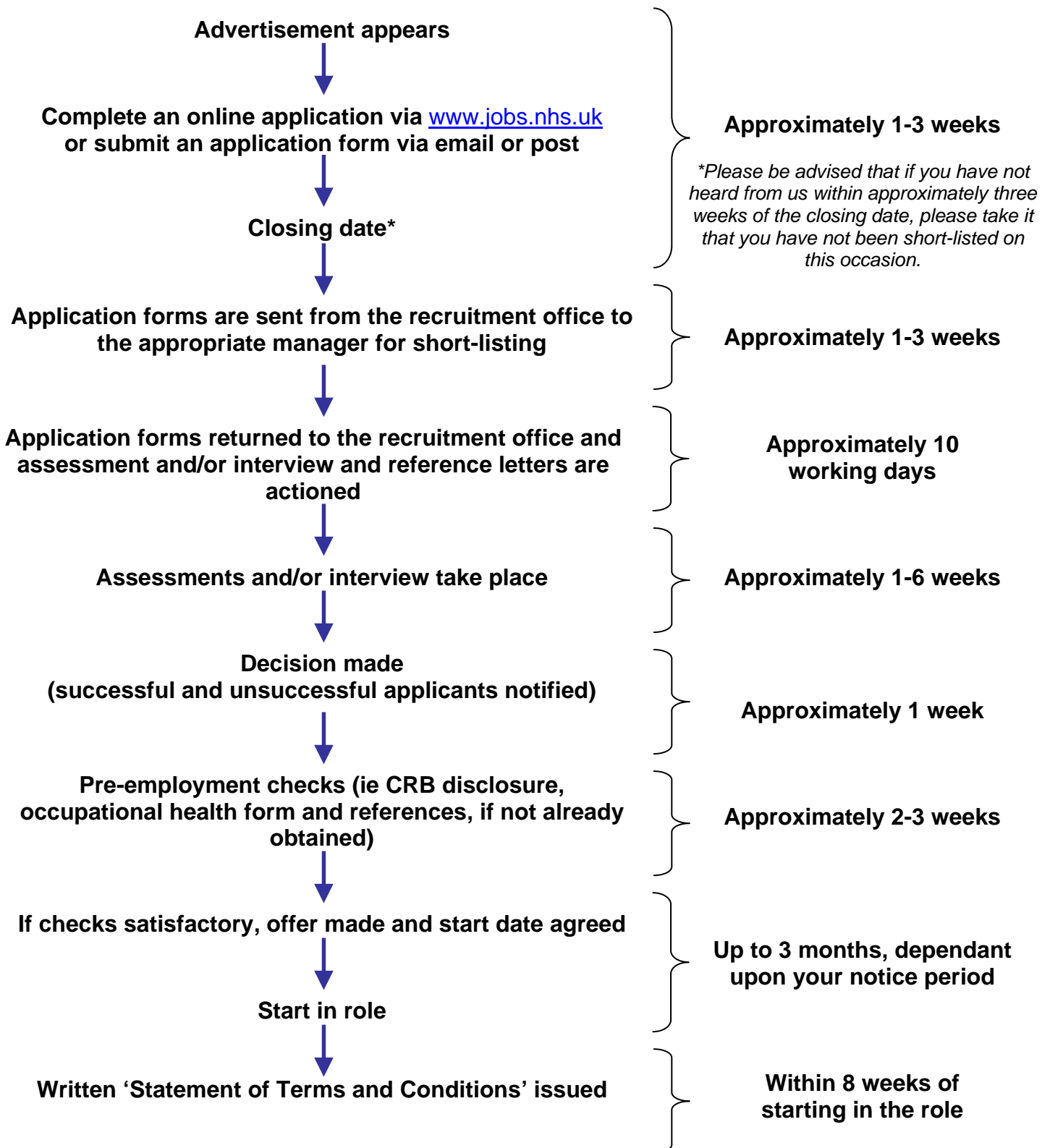
Write Down Questions and Practise Possible Answers

Writing down questions and practise answering them with someone will make it easier to remember when you get to the interview. Use the third person when talking about the role. Avoid sounding as though you assume the role is yours.

Answers

Make sure you listen properly to the question and keep your answers clear and focused. If you are unsure ask the panel to clarify what they are asking, to re-phrase or if you can come back to that question at the end.

Summary of YAS Recruitment Process



Please note: Satisfactory medical clearance must be received before commencing in post. For posts that require a Criminal Records Bureau (CRB) disclosure this form must be completed and have the relevant supporting documents verified before commencing in post. The Trust reserves the right to terminate any employment should the conditions not be met.

A Guide to Getting Started With the NHS Jobs Website

▪ Finding Jobs on the NHS Jobs Website

NHS Jobs provides a dedicated online recruitment service for people seeking a career in the NHS across England and Wales. As NHS employers put the majority of their vacancies on the website (www.jobs.nhs.uk) this should be the first place you visit to find a job in the NHS.

The NHS Jobs website is available 24 hours a day, 7 days a week. All you need to register with NHS Jobs is a valid email address that you can access regularly. If you do not have a valid email address you should set this up before you start your job search.

NHS Jobs is easy to use, by following this four step starter guide you will learn how to:

- search for jobs in the NHS
- have emails sent to you about new jobs you may be interested in
- apply for jobs online.

▪ Step One - Registering With NHS Jobs

To get the most from NHS Jobs you will need to register for an account. Registering is quick and simple and has many advantages. Once you have registered you will be able to:

- search and apply for jobs online
- get new vacancies sent directly to you with jobs-by-email
- save your application form at any stage and complete it later
- store your last application online to save time filling in forms
- track your job applications online.

How to Register With NHS Jobs

- Open your internet browser and type www.jobs.nhs.uk in the address bar.
- Click on 'register for an account' at the bottom of the green login box on the home page.
- Complete your name, address and email address. Use a password that is easy to remember then click 'create'.

If you are already registered, simply login using your email address and password.

▪ Step Two - Jobs-by-Email

After you have registered for an account, you will be asked if you would like to receive jobs-by-email. Jobs-by-email allows you to be the first to see new vacancies as any new jobs you may be interested in will be sent to you as soon as they are advertised.

To set up jobs-by-email, simply add your preferred search criteria relating to job title, keywords, salary and location, click 'save'. You will start to receive daily emails with details of matching job vacancies whenever they are advertised on NHS Jobs. You can save up to five 'jobs-by-email' searches, varying your search choices such as location, salary or job type to help maximise your job hunting success.

▪ **Step Three - Searching for Vacancies**

It is easy to search for vacancies with NHS Jobs. There are three main ways to find the job that you want, simply pick the method which suits you best.

Quick Search

You can search for vacancies using the 'quick search' option from the homepage. The quick search asks you to enter a keyword, location and/or salary via a dropdown list - remember that a keyword search looks for words that appear in the complete advert, not just the job title.

Detailed Search

If you want to be more specific about the type of job you search for, use the detailed search. This enables you to search for roles by job title, skills and experience, employer, staff group, location, salary and job type. It also allows you to exclude vacancies containing specific keywords.

How to use the Detailed Search:

- click the 'more detailed search' link at the bottom of the 'quick search' box
- type in as much detail as you want and then click 'search'
- a list of vacancies will appear, each showing job title, location, salary, job type, date posted and closing date, plus three or four lines of the job advert.

You can easily widen or narrow your search by following the instructions at the top of the page. You can start a new search using the links on the left of the page. To view a full vacancy click on the job title that is of interest to you. You will be taken to the vacancy screen where you will see the full advert. Please read all the details provided by using the links such as job description and person specification.

Specific Employer or Trust Search

- NHS jobs can also list all the vacancies advertised by individual employers.

How to Find Vacancies with a Specific Employer or Trust:

- on the front page of NHS Jobs site you will see a small purple box on the right-hand side of the page called 'useful links'
- click on the 'employer list' which will open a screen listing all the strategic health authorities
- click on the region of interest to you to see a list of all the employers within that area who advertise on NHS Jobs. Click the 'more details' or 'see jobs' link to view all their current advertised vacancies
- you can also specify an employer's name in the detailed search.

▪ **Step Four - Applying Online**

Once you have found a job that meets your skills and preferences, you are ready to apply and complete the application form online.

NHS Jobs makes it easy to apply online. To save you time, make sure you have the following information available before starting the application form:

- national insurance number (if you have one)
- work permit details (if applicable)
- educational and/or professional qualifications (including dates awarded)
- registration and pin number (including expiry and renewal date)
- details of any previous employers (including dates)
- details of supporting information - please refer to the person specification and work out how well you match as an applicant
- contact details for at least two referees, some roles may require more than two.

▪ **Completing the Application Form**

When you have found a job you would like to apply for, you might be asked to answer some pre-application questions. You will need to answer all of these questions. They have been designed to help you quickly work out whether you are suitably qualified and have the correct immigration status for the role you are applying for. Once you have answered all the questions, click 'apply' and follow the instructions on-screen:

- tick the declaration box to confirm you have read the terms and conditions of using the site
- use the drop down box to specify where you first saw the vacancy and then click 'submit'
- you are now in the application form. Ensure that you enter all the information that is required. **Do not** use BLOCK CAPITALS.

Once you have started/completed the application form you can either:

- cancel and leave the application form - no changes will be saved
- save the form and return to it at a later date
- submit your application - check you have completed the form fully and check for any spelling mistakes before hitting 'apply'.

You can save your application at any time and return to it later. To do this, scroll to the bottom of the screen and click the 'save' option. When you want to continue work on your application, login to NHS Jobs using your email address and password, then click on the 'my applications' link on the left-hand side of the page and then click 'continue with form'.

Once you have applied for a vacancy using NHS Jobs your application is automatically saved. You can re-use the form for any other positions you might apply for. However, please check that all the information, especially your supporting information, is relevant to each vacancy you apply for and change it as necessary.

Remember to check your email account regularly to see the progress of your applications. Any invitations to interviews are likely to be sent by email. If you have not received a response within three weeks of the closing date you should assume your application has been unsuccessful.