



Re: Enforcement Agent Application

Thank you for your interest in the position of enforcement agent. Below is an application form, a criminal record form, a diversity monitoring form and a job description for the post. Please fully complete the application form, criminal record and diversity monitoring forms and return, as soon as possible to: **Lorraine Donoghue, Marston Group Limited, HR Dept, 2nd Floor Ability House, 121 Brooker Road, Waltham Abbey, Essex EN9 1JH.**

Please Note: Section 4(2) of The Rehabilitation of Offenders Act 1974, does not apply to applications for the position of enforcement agent. ALL previous convictions, cautions, warnings and reprimands must therefore be disclosed. If you do have any convictions/cautions please fax a statement alongside with your application form, detailing the offence itself, date and the outcome.

We carry out a CRB Check on all successful applicants. When considering the recruitment of ex-offenders, only relevant offences are considered when deciding whether or not to bar an applicant from employment (further information is available on request)??

Failure to disclose information, which is identified on a CRB check, will immediately mean a dismissal of contract between yourself and Marston Group.

Once this has been received? I will contact you regarding the position and your application.

If you have any further questions relating to the application form, please do not hesitate to contact me, during office hours, on **01992 807371** or email: enforcement@marstongroup.co.uk.

If you do require any additional information about Marston Group, please visit our website at www.marstongroup.co.uk.

Kind Regards

A handwritten signature in black ink that reads 'L Donoghue'.

Lorraine Donoghue
HR, Recruitment & Training Officer



Marston external application form

HR Office
 2nd Floor Ability House, 121 Brooker Road
 Waltham Abbey EN9 1JH
 Tel: 01992 807371 Fax: 01992 807389
 Email: enforcement@marstongroup.co.uk

Applications should be completed clearly and legibly with a **black ballpoint pen** or, if possible, completed on a computer, to facilitate photocopying and returned to the HR Department before the closing date.

Section 1 – Vacancy Details

Reference number:	
Post applying for:	

In which Journal / Newspaper was the advertisement for the post seen?	
---	--

Section 2 – Personal Details

Last name:		First names:		Title:	
Address:					
		Postcode:			
Date moved into address:					
Email address:					
Home Tel:		Mobile:			
National Insurance Number:					
<p>If you are invited to interview you will be required to provide proof of your right to work in the UK, A list of acceptable identification is available on request.</p> <p>I can provide confirmation that I am entitled to work in the UK:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>					

Previous Address – please list below all addresses during the last 6 years including dates. Continue onto a separate sheet if necessary

Address 2:		Address 3:	
Postcode:		Postcode:	
Date moved in:		Date moved in:	
Date moved out:		Date moved out:	

Section 3 - Employment

Please fill in this next section to show us what you have been doing and what you consider to be most relevant to support your application. Please include any part-time and unpaid or voluntary work you may have done.

Are you currently employed? Yes No

Are you currently self-employed? Yes No

If you are currently **self-employed**, please **also** complete section 3c.

Present Post:			
Employer:			
Address of Employer:			
Tel. No:		Email Address:	
Brief outline of present duties:			
Salary:	£		
Period of Service: From:		To:	
What period of notice are you required to give your present employer?			

Can we contact this employer for a reference now? Yes No

Please note: if you answer 'no' and you are subsequently successful at interview, we will contact you then to obtain permission. Formal offers of appointment are not made until a current / most recent employer's reference has been obtained.

3b - Other employers' details

Please give details of any other employers you have worked for to support your application, with the most recent first.

Name and address of employer	Position held	Period of employment (start and end dates)	Reason(s) for leaving

3c - Self-employment

If you have been self-employed at any time, please describe the nature of your business, give the dates of its operation, and reason for ceasing.

3d - School / college / university establishment details

If you are still in or left full-time education within the last 12 months, please provide the following details:

Name of latest school / college / university

Address and postcode of education establishment

Period of attendance
(please give start and end dates)

From:	To:
-------	-----

Name of tutor or head teacher who is familiar with your work and conduct whom we may contact for a reference.

3e - Other career history

If any period during your employment / work experience remains unaccounted for, please give full details here, including dates (e.g. raising a family, periods of unemployment, etc.). You may also give details of any voluntary work undertaken.

Section 4 – Education and Training

Education

Please give full details of the examinations you have taken in chronological order, or are about to take, e.g. Higher level qualifications such as diplomas, degrees, etc., followed by any General Certificate of Secondary Education, General Certificate of Education, Certificate of Secondary Education, or equivalent. If you are relying on qualifications obtained in another country please give full details. Qualifications will be verified.

Date taken	Name of exam (GCSE, GCE, CSE, NVQ, B.A.)	Level (e.g. Level 2, Ordinary, Advanced)	Full title of each subject taken (e.g. Business Administration, English, Mathematics)	Grade or mark (if awarded)

Please give details of any non-academic certificates you have, or training that did not provide a formal qualification (e.g. First Aid, computer skills such as Microsoft Word or Excel)

Section 5 - Suitability for the post

Describe how your skills and experience equip you for this post. You need to give examples of how your skills, abilities and experience relate to each core competence. Please ensure you refer to the enclosed job description and person specification. Please continue on to a separate sheet in necessary.

5b - Reason(s) for applying

Please say why you are interested in the post.

Section 6 – Driving Qualification

This section is required for all positions, which involve driving including the position of Enforcement Agent.

Do you hold a full current driving licence? Yes No

Is your driving licence free of endorsements? Yes No

If not please give details of any points, convictions, including any pending convictions below:

Would you be willing to use your own vehicle for company business? Yes No

Section 7 – Personal Character

7a - County Court Judgements:

Have you had any County Court Judgments (CCJ's) entered against you in the last 5 years? Yes No

7b - Criminal Convictions Declaration – To be completed for all positions

Please declare any criminal convictions against you excluding any convictions, which are “spent” under the Rehabilitations of Offenders Act 1974. If appropriate, please state NONE TO DECLARE.

7c - Criminal Convictions Declaration – To be completed for the position Enforcement/HCEO/Attending Officer only

Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

Applicants are therefore not entitled to withhold information about convictions, which for other purposes are “spent” under the provision of the Act, and in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action. ALL previous convictions, cautions, warnings and reprimands must be disclosed below.

Have you ever been charged/reported by the police for any crime/offence or received an official police or procurator fiscal warning or caution? Yes No

If **YES**, give particulars as follows:

Date of Court	Crime or Offence	Court at which Convicted	Outcome

Are you awaiting the outcome of any police enquires against you?

Yes

No

If **YES**, give particulars as follows:

Date of Incident	Place of Incident	Nature of Charge of Complaint	Date of Trial or Hearing

Section 8 – References

Please give the names and addresses of two referees. Unless you have not worked before it is expected that one reference will be, or will represent your present employer, or if you are unemployed, your last employer.

Name			
Relationship			
Address			
Email Address:	Tel. No.: 0		Fax. No.: 0
Name			
Relationship			
Address			
Email Address:	Tel. No.: 0		Fax. No.: 0

Section 9 – Data Protection & Verification

The information provided on this application form will remain private and confidential and will be used for the purpose of recruitment/selection. Where the application is successful the organisation may, from time to time, wish to process this information (as updated periodically) for personnel administration and business management purposes. Where this is the case, processing will take place in accordance with the provisions of the Data Protection Acts 1984 and 1998. Please note that the organisation may approach third parties, including Credit Reference Agencies, the Criminal Records Bureau (CRB), and referees to verify the information you have given including your address. By signing this form you will be providing the organisation with consent to all these uses.

Section 10 – Declaration

I declare to the best of my knowledge and belief, all particulars are complete and true.

I understand that any false declaration or misleading statement or a significant omission may disqualify me from employment and render me liable to dismissal.

I understand that any job offer is subject to checks including a disclosure check, a probationary period and (if the organisation believes it appropriate) a medical report, all of which must be deemed by the company as satisfactory.

I understand that it is my responsibility to ensure that the Inland Revenue Department, Department of Work & Pensions, Child Support Agency and any other Government Agency (where applicable) are notified of any payments made to me by the Marston Group.

Criminal Records Bureau disclosure: I understand that, if my application is successful, appointment to the post may be subject to a satisfactory Criminal Records Bureau disclosure check.

Name
(type or use CAPITAL letters please)

Signature

Date

Thank you for completing this form. Please return the form to the address given in the advert / application pack. **If you return the form by post, please ensure you pay the correct postage.**

OFFICE USE ONLY			
Interview Date		Offer Letter Date	Y / N
		Rejection Letter Date	Y / N
Acceptance Date	Y / N	References Verified Date	Y / N
Unix Check Date	Y / N	Address Verified Date	Y / N
CRB Follow Up Date	Y / N	Last Employ Check Date	Y / N
Manager:		Course Date:	



Criminal Record Application

HR Office

2nd Floor Ability House, 121 Brooker Road
 Waltham Abbey EN9 1JH
 Tel: 01992 807371 Fax: 01992 807389
 Email: enforcement@marstongroup.co.uk

To be completed for the position Enforcement, HCEO, Attending/Levy Officer

Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

Applicants are therefore not entitled to withhold information about convictions, which for other purposes are “spent” under the provision of the Act, and in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action.

In considering the recruitment of ex-offenders, only relevant offences to the post are considered when deciding whether or not to bar an applicant from employment (further information is available on request).

Please complete the below details in full and return with your completed application form.

Forenames:	(Including all middle names)
Surname:	
Previous Name(s) i.e. Maiden Name	
Date Name Changed i.e date married	
Mothers Maiden Name	
Place of Birth	
National Insurance Number	

Full addresses for the last 6 years, please continue on to a separate sheet if necessary.

Current Address	Previous Address if current is less than 6 years	Previous Address if 2nd is less than 6 years
Date moved in:	Date moved in: Date moved out:	Date moved in: Date moved out:

Name:

Part A: Age & Ethnicity

Marston Group is committed to equality of opportunity and has a policy that all applicants will be recruited, trained and promoted according to ability and job requirements. No employee or potential employee will receive less favourable treatment due to their race, nationality, colour, ethnic or national origins, religion, sex, marital status, disability, AIDS/HIV status, sexual orientation, age, gender reassignment or other irrelevant factor.

We want to ensure this policy is working and to take steps to ensure further progress is made to achieve equal opportunities and diversity. We are therefore asking you to complete the following questionnaire. Your answers will be treated confidentially and will not affect your job application in any way. May we thank you in advance for your co-operation.

Age (Please specify your date of birth below):

D	D	M	M	Y	Y	Y	Y

Ethnic Background (please tick the appropriate box)

<p>A) White</p> <p>British <input type="checkbox"/></p> <p>Irish <input type="checkbox"/></p> <p>Any other White background <input type="checkbox"/></p>	<p>B) Mixed</p> <p>White and Black Caribbean <input type="checkbox"/></p> <p>White and Black African <input type="checkbox"/></p> <p>White and Asian <input type="checkbox"/></p> <p>Any other Mixed background <input type="checkbox"/></p>	<p>C) Asian or Asian British</p> <p>Indian <input type="checkbox"/></p> <p>Pakistani <input type="checkbox"/></p> <p>Bangladeshi <input type="checkbox"/></p> <p>Any other Asian background <input type="checkbox"/></p>
<p>D) Black or Black British</p> <p>Caribbean <input type="checkbox"/></p> <p>African <input type="checkbox"/></p> <p>Any other Black background <input type="checkbox"/></p>	<p>E) Chinese or Other Ethnic Group</p> <p>Chinese <input type="checkbox"/></p> <p>Any other Ethnic Group <input type="checkbox"/></p> <p><i>(Please specify)</i></p>	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>

Gender

Male

Female

Sexual Orientation

Lesbian or Gay

Bisexual

Heterosexual

Other

Religion or belief

Christian <input type="checkbox"/>	Muslim <input type="checkbox"/>
Buddhist <input type="checkbox"/>	Sikh <input type="checkbox"/>
Hindu <input type="checkbox"/>	Catholic <input type="checkbox"/>
Jewish <input type="checkbox"/>	None <input type="checkbox"/>
Other <i>(please specify)</i>	<div style="border: 1px solid black; width: 100%; height: 30px;"></div>

Marital Status

Married

Single

Divorced

Separated

Widow/Widower

Civil partnership

Other *(Please specify)*



Part B: Disability monitoring

The Disability Discrimination Act 1995 (DDA) defines a disabled person as someone with a physical or mental impairment, which has a substantial and long-term adverse effect of at least one year on a person's ability to carry out normal day-to-day activities. http://www.direct.gov.uk/en/DisabledPeople/RightsAndObligations/DisabilityRights/DG_4001068

Do you consider yourself to be disabled as defined in the Disability Discrimination Act?

- Yes
- No

If yes, please tick, which boxes apply:

- Deaf or hearing impaired
- Blind or visually impaired (including colour blindness)
- Musco-skeletal (co-ordination/dexterity/mobility etc)
- Mental health (anxiety, depression, obsessive compulsive disorder (OCD) etc)
- Learning disabilities (including dyslexia)

Other e.g. physical or mental conditions such as diabetes, epilepsy, arthritis, asthma (please specify below):

If invited to interview or selected to attend a training course do you have any specific requirements in order to give you an equal opportunity to confirm your ability, if yes please specify below?

If offered a position, please outline any reasonable adjustments that could be made to assist you in the role you have applied for.

Please return the completed questionnaire together with your application form.

Enforcement Agent

Job Description

Enforcement Agents are required, but not limited to:

- Undertake their duties in accordance with verbal and written instructions.
- To report to Line Managers on a regular basis (daily or as required under local arrangements).
- To visit defaulters at the addresses stated on warrants (includes Liability Orders and Writs) to obtain payment, execute warrants, make enquiries to trace the whereabouts of absconders or seize goods to the value of the warrant for sale at auction.
- To bring into account monies received and control the use of the manual receipt book and other documents, in accordance with policies and procedures.
- To return warrants where enforcement is not possible in a timely manner using appropriate codes and correct methods such as PDA or hard copy (ie force completes for part paid warrants)
- To maintain and transmit a daily log of actions taken, warrants executed or returned and payments received.
- To ensure that all seizure notices are kept in a secure place and are available on request to justify fees applied.
- To comply with reasonable audit requests.
- To provide and maintain detailed incident reports.
- To complete all necessary paperwork required by the company or the client.
- To carry out any other tasks required of them in connection with the service, execution or return of warrants (e.g. obtaining and reporting information regarding the defaulter and/or the actions taken in executing a warrant).
- To undertake any development training necessary for the role including H&S, conflict management and information security.
- To take responsibility for the condition of any vehicle provided by the company, including roadworthiness, cleanliness and servicing.
- Such duties as directed by manager as may be reasonably required from time to time.

Person Specification

Factor	Requirement	Essential	Desirable	Method of Assessment
Qualifications	5 GCSEs (A-C) or equivalent or Level 2 NVQ qualification		Y	Evidence on application, at interview
Experience	Working in a customer facing or customer focussed environment	Y		Evidence on application, at interview
	Lone working with personal responsibility for completing work	Y		On application, at interview Practical Assessment
	Dealing with difficult behaviour	Y		On application, at interview Practical Assessment
Knowledge/ Skills	Good understanding of English language, both verbal and written	Y		Application form, at interview (ability test if required)
	Good interpersonal skills, being tactful and diplomatic	Y		On application, at interview Practical Assessment
	Ability to work on own initiative and without supervision	Y		On application, at interview Practical Assessment
	Good numerical skills	Y		Exam or ability test
	Articulate and able to communicate and interact with others at all levels	Y		On application, at interview Practical Assessment
	Ability to prioritise workloads	Y		On application, at interview Practical Assessment
	Good basic organisational skills	Y		On application, at interview Practical Assessment

Factor	Requirement	Essential	Desirable	Method of Assessment
	Ability to achieve targets	Y		On application, at interview Practical Assessment
	Maintain a good level of administration	Y		On application, at interview Practical Assessment
	Remains calm and confident and responds logically and decisively in difficult situations	Y		On application, at interview Practical Assessment
	Self-confidence and ability to manage and calm confrontational situations	Y		On application, at interview Practical Assessment
	Good observation skills		Y	On application, at interview Practical Assessment
	Knowledge of HMCS/ Council procedures and applicable legislation and codes of conduct	Y		Exam
	Knowledge of local area		Y	On application, at interview Practical Assessment
	Knowledge of debt recovery		Y	On application, at interview Practical Assessment
	Ability to create routes and map-read	Y		On application, at interview Practical Assessment
Commitment	Understanding of and personal commitment to vision and values of the Marston Group		Y	On application, at interview Practical Assessment

Factor	Requirement	Essential	Desirable	Method of Assessment
	High level of self motivation	Y		On application, at interview Practical Assessment
	Willingness to undergo specific training	Y		On application, at interview Practical Assessment
	Ability and willingness to work unsociable hours	Y		On application, at interview Practical Assessment
Additional Factors	Right to live and work in the UK	Y		Evidence on application, at interview
	Checkable references	Y		Evidence on application, at interview
	Suitable CRB outcome	Y		Evidence on application, at interview
	No outstanding CCJ(s) or fines etc	Y		Evidence on application, at interview
	Able to transport seized goods (ie holder of a current full UK driving licence)	Y		Evidence on application, at interview
	Required to wear uniform	Y		On application, at interview Practical Assessment
	General Bailiff Certificate		Y	On application, at interview Practical Assessment
	Able to work in a team		Y	On application, at interview Practical Assessment