



Application Guidance – support workers

Interested in joining our team at the British Red Cross? This guide will help you take the first step...

A photograph of three diverse employees sitting together in an office. On the left, a woman wearing a purple patterned hijab and a dark purple top is smiling and looking down at a small white plate she is holding. In the center, a man in a dark grey t-shirt is laughing heartily, holding a small clear plastic cup. On the right, a man in a white short-sleeved shirt is also laughing, with his hand near his mouth. They are all wearing red lanyards with ID badges. The background shows a white wall with a framed picture, a green plant, and a window with blinds.

Join us

We're committed to recruiting the best people possible to help us with our mission of using human kindness to overcome crisis.

Here's the information you need about our recruitment process to help your application shine...

Getting to grips with our application form

Our application is divided into three sections and each section needs to be completed before you can apply.

We ensure that everyone is treated equally and fairly, and that decisions on recruitment and selection are based solely on job-related criteria.

We operate an anonymised process where personal details including name, age, ethnicity, religion, disability, gender, email address, and contact information, are not shared with the hiring manager until you are invited to interview or assessment.

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CV upload

1

You can upload your CV* directly onto our system... The system will automatically transfer your education and work history into your application. Please double-check the information has been transferred accurately.

No CV? No problem... If you don't have a CV or prefer not to upload one, you can enter information on your education and work history manually.

**CV = curriculum vitae or resume. It's a document that details all your previous work experience and skills*

Shortlisting questions

2



For our Support Worker roles, we're looking for people who share our values and either have experience in a similar role or a desire to develop their skills and knowledge. To ensure all candidates have the best opportunity to share information about themselves, we ask four shortlisting questions.

Our hiring managers want to understand more about you and the questions are designed to tell us why you're a great candidate for this role. We use your answers to assess your skills, experiences, values, motivation, and suitability for the role quickly, fairly, and objectively.



How to give a STAR answer:

You should read the advert, Role Profile/Job Description, and any “Additional information” (if attached). The information in the Role Profile/Job Description will give you an idea of the type of experience and skills we’re looking for. This will help you in answering the questions asked.

When answering shortlisting questions, treat them as you would an interview question. When giving examples, please provide a beginning, middle and end to the story so that we can understand exactly what you have experienced or learned. A good way to write this would be to consider “STAR” answers.

- **Situation:** What was the situation you faced? When did it take place? What detail is important to telling the story?
- **Task:** Explain the task at hand, what was the goal?
- **Action:** What did you do? What action did you take in the example being given?
- **Result:** What was the result of the action you took?

An example of a STAR question

“Please tell us about a time you went above and beyond for a customer.”

Situation: I was just ending my shift in a supermarket; I was walking across the carpark, and I saw an elderly gentleman’s shopping bag rip. The food went everywhere, and his eggs broke all over the floor. He appeared distressed.

Task: I wanted to ensure he was ok, looked after, and felt more at ease after the issue.

Action: I helped him pick up his shopping and took him back into the shop where I explained what had happened to one of my colleagues, we were able to replace his broken eggs for him.

Result: The customer was very happy and thanked us for the support he received. He came in the week after, told my manager how well he was looked after and thanked us for being such a caring company.

Additional information

3

We will ask for additional information as part of your application in line with regulatory requirements, and our commitment to diversity and inclusion in the workplace.





Additional information we ask for includes:

Are you an existing staff member or volunteer? Have you worked with us before: We love to know that our existing colleagues and volunteers are getting the opportunity to develop their careers with us. We also love to know when people who have left the British Red Cross in the past want to return to us. This data helps us track internal movers.

How you heard about us: We want to know where you saw this vacancy. This helps us ensure we spend our marketing budget on the right things, and we can see the impact of every pound we spend.

Disability Confidence: We are a Disability Confident Employer. If you have a disability and wish to apply to work with us through the disability confidence scheme – You can!

Your right to work: We can't offer sponsorship unless the advert specifically says so. We need to know at application stage that you have the right to work in the UK.

Driving Licence: Some roles require you to drive a vehicle. Due to this, you'll be asked if you have a Full UK Manual Driving Licence.

Diversity and Inclusion Data: We will ask for personal data from you. We do this because we want to ensure our recruitment processes are fair and not creating barriers to employment for anyone from under-represented groups. The data is not used in our decision-making process and is not viewable by hiring managers. This data is key to us being able to ensure we're the right thing for our candidates. This is not mandatory for you to provide and will not impact your application in any way.

Criminal Records: Due to the nature of our work, some roles require a criminal record check to be carried out. We will ask you about any previous convictions. Please note – Not all convictions will mean we can't progress your application, but it is important you tell us about anything that your DBS may show.



Thank you for your interest in joining our health team.

If you have any questions or issues
when completing your applications,
contact us at

recruitment@redcross.org.uk

Visit our careers site for more information
about the opportunities we have available
at the **British Red Cross**.

