



# Application guidance – retail team

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



**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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# Additional information

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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:

**Whether you've 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.

**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. We use this data to address any impact our recruitment process might have on protected characteristics. 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:** We will ask you about any unspent convictions. Please note – not all convictions will mean we can't progress your application, but it is important you tell us about any unspent convictions.

# CV upload

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If you have a CV, you can upload it to our system. The system will automatically transfer your employment history into your application. Our CV tool works best if you use a simple and standard format for your CV beginning with the most recent experience; and avoid using tables, columns and adding pictures. If you don't have a CV or prefer not to upload one, you'll have the opportunity to manually do this before moving onto the next step.

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

# ? Supporting questions

We ask two shortlisting questions to give you the opportunity to tell us more about yourself and tell us why you're a great candidate for this role. The questions are based on the person specification, so make sure you read that before you apply. Tell us why you've applied for the job, what you know about us and the skills / experience you have that will help you do a great job.

Provide concrete examples where possible, drawing from your work, education, or volunteering experiences. We recognise that candidates may have transferable skills, this is your opportunity to highlight what you can bring to the role and organisation. We encourage you to apply even if you don't meet every single selection criteria.

## Tell us more...

Make sure your answers pack a punch – don't assume we know what you mean, spell it out for us!

**Rather than say:** I have good communication skills

**Try this:** I regularly communicate with customers in person and on the phone in my role as a customer service officer. I adapt my style to match that of my customer.

## Person Specification

Here's an example of what a person specification for a retail assistant could look like, but they vary from shop to shop.

Make sure your answers to the supporting questions show how you meet the essential criteria.

<b>Knowledge</b>	<i>Essential</i>	<ul style="list-style-type: none"><li>• Understanding of financial and numerical information and the importance of hitting targets</li><li>• Ability to interpret and implement working practices and procedures</li></ul>
	<i>Desirable</i>	<ul style="list-style-type: none"><li>• Ability to understand issues related to working with volunteers</li></ul>
<b>Skills</b>	<i>Essential</i>	<ul style="list-style-type: none"><li>• Proven customer care skills</li><li>• Proven IT skills</li></ul>
	<i>Desirable</i>	
<b>Experience</b>	<i>Essential</i>	<ul style="list-style-type: none"><li>• Experience working in a retail environment</li><li>• Experience relating to a wide variety of customers and people</li><li>• Experience of cash handling and reconciliation</li></ul>
	<i>Desirable</i>	<ul style="list-style-type: none"><li>• Experience of using own initiative for positive results</li></ul>

# Employment history

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If you have uploaded your CV, you should check that the information has been transferred accurately on the Employment History section. If you haven't uploaded a CV this is your opportunity to manually list your employment details and key responsibilities.





# Thank you for your interest in joining our retail team.

If you have any questions or issues when completing your application, check out the FAQs section on our careers site via the QR code or by visiting:

[careers.redcross.org.uk](https://careers.redcross.org.uk)

**Still struggling?** email us at

[recruitment@redcross.org.uk](mailto:recruitment@redcross.org.uk)

