‘How to Apply’

Web recruitment applicant guidance

[Type text]

Interactive Table of Contents (click on a heading to go to a page)

1. Working with City of York Council - *A Council to be proud of* 3
2. Prior to completing your application 5
3. Logging into your CYC web recruitment account 7
   - New users 7
   - Existing users 8
   - CYC employees 8
   - Forgotten user name/ password and deactivated account 9
   - Registering for job alerts 11
4. Application form overview 11
   - Application summary 11
   - Information which is retained for future use 13
5. Completing the application form 14
   - Page One: Confirmation statement 14
   - Page Two: Personal information 14
   - Page Three: Employment details 16
   - Page Four: Education and qualifications 17
   - Page Five: Supporting information 19
   - Page Six: References 21
   - Page Seven: Equal opportunities and sensitive information 22
   - Page Eight: Additional details 24
   - Page Nine: Declaration 27
6. Submitting your application 28
7. Apprenticeship applications 29
8. Feedback 31

Applicant guidance notes

1. Working with City of York Council - *A Council to be proud of*

Thank you for your interest in working with City of York Council ('CYC'). You are important to us and we want you to make the most of your job application. We have put this guide together to help you complete an your application, so please read it carefully before beginning.

CYC's top three priorities:

- A prosperous City for all
- A focus on frontline services
- A Council that listens to its residents

Our Values

It's really important to us that we have capable, confident people, working positively for York. Therefore we all share a set of values to help guide what we do and how we engage with our communities, our residents and each other.

It will be important to you as an applicant to understand and reflect these values throughout your application. It is also important as an employee that you understand and agree with the values of our organisation and are happy working with us.

Our values and behaviours framework describes what it means for every one in the council to put our values into action.

Our three values are:

We work together

- We share information and knowledge
- We care about and respect others views
- We encourage and support each other
- We support and enable individuals and our communities

We improve

- We challenge what we do and how we can do it better
- We try new ways of doing things
- We learn from our experiences, feedback and mistakes
- We are ambitious for our communities and our city

We make a difference

- We are honest about what we achieve
- We deliver on our commitments
- We communicate openly
- We make our actions count

CYC Equality Statement

We:

- value diversity
- challenge all forms of unfairness
- aim to promote self-confident and harmonious communities
- place fairness and inclusion at the heart of our strategies and services.

To achieve this we will develop targets that will help us to:

- reduce social, economic and educational disadvantage
- move towards a more representative workforce and councillor body.

We will:

- listen to our customers and communities and not make assumptions on their part
- use our procurement, commissioning and grant-giving practices to promote fairness and diversity

Equality of information

All applicants will receive the same information about the job and if a contact person is given, all applicants are invited to phone for an informal discussion about the job prior to applying for it. This may help you decide if you meet all the criteria and whether you want to proceed with an application.

2. Prior to completing your application

Job compatibility

Please carefully read the job description and any other documents relating to the role, to ensure that that the job and conditions are suitable for you and your level of experience. If you are happy to apply for the job, you may proceed through CYC's online recruitment system.

It is important that you fill in every section of the form as fully and accurately as possible. Our decision on who to interview will be based on the information you give in your application form.

All applications from both internal and external candidates, are considered against the skills and knowledge requirements given in the job description.

Documents and information

The application form will require a variety of information from you. We strongly suggest that you find this information before you start, so that you are not interrupted during the application process.

The information required for an application includes:

- UK National Insurance number. If you do not have a UK National Insurance Number, this field should be left blank.
- Employment history. You will need to give details of the places and dates of previous employment including job title and duties.
- Education and qualifications. You will need to enter the dates, grades and types of qualification which you hold, as well as the details of the centres of learning where you obtained these.
- Referees. You will need to give the contact details including postal and email addresses (and/ or telephone number) of two referees, who will typically be your former employer, tutor, teacher or other non- family member, depending on your circumstance.

This Guide

We advise you to keep this guide open on another screen or device, or print it if you need to, so that it assists you as you go through the form.

Alternatively, you open the guidance via the ‘Application Guidance ‘ tab on the Jobs search page.

Recruitment Privacy notice

City of York Council (CYC) will collect and store personal information you submit to us via the recruitment website.

The privacy notice is subject to change and any changes to it in the future will be notified on this page. By continuing to use this recruitment site you are agreeing to such changes. We recommend that you check the privacy notice and policy each time you visit the site.

https://www.york.gov.uk/privacy/Recruitment

A hard copy of the recruitment privacy notice is available on request.

Troubleshooting

You may need to switch to a new internet browser if you cannot fully access CYC’s online recruiting system. The system works best with the following internet browsers:

- Internet Explorer (versions 8+)
- Firefox (versions 26+)
- Chrome (versions 32+)
- Safari (versions 6 or 7)

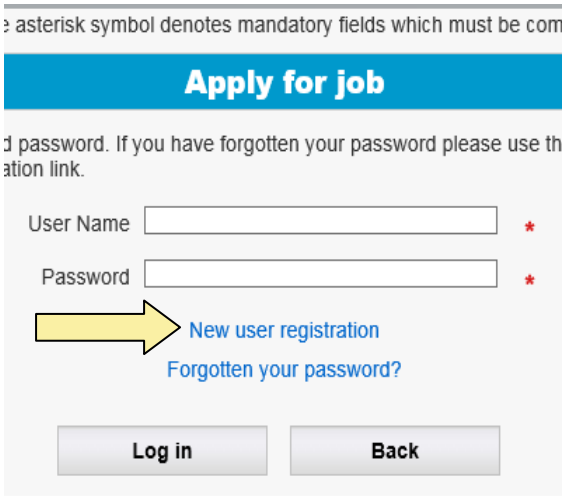
If you experience any difficulty in using the system, or would like clarification on any part of the online procedure, then please send your enquiry by email to recruitment@york.gov.uk or call 01904 551619. Please note that queries or requests can only be responded to during normal working hours, Monday to Friday 8.30am to 5pm.

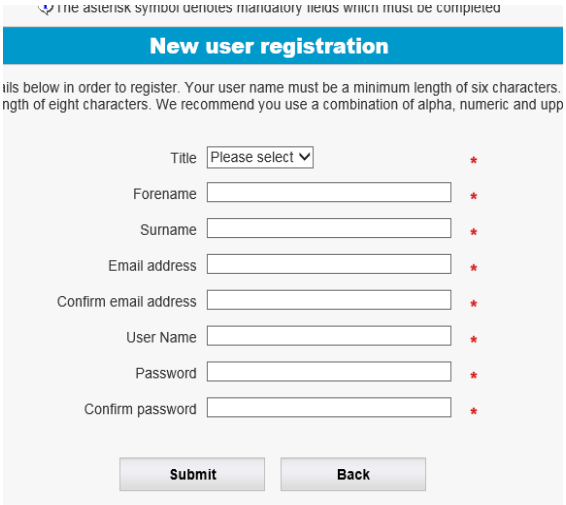
Logging into your CYC web recruitment account

Once you have clicked to apply online, you will be taken to a login screen for the recruiting system. The way you log in will vary depending on whether you are a new user, existing user or a CYC employee.

<u>New users</u>

New users need to create a user name and password. Click ‘New user registration’.

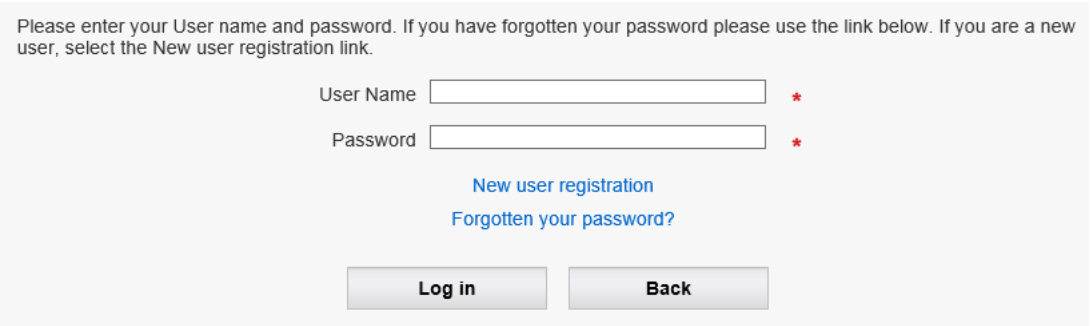




- Do not include accents or symbols (other than a hyphen for double barrelled names) as these cannot be recognised by the system and will corrupt your account and any applications submitted.
- Your user name must be at least six characters long. Your password must contain at least eight characters. It is advisable that you use a combination of alpha, numerical and upper and lower case characters.
- Once you have registered, a confirmation email containing your details will be forwarded to the email address you supplied. Please keep this safe.
- In future, use these details to access your recruitment account, as an existing user.
- If you are a CYC employee see ‘CYC employees’ below for how to register.

Existing users

Existing users can login with the details used previously when registering/applying.



CYC employees

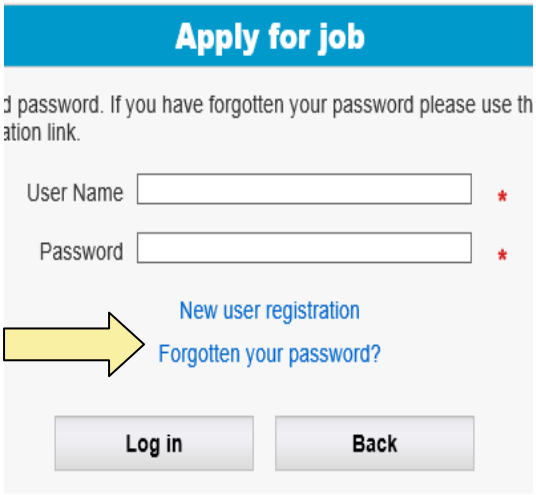
If you are an existing CYC employee who already has access to self service, you should use this login and password to register.

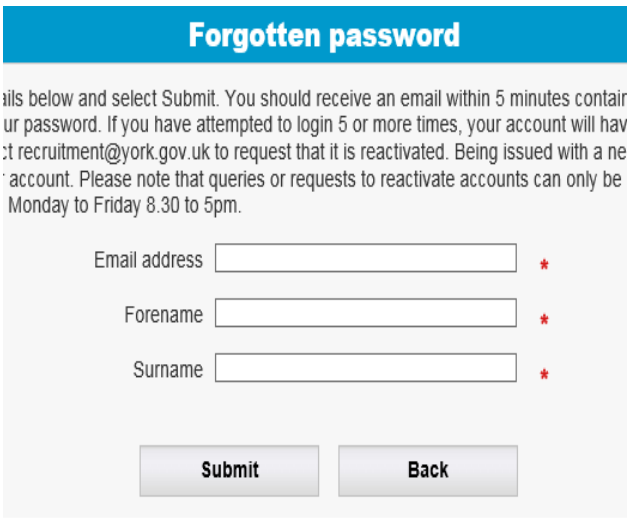
If you are an existing CYC employee who doesn't have access to self service you will need to request one via iTrentSystemAdm@york.gov.uk

- Login (to the screen shown above), by using your CYC login details i.e. User ID (used to log on the system) and password. If you don't do this, you will be processed as an external candidate and as a result, information will not be autopopulated into your application from your CYC account details.
- Any changes made to personal details, qualifications and equal opportunities monitoring information when making an online application will automatically update your personal record to reflect the change if you have logged in using your CYC login.
- **You should not under any circumstances allow anyone else to use your login details to apply for jobs as this may cause your own details on the iTrent HR/ Payroll system to be compromised.**

Forgotten user name/ password and deactivated account

If you have forgotten your user name or password, you should click on 'Forgotten your password?' and complete the below screen, before you incorrectly log in five times.





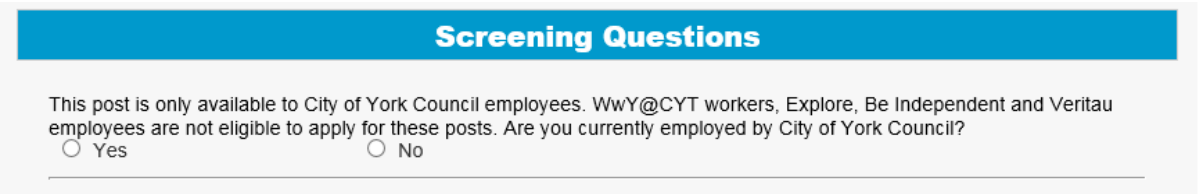
You will be sent an email to reset your password. When you click through that email to the password reset form, you will also see your user name. You don't need to change your password if it is just your user name that you have forgotten. Follow the instructions on screen to change your password (if required).

Existing users or CYC employees will only have five attempts to log in before their accounts are deactivated.

If your account is deactivated, please iTrentSystemAdm@york.gov.uk email to request that it is reactivated. At this stage the 'Forgotten your password?' process will not reactivate your account. Please note that queries or requests to reactivate accounts are usually only responded to during normal working hours, Monday to Friday 8.30am to 5pm.

Internal vacancies

Some vacancies are only open to City of York Council employees. When you click on the 'apply online' button these vacancies will ask if you are a CYC employee.



If you are not a CYC employee you should tick NO – you will be unable to apply for the vacancy.

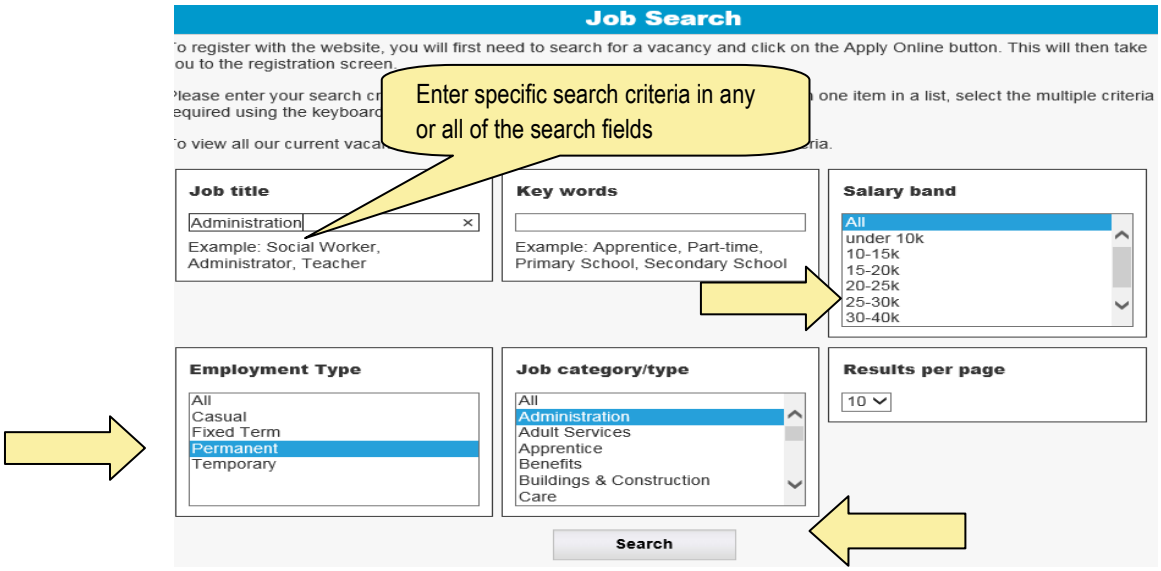
Please note at the time of publishing this guidance employees of Veritau and Explore York are not CYC employees. Work With York employees can apply for internal jobs.

Job alerts

Once you have registered on the system you can also sign up to 'job alerts'. Job alerts auto-generate emails to you when any jobs come up which might be of specific interest.

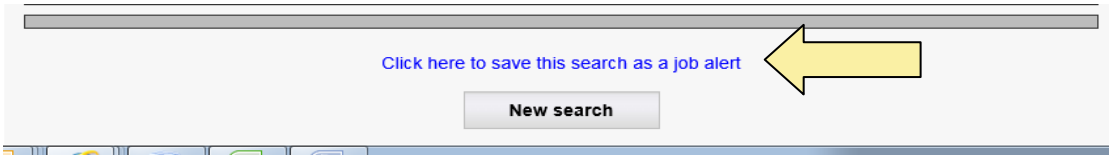
Step one: Choose your search criteria

Enter or select your interests in the different search boxes, as shown below and enter Search



Step two: Save and review your job alert

Once you have searched for your chosen types of vacancies, scroll down to the bottom of the results page which appears and press “Click here to save this search as a job alert”.

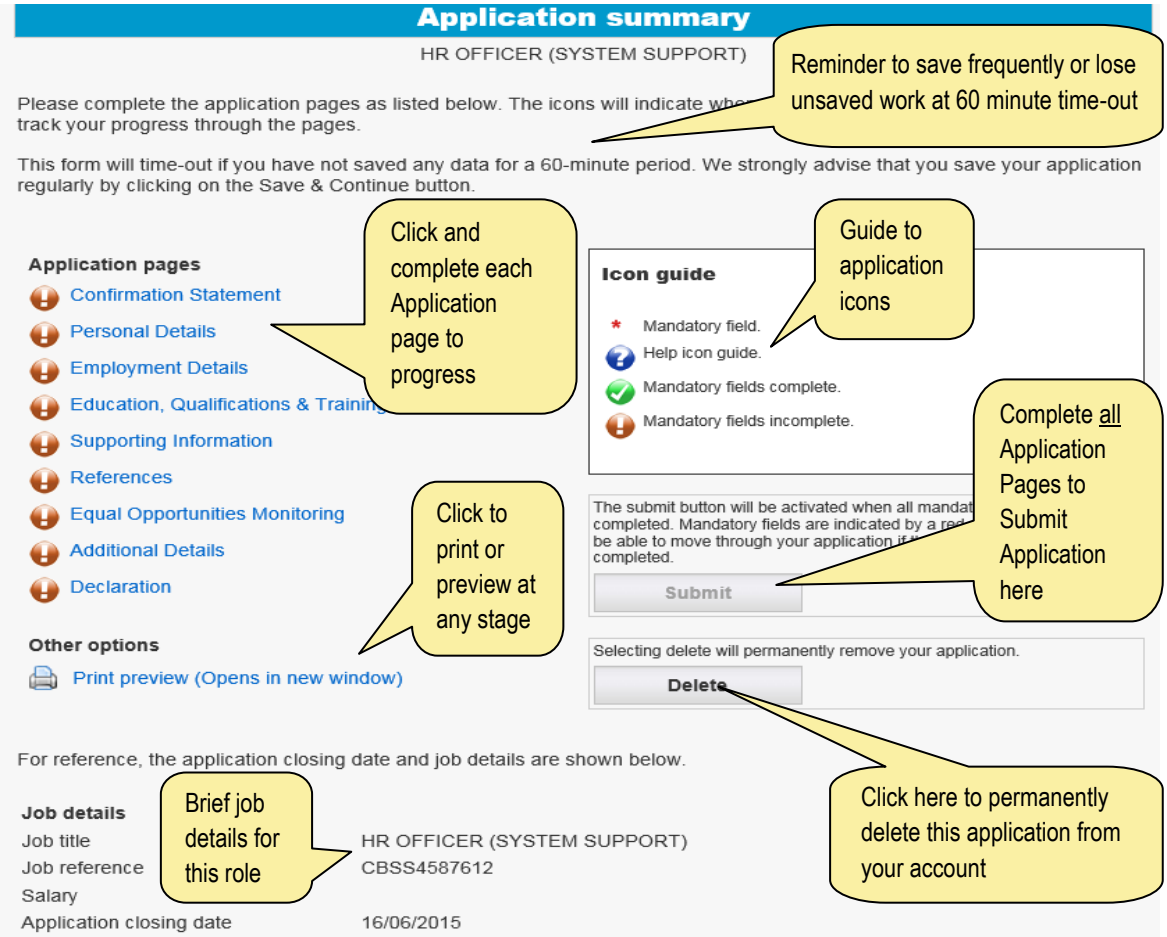


All job alerts that have been set up will show in your profile information. You will be able to review your job alerts and set up new job alerts, at any time.

3. Application form overview

<u>Application summary</u>

Once you have logged in and selected a job to apply for, you will see your job ‘Application Summary’ page.



- The Application is divided into ‘Application pages’ which are listed in the Summary. Click on any page to begin.
- When you start, each page will be marked , showing that the page is incomplete.
- Once you have completed the mandatory details in a page (as well as any relevant, non-mandatory details), the page icon will be .
- You will only be able to ‘Submit’ your Application once all the pages are marked .
- You must <u>submit your application by 12 midnight</u> on the closing date.
- Areas marked * are mandatory fields (you MUST complete these).

- A in the Application will give you additional information about the field or question which it is next to. Hover your mouse cursor over the icon to reveal the information. Please do not click on it.
- A standard application form will contain the pages shown above. This layout may vary depending upon the post applied for and additional disclosure questions may also appear. The correct form for your chosen job will automatically generate.

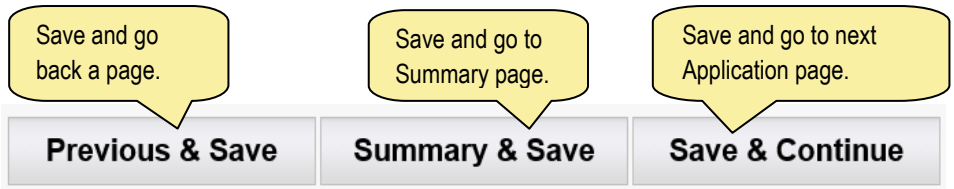
Information which is retained for future use

Application information may or may not be retained in our system for your future use:

- Any structured information entered will be retained for use in future applications. This includes qualifications, employment history, personal details and other information.
- The information is retained for use in future applications once the first application has been submitted.
- Unstructured information entered within 'free text' areas is not retained. This is primarily demonstrating how the applicant meets the job criteria, memberships and training.
    - We would recommend that you save this information outside of the recruitment system if you want to retain it for future applications.
- If you are logged in as a CYC employee, then any changes to the personal details, qualifications or equal opportunities pages, will automatically update your staff record to reflect these amendments. If you are successful this information will be transferred into your permanent record on our HR/Payroll system.

4. Completing the application form

Once you have clicked into an application page, you can move through the other pages using the buttons at the bottom of each page.



Remember to save your application frequently, or before leaving a page, as **the form will 'time out' every 60 minutes** after it was last saved or logged in. Any **unsaved work will be lost**.

Please complete every page and section of the form as fully as you can by answering every relevant question, selecting options from drop down boxes and providing as much detail as possible in your responses.

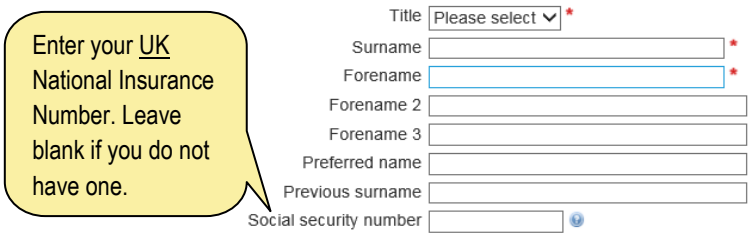
Page One: Confirmation statement

Whether you complete this page first or last, you will have to confirm you have read this guide. Click on the drop down box and confirm that you have done so. Then save the page.

Page Two: Personal information

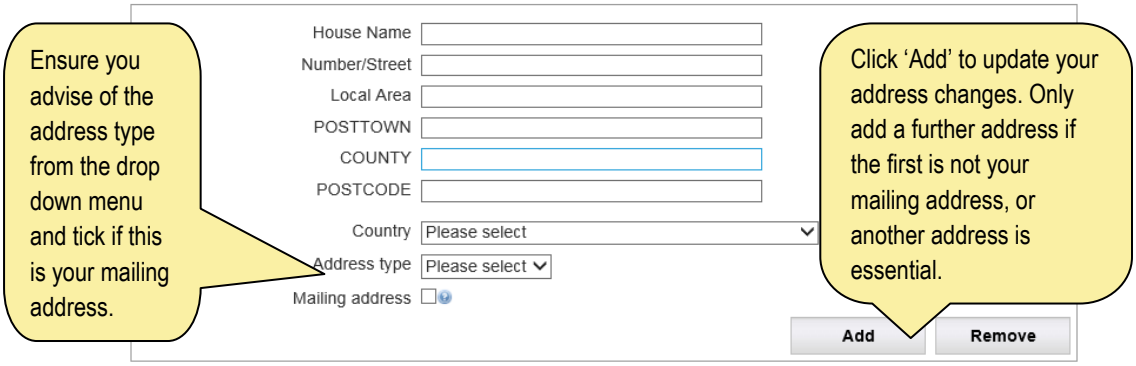
It is essential that you complete this section as fully as you can, as missing information may delay the recruitment process.

Personal details:
Give as much information as possible. Some details will already be complete from your registration or past application details.

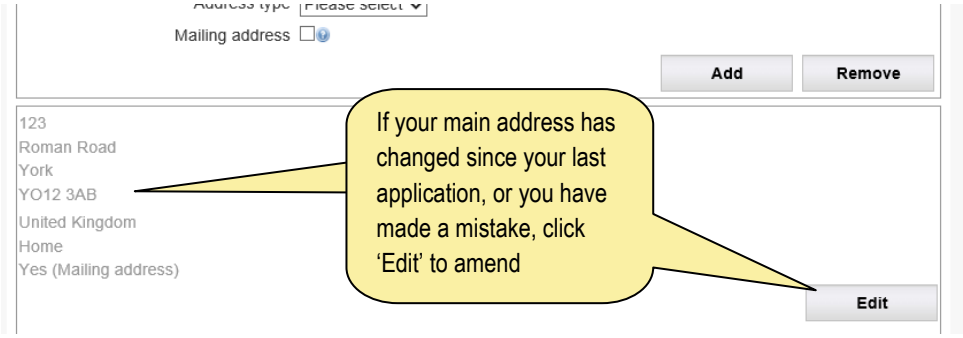


Address details:

Give as much information as possible. Some details may already be complete from past application details.



If you have applied for a vacancy within the last 6 months, or you have applied via your iTrent Self Service login, your details should appear below. Please review and, if necessary, update these details by selecting 'Edit'.

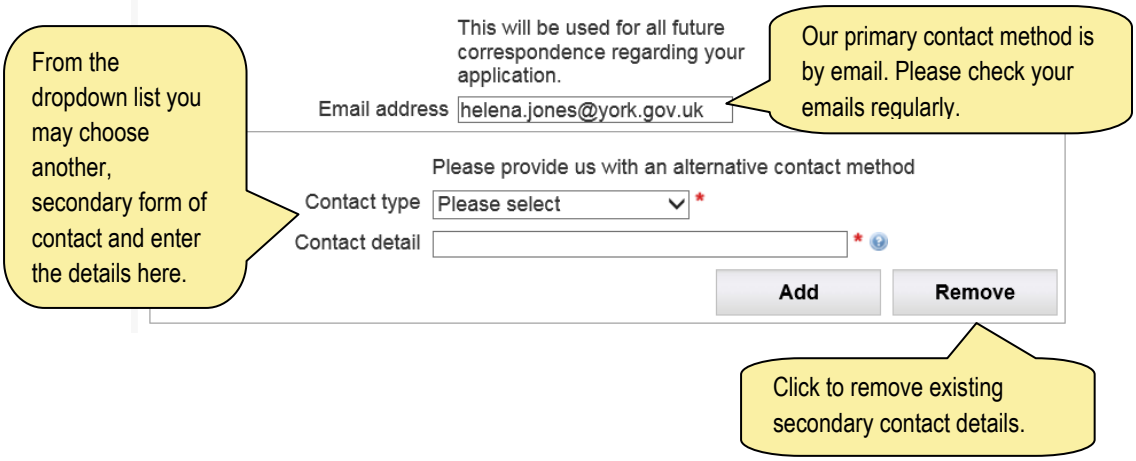


Contact details:

Our preferred method of contact during the recruitment and selection process is via email so please provide an email address that we can use for this purpose.

Please check your junk/spam mailbox regularly as some of our emails are system generated and may not be recognised by your email account provider.

Some details may already be auto populated from past application details.

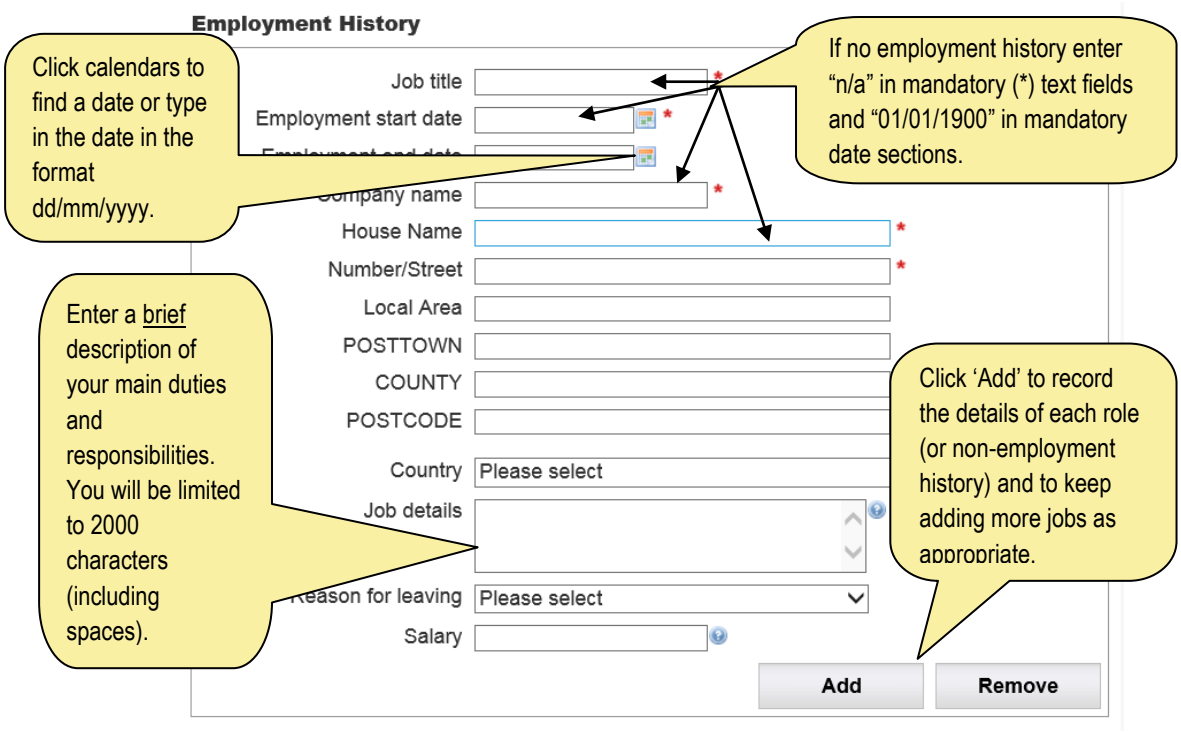


As shown in the 'Address details' above, any saved contacts will appear below the 'contact' box. Please review and, if necessary, update these details by selecting 'Edit'.

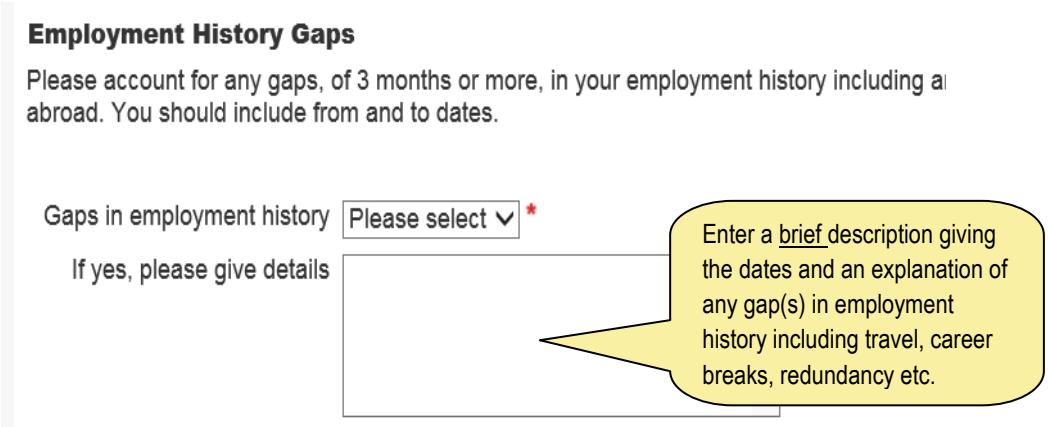
Page Three: Employment details

All past employment history should be given with full contact details. You may want to put fewer details of past roles if you have a long employment history.

A brief explanation of your main duties and responsibilities in a role should be given. You will be limited to 2,000 characters (including spaces). If you wish to give more detail on a role you may do so in 'Page Five: Supporting information'.

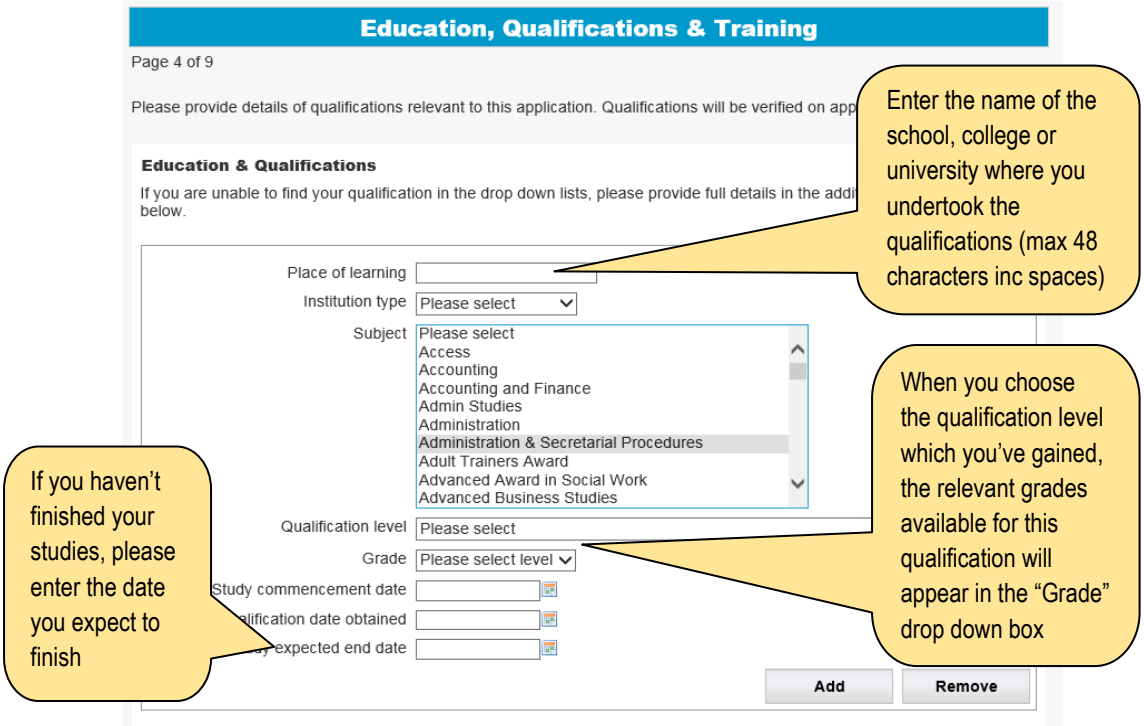


All periods of unemployment or gaps in employment you have not listed in this section, of three months or more, must be explained in the 'Employment History Gaps' section.



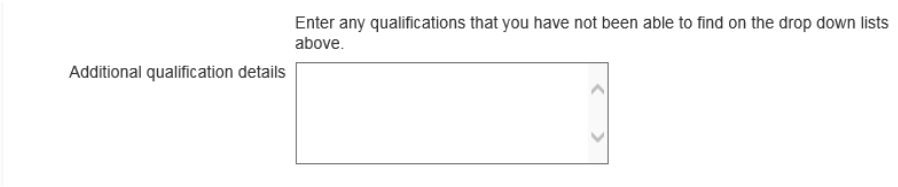
Page Four: Education and qualifications

On this page you can enter any qualifications you feel are relevant or necessary for the post you are applying for.



Additional qualifications

If you have any qualifications that do not appear on the subject list please enter details in this text box.



Professional memberships and training

If you have professional memberships or training, please ensure that you provide complete and full information to support these.

- Only include information on the qualifications and/or training which are relevant or required for the role being applied for. Refer to the job description for further information.
- Candidates may be required to provide documentary proof of qualifications on offer of appointment.

Training and development

You can use this space to add any relevant training and development you may have undertaken.

Page Five: Supporting information

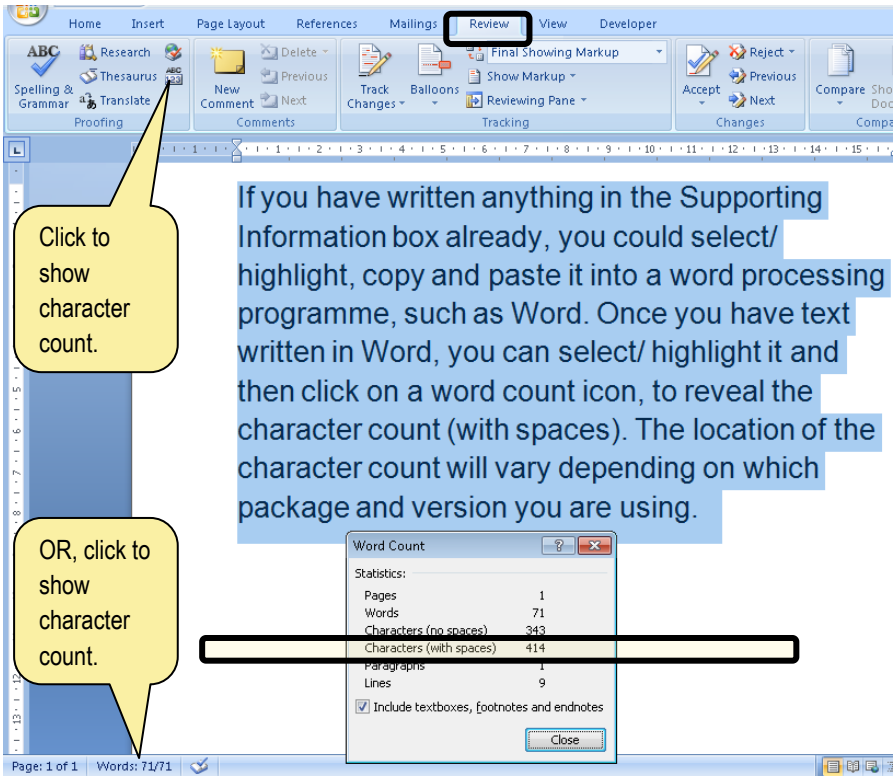
The statement box in this section is your chance to really explain why you'd suit the role which you are applying for, whilst addressing the 'knowledge and skills' section in the job description.

The supporting information text should be no longer than 6,000 characters (with spaces) which is approximately one side of A4 pages of text (depending on font size). Unfortunately, we can not provide you with an online character counter.

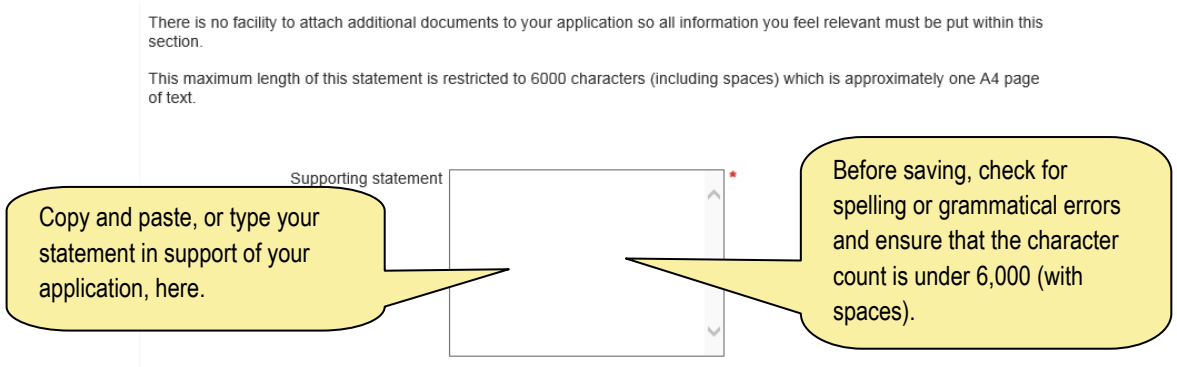
Remember to frequently 'save' as the form will 'time out' 60 minutes after it was last saved or logged in. Any unsaved work will be lost.

We suggest that you write your statement in a word processing application, such as Word, where it will be easier for you to read your statement and to edit it for any mistakes.

You will usually find a character count in such word processing software, as exampled below (in Word 2007).



When you are happy with your statement you can copy and paste the text into the statement box and then save it.



This is the only place on the application form to demonstrate how your experience and skills suit the role, to tell us why you would like the job and how you meet the values of the Council. Additional documents or CV's will not be accepted.

In your statement, as well as providing any additional information about you which you feel is relevant to the role, please ensure that you have:

- Provided information, examples and evidence to illustrate how you meet each of the 'knowledge and skills' criteria in the job description and can meet the values of our council.. You should refer to any relevant experience acquired inside work and if appropriate, outside of work, (e.g. community, voluntary or leisure interests).

  To be selected for interview you must demonstrate that you meet these criteria to a greater relevance and/or depth than others.

- Evidenced your suitability, beyond making simple statements.

  For example, if the job description requires that you are "highly motivated with excellent communication and numeracy skills", simply saying "I am highly motivated with excellent communication and numeracy skills", will not be sufficient. You must include descriptions and examples from your experience (in and/ or out of work), which illustrate you having and using these skills.

- Clicked save before leaving the page.

Apprentice applicants should also see section 7 of this guidance below.

Page Six: References

It is important that you give details for valid referees otherwise there may be a delay in confirming your appointment, should you be successful.

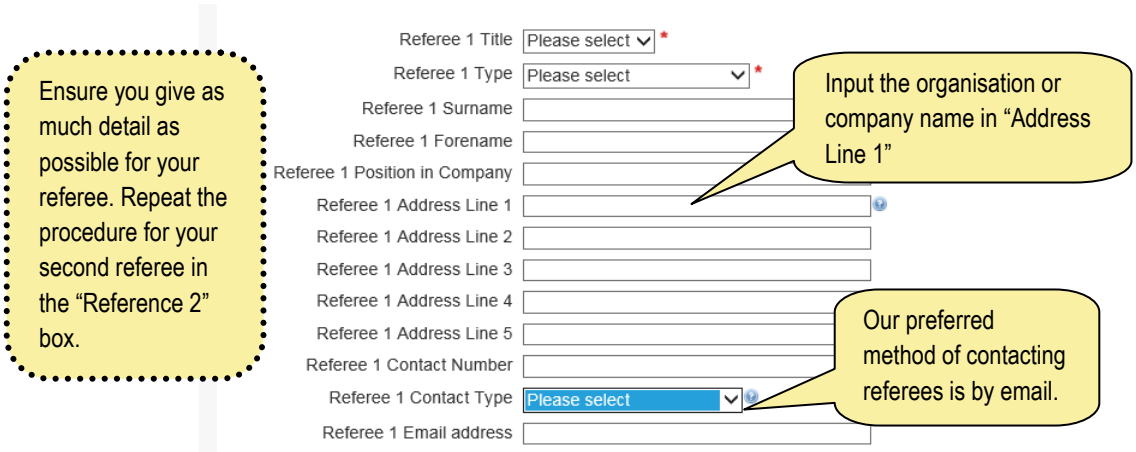
Please ensure that you provide the full details for two people who can comment on your suitability for the post. These people should be:

1. Your present employer or, if you are not currently employed your last employer; AND
2. Your former employer i.e. your employer prior to your present or last employer; OR
3. If you haven't been employed before or you have only one former employer, you may use, if they consent, the details of:
   a. Your current or former teacher, lecturer or tutor
   b. Some other person of a 'profession' who can comment on your suitability for the role eg policeman, doctor, solicitor etc.

You **cannot use a family member or a friend** as a referee. This applies even if you work for a family member.

All referees must be over 18 years old.

Please seek an alternative referee if you cannot comply with the above requirements. Contact us if you are unsure.



The City of York Council will take up references for the successful candidate on conditional offer of appointment however for some roles

involving working with children, young people or vulnerable adults we may ask for references if you are invited for interview.

Confirmation of the offer of employment will be subject to satisfactory pre employment checks including references.

Page Seven: Equal opportunities and sensitive information

We are required by law to request certain personal data from applicants and employees, so that we can monitor and enforce our commitment to equal opportunities in employment.

The City of York Council is committed to equality and aims to ensure that everyone who works for us is treated fairly and is not subjected to unlawful discrimination on grounds of their sex, age, race, ethnic or national origins, marriage or civil partnership, pregnancy and maternity, gender reassignment, sexual orientation, religion or belief, family responsibility, disability or political beliefs. Applications are welcome from all sections of the community.

Using the date and drop down boxes, please complete the Equal Opportunities section in full. This is a mandatory section, however, in each category (except Nationality and Carer) there are “prefer not to say” or “unspecified” options, which you can use if you would prefer not to provide this information.

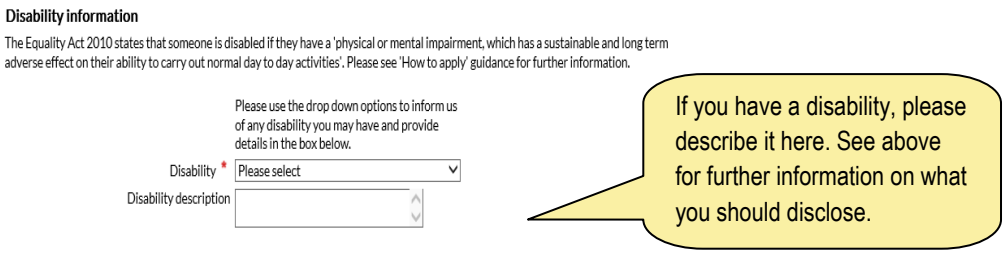
This section of the form is confidential and for monitoring purposes only. It will not be used as part of the selection process or disclosed to the recruitment panel.

Disability information

The Equality Act 2010 protects disabled people. The Act defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term impact (i.e. has lasted or is expected to last at least 6 months) and has an negative effect on people’s ability to carry out normal day-to-day activities.

If any of the following apply, you should use the drop-down box next to 'Disability' to confirm this and then give details in the space provided:

- Physical impairment, such as difficulty using your arms, or mobility issues which mean using a wheelchair or crutches
- Sensory impairment, such as being blind/ having a serious visual impairment or being deaf/ having a serious hearing impairment
- Mental health condition, such as depression or schizophrenia
- Learning disability (such as Down's syndrome or Dyslexia) or cognitive impairment (such as autism or head-injury)
- Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
- Other, such as disfigurement (please specify if you wish)



Carer responsibilities

City of York Council values and embraces all people, regardless of any caring responsibilities that they may have, and strives to ensure that all people are treated with dignity and respect.

A carer is defined as someone who looks after family, partner or friends in need of help because they have a disability, mental health problem, an addiction or are frail or ill. The help they provide is unpaid (except for Carers Allowance). This excludes childcare/family responsibility.

A relative includes a spouse, partner (including exes), parents, grandparents, siblings, adult children, grandchildren and corresponding relatives of one's spouse or partner (ie in-laws)

Page Eight: Additional details

Please use the drop down and free text boxes to give as much relevant detail as possible, having read any guidance for each section.

Guaranteed interview schemes (GIS)

The council operate three guaranteed interview schemes (GIS's).

If you are applying under any of the GIS's you must say so in the relevant section of the form.

Recruiting Managers will be informed of candidates applying under the schemes but will not have information on the disability or background.

To be eligible to apply under any of our guaranteed interview schemes you must meet the minimum criteria for the job

By this we mean that you must provide us with evidence in your application form which demonstrates that you generally meet the level of competence required for each element within the skills and knowledge section within the job description.

- Disabled applicants

As a Disability confident Employer the Council offer an interview for all applicants with a disability who meet the minimum criteria for the job.

Thousands of companies like ours are benefitting from a diverse workforce. Being Disability Confident helped us recruit and retain the right mix of people to help our business grow.

To find out what we are doing as a Disability Confident Employer: https://www.gov.uk/government/collections/disability-confident-campaign

- Children and Young People in Care

Looked after children or care leavers will also get an interview if they meet the minimum criteria for the job.

https://www.york.gov.uk/info/20128/looked_after_children/317/looked_after_children

- Armed forces veterans and their spouses

As part of our commitment to the Armed Forces Community Covenant we offer a guaranteed interview scheme for veterans of the armed forces and their spouses.

Further information about the Armed Forces Covenant can be found via

https://www.york.gov.uk/ArmedForcesCovenant

Job sharing

Job sharing is a form of employment where the duties and responsibilities of the post, which would normally be held by one person, are shared. Terms and conditions of employment differ to those of part time working.

CYC supports job sharing, where reasonable and practicable, and where it will not have an adverse impact on operational requirements.

If the job is not open to job share applications this will be indicated within the job advert.

Criminal Records, Convictions and Cautions

Posts involving working with children, young people or vulnerable adults are covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

This means you must disclose information about any spent or unspent convictions when applying for these posts *except* where they are protected convictions and cautions as described in article 2A of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. See * below for more information).

CYC will check all information relating to prospective employees through the Disclosure & Barring Service (DBS). By completing the declaration at the end of the application form, you confirm that you understand the provisions and give permission to carry out this DBS check (if you are successful at interview).

The DBS Code of practice can be found via https://www.gov.uk/government/publications/dbs-code-of-practice

Answers to the questions on the application form should be answered taking into account the DBS filtering guidance which can be found at https://www.gov.uk/government/publications/dbs-filtering-guidance

If you answer 'yes' to any of the questions and you are shortlisted, the panel will discuss this at interview.

Failure to disclose information or convictions which for other purposes are 'spent' but not 'protected' under the provisions of the Act, will normally result in the offer of employment being withdrawn. Dismissal may also happen if we find out any relevant information after we have appointed you.

Any information you provide will be confidential and will not necessarily exclude you from appointment.

* For further information and guidance on 'spent' convictions, cautions or bind-overs please refer to:

- DBS https://www.gov.uk/government/organisations/disclosure-and-barring-service

or

- NACRO' http://www.nacro.org.uk/resettlement-advice-service/

You can contact the DBS as follows:

- email: customerservices@dbs.gsi.gov.uk
- telephone: 03000 200 190; Welsh: 03000 200 191 Minicom:; International: +44 151 676 9390
- office hours: Monday to Friday from 8.00am to 6.00pm; Saturday from 10.00am to 5.00pm

Relationship with the council

You must not canvass or seek the support of members/ employees of CYC, in relation to your application. If you do, your application may be disqualified.

We appreciate that you may already be related to or connected to such a person. Please disclose and describe this connection to protect the status of your application.

Eligibility to work in the UK

The Asylum and Immigration Act 1996 requires proof of the right to work in the UK. If you are offered employment, you will be required to prove your eligibility to work in the UK as part of the pre-employment check process.

If you need or have a permit, we will have to check your documents confirming your right to work in the UK. Please detail the reason, status and duration of your permission as well as any relevant other relevant information.

Page Nine: Declaration

You must complete this section to confirm that the information you have provided is, to the best of your knowledge and belief, true and complete and also so that we can process your application in accordance with the Data Protection Act 1998.

You are also giving permission for any number of past employers to be contacted regarding this application for employment.

On completion of the declaration return to the summary page to submit your application. The icons on the Summary page will indicate whether or not each page is complete.

If you wish to print a copy of your application, you can do this via the Print Preview button on the Summary page. Alternatively, select My Applications from the left-hand menu options, tick the corresponding Select box and click Send Email.

Declaration

I declare that the information given in this form and in any accompanying documentation is true to the best of my knowledge and belief and give my permission for enquiries to be made to confirm qualifications, experience, dates of employment, right to work in the UK and for the release by other people or organisations of necessary information to verify the content.

I understand my application may be rejected and/or I may be dismissed following appointment if I have given any false or misleading information or have withheld any relevant details.

I agree with this statement * Please select

Consent

Under General Data Protection Regulations we are required to gain your consent to use your details for the purpose of the Recruitment and Selection Process and also to allow us to gain feedback from you about the application and/or recruitment and selection process.

You can read how we use, store and share your data in our Recruitment Privacy Notice

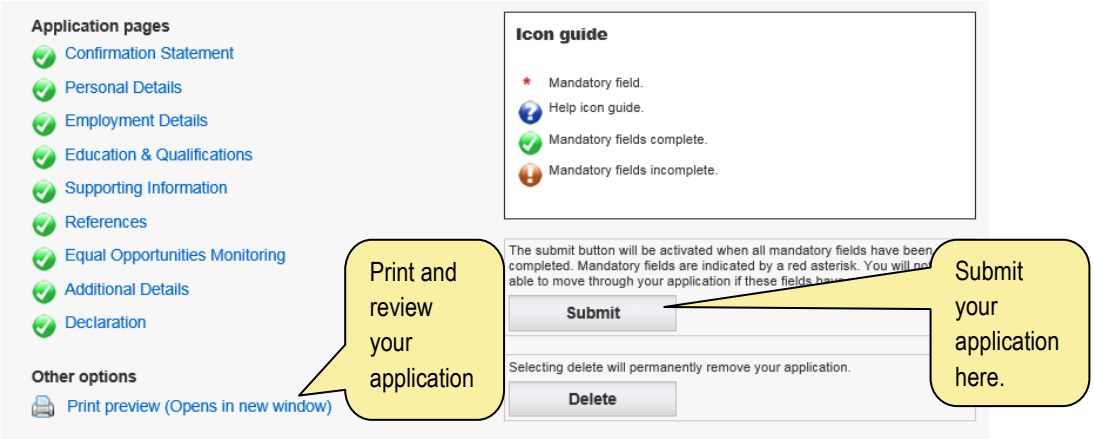
For more information on GDPR https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation

5. Submitting your application

All the Application pages and their mandatory fields need to be completed before they can turn ✓. Once all pages are marked with this icon, the “Submit” button will be unlocked.

We strongly recommend that you take time to review your application before submitting, even printing it out if you wish. You can do this by using the ‘print preview’ option which opens the form as one document.

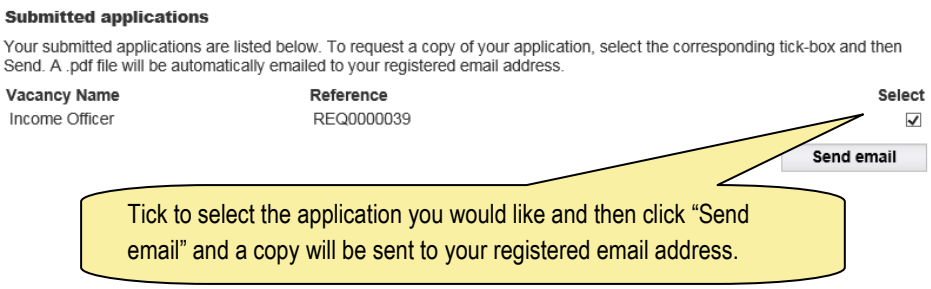
Once you are happy with your application, press the “Submit” button, you will then be asked to confirm once more that you definitely wish to submit, or you can return to the Summary page if you are not ready.



You will receive an email acknowledging your Application submission.

Remember! You cannot amend your application once it is submitted!

You can access a copy of your submitted Application by going into your "My Applications" section on the recruitment website.



Note: If you have a section that is showing as 'mandatory fields incomplete' make sure you check any additional information you have added on these screen

6. Apprenticeship applications

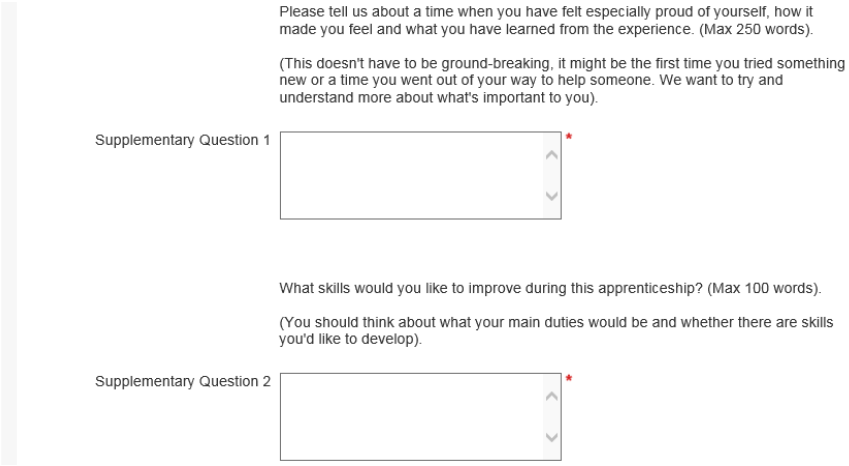
<u>Eligibility to apply for an apprenticeship</u>

Apprenticeship are open to applicants of any age, however, to be eligible to apply for an apprenticeship with us you must meet the eligibility criteria of holding the relevant citizenship.

We can only accept applications from those who do not already hold qualifications at the same or higher level in the same area of work.

Supplementary questions

In addition to the standard application questions, applicants applying for apprenticeship posts are also asked on ‘Page six: Supporting information’ to answer two supplementary questions, as shown below:


Please tell us about a time when you have felt especially proud of yourself, how it made you feel and what you have learned from the experience. (Max 250 words).

(This doesn't have to be ground-breaking, it might be the first time you tried something new or a time you went out of your way to help someone. We want to try and understand more about what's important to you).

Supplementary Question 1 *

What skills would you like to improve during this apprenticeship? (Max 100 words).

(You should think about what your main duties would be and whether there are skills you'd like to develop).

Supplementary Question 2 *

If you are applying for an apprenticeship you should pay close attention to the questions and use the guidance under the questions to help shape your answers.

Remember to evidence your answers beyond simple statements and note the word limits of each answer box (shown in brackets).

Like the ‘supporting information’ text box, if you choose to type directly into the supplementary boxes and then ‘save’ whilst over the word counts, any surplus text will be irretrievably deleted. Consider drafting and saving your answers elsewhere first.

Remember to frequently ‘save’ as the form will ‘time out’ 60 minutes after it was last saved or logged in. Any unsaved work will be lost.

If you would like more information on apprenticeships, how they work, how they could develop you and who often enjoys them, please see:

- www.york.gov.uk/info/20074/apprenticeships/125/apprenticeships_with_city_of_york_council or

7. Feedback

Thank you for taking the time to apply for a job with City of York Council. Our recruitment team will be in touch with you in due course regarding your application.

You can check on the status of your application by logging into the online recruitment system and looking under the “My applications” section.

In the meantime, we welcome feedback on the recruitment process and the usability of the online system. If you have any comments, suggestions, questions or queries, please do not hesitate to contact us by email to recruitment@york.gov.uk or call 01904 551619. Please note that queries or requests can only be responded to during normal working hours, Monday to Friday 8.30am to 5pm.

Good luck!

Human Resources

City of York Council