

**Recruitment & Selection**   
**Applicant - Frequently Asked Questions**

These Frequently Asked Questions (FAQs) support the Recruitment & Selection Policy and Procedure and are provided to applicants as guidance on some common questions that may typically occur. Of course, there may still be further questions that arise or guidance required, in which case, please contact the relevant Recruitment Team.

Contents

[Completing Your Application 2](#_Toc148705088)

[Q. I have a question prior to applying and/or I have a query regarding the application process who can I contact? 2](#_Toc148705089)

[Q. Does Barnardo’s have a Recruitment and Selection Policy? 2](#_Toc148705090)

[Q. Can I submit a CV? 3](#_Toc148705091)

[Q. What does selecting Disability Confident mean on the application form? 3](#_Toc148705092)

[Q. How will I know my application has been successfully received? 3](#_Toc148705093)

[Q. Do you offer Volunteering opportunities? 3](#_Toc148705094)

[Q. When am I likely to hear back about my application? 4](#_Toc148705095)

[Q. Do I have to disclose my criminal conviction/s? 4](#_Toc148705096)

[Pre-Interview 4](#_Toc148705097)

[Q. How do I request reasonable adjustments? 4](#_Toc148705098)

[Q. Who will interview me? 4](#_Toc148705099)

[Q. Will my interview be undertaken in person or virtual? 5](#_Toc148705100)

[Q. How can I prepare for the types of questions I may be asked? 5](#_Toc148705101)

[Q. What documents do I need to bring with me? 5](#_Toc148705102)

[Q. Will you contact my referees before my interview? 6](#_Toc148705103)

[Post Interview 6](#_Toc148705104)

[Q. How will I know if I have been successful? 6](#_Toc148705105)

[Q. If I have not been successful, will feedback be provided? 6](#_Toc148705106)

[Q. How long will it take before I can start? 6](#_Toc148705107)

[Q. What does hybrid working mean? 6](#_Toc148705108)

[Onboarding 6](#_Toc148705109)

[Q. What is colleague onboarding? 7](#_Toc148705110)

Q.What should I expect from the onboarding process?........................7

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| Completing Your Application |
| Q. I have a question prior to applying and/or I have a query regarding the application process who can I contact? |
| 1. You can contact the following: [recruitment.support@barnardos.org.uk](mailto:recruitment.support@barnardos.org.uk) for roles within Retail and any role based in England, Wales, Scotland and Northern Ireland. |
| Q. Does Barnardo’s have a Recruitment and Selection Policy? |
| 1. Yes, Barnardo’s does have a Recruitment and Selection Policy and a separate Recruitment and Selection Procedure, both can be accessed at [Recruitment and selection policy statement.](https://inside.barnardos.org.uk/employee-and-volunteer-support/recruiting-employees-and-apprentices/recruitment-and-selection) |
| **Q. I am a non-UK resident, can I still apply without a work permit?** |
| 1. Unfortunately, this will not be possible as Barnardo’s does not hold a sponsor licence and therefore cannot support sponsorship requests from applicants outside of the UK. |
| Q. Can I submit a CV? |
| **A.** All vacancies advertised on [Jobs | Barnardo's (barnardos.org.uk)](https://www.barnardos.org.uk/jobs-at-barnardos) require the online application form to be completed. Please tell us if you are disabled and require a reasonable adjustment at any stage of the recruitment process. |
| Q. What does selecting Disability Confident mean on the application form? |
| 1. Barnardo’s is a recognised Disability Confident Employer (level 2). As part our Disability Confident commitments, we offer all applicants who disclose they are disabled on their application, an interview where they meet the essential criteria for the role. |
| How will I know my application has been successfully received? |
| 1. An automated acknowledgement of successful receipt will be generated on successful completion of your application. |
| Q. Do you offer Volunteering opportunities? |
| 1. Yes we do. Please contact [volunteering@barnardos.org.uk](mailto:volunteering@barnardos.org.uk) if you would like to discuss how you can volunteer. Additionally, Volunteering opportunities can be found [here](https://volunteer.barnardos.org.uk/opportunities#display=grid&s=date_advertised&o=desc). |
| **Q. I am an internal applicant, and my role is under threat of redundancy, does the recruiting manager need to be made aware of this?** |
| 1. Yes, please tell the Recruiting manager and state clearly on the top of your application the words ‘Prior Consideration’. |
| **Q. I am an internal applicant, do I need to let my line manager know I am**  **applying for another role within Barnardo’s?** |
| 1. Whilst there is no obligation for you to do so, as a courtesy to your line manager, it would be encouraged for you to make them aware of your application. |
| Q. When am I likely to hear back about my application? |
| 1. This will be once the vacancy has closed, shortlisting has been undertaken and if your application has been shortlisted for interview. |
| ****Q. Do I have to disclose my criminal conviction/s?**** |
| 1. If you are shortlisted, you will be responsible for disclosing criminal record information that would not filtered according to whether the role is exempt/not exempt from the [Rehabilitation of Offenders legislation](https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974) and the relevant filtering rules. As part of the application process, you will be informed how to provide this information. Please refer to Barnardo’s [Recruitment of ex-offenders policy](https://inside.barnardos.org.uk/people-and-culture/recruiting-employees-and-apprentices/recruitment-ex-offenders-policy) for further information. |
| Pre-Interview |
| Q**.** How do I request reasonable adjustments? |
| 1. Your interview invite letter will ask if you require any reasonable adjustments. In addition, wherever practicable, on-the-spot requests will be accommodated. You can find additional information at [What reasonable adjustments are: Reasonable adjustments at work - Acas](https://www.acas.org.uk/reasonable-adjustments). |
| Q. Who will interview me? |
| 1. Interview panels are made up of at least two members. Dependent on the role panel members may also include a young person (see [Involving children and young people in recruiting new staff)](https://inside.barnardos.org.uk/involving-children-and-young-people-recruiting-new-staff)  or an external partner. |
| Q. Will my interview be undertaken in person or virtual? |
| 1. This will depend on the recruiting manager and the role being applied for. Roles involving direct work with children and young people are likely to have an in-person interview, whereas other roles may be more suited to having a virtual interview. |
| Q. How can I prepare for the types of questions I may be asked? |
| 1. You should read through the person specification and prepare examples from your previous experience that best demonstrate how you meet the criteria stated.   Some questions will relate to behaviour in specific circumstances. In answering these types of questions, you should draw upon examples from your past experience and structure your answer using the ‘STAR’ technique as follows:   * Situation - outline the situation you had to deal with; * Task – explain the task and any challenges; * Action- describe what you did and how; * Result – what the outcome was and the difference it made.   If you have no direct work experience relating to the question being asked, you may wish to draw on examples from other aspects of your life whether that be home-based or social/community activities. These might include running a club or voluntary group, bringing up children etc, as well as study and training.  You should also be prepared to discuss hypothetical scenarios based on situations you may come across if employed by Barnardo’s to ascertain how you would handle challenges involved with the role and observe if you are committed to our Values and [behaviours.](https://inside.barnardos.org.uk/our-behaviours) |
| Q. What documents do I need to bring with me? |
| 1. You will need toprove your eligibility to work in the UK in accordance with [Checking a job applicant's right to work - GOV.UK (www.gov.uk)](https://www.gov.uk/check-job-applicant-right-to-work)and dependent on the role, the following originals will also need to be provided:  * essential qualifications * certificates * professional registration documents * documents for other essential requirements e.g., driving licence |
| Q. Will you contact my referees before my interview? |
| 1. If you are applying for a role in one of our schools, then references will be takenup if you are shortlisted, prior to interview. For all other posts, references will be taken up after interview if you are the prospective successful candidate. |
| Post Interview |
| Q. How will I know if I have been successful? |
| 1. You will be contacted by the recruiting manager who will confirm that you are the prospective successful candidate, and you will be advised on next steps. |
| Q. If I have not been successful, will feedback be provided? |
| 1. Feedback will be provided to external candidates upon request. If you are an internal applicant, feedback will automatically be provided to you. |
| Q. How long will it take before I can start? |
| 1. Before a start date is agreed, pre-employment checks will need to be obtained and deemed to be satisfactory. If the role is within one of our Retail stores, then an exception may be applied, if you have provided proof of your right to work in the UK (see [Checking a job applicant's right to work - GOV.UK (www.gov.uk)](https://www.gov.uk/check-job-applicant-right-to-work) and there are no safeguarding implications for that particular role. |
| Q. What does hybrid working mean? |
| 1. This is a type of flexible working which incorporates time worked remotely and within the workplace. If you would like to find out more, please visit [Hybrid Workplace Offer.](https://inside.barnardos.org.uk/people-and-culture/hybrid-workplace-offer) |
| Onboarding |
| Q. What is colleague onboarding? |
| 1. This is the process whereby you are welcomed into Barnardo’s ensuring you have access to guidance to support you in your role. Your line manager will discuss this process with you. You can also find out more information at [Joining Barnardo's | Inside Barnardos](https://inside.barnardos.org.uk/joining-barnardos) |
| **Q. What should I expect from the onboarding process?** |
| 1. Your line manager will meet with you on your first day, to discuss your induction and will ensure that you have all the required equipment and IT access required for your role. In your initial weeks, your agreed objectives and role expectations will be set with you and you will be reminded of [Barnardo’s Basis and Values](https://inside.barnardos.org.uk/resources-and-guidance/who-we-are/our-values) and our [Behaviours.](https://inside.barnardos.org.uk/our-behaviours) |

People Strategy & Projects Team October 2023