**APPLICATION FORM**

*Please write in black ink or type.*

Position applying for: Visitor Experience Team Member

Where you saw the position advertised:

**YOUR DETAILS**

Full name:

Address:

Contact telephone number:

E-mail address:

**REFERENCES**

*Please provide details for two referees - not relatives - one of whom should be your present employer (or last employer if not currently employed). Referees will only be contacted once the position has been offered.*

**First Referee**

Name:

Job Title:

Address:

Email address:

Tel:

Relationship to you:

**Second Referee**

Name:

Job Title:

Address:

Email address:

Tel:

Relationship to you:

**ADJUSTMENTS**

Please contact us if you need the application form in an alternative format or if you require any reasonable adjustments to the selection process, including the interview (for example physical access, communication support, personal support).

**ADDITIONAL INFORMATION**

Do you have any personal connection to any individual associated with York Museums Trust (this includes employees, volunteers and Trustees)? *If yes, please provide details.*

Are there any restrictions on your ability to work in the UK? *If yes, please provide details.*

*Please note we are unable to obtain visas for individuals to work in the UK and you will be required to provide evidence of your eligibility to work in the UK at interview.*

When would you be available to start this role?

**CONVICTIONS**

*Under the Rehabilitation of Offenders Act 1974 you are required to give details of any convictions which are not “spent”. In addition you are also required to disclose any cautions or binding over orders that you have received in the last 12 months. Failure to do so could result in the termination of your employment with us.*

Date:

Nature of Summons:

Court:

Sentence or Order:

**ABILITIES, SKILLS, KNOWLEDGE AND EXPERIENCE**

*Please tell us how your skills and experience meet the job requirements by answering the following questions (using no more than 500 words for each question).*

1. What does the phrase "visitor first" mean to you? What are your experiences of both delivering and receiving an excellent visitor (or customer) first approach?
2. We aim to provide a professional, premium service with a personal touch that enriches the experience of our visitors. How would you contribute positively to this?
3. The role will involve maximising revenue opportunities on the admissions desk, whether ticket sales, retail products or Gift Aid. What do you believe are the key skills you possess in order to sell successfully?
4. Referring to the Knowledge, Experience, Skills and Behaviours section of the Job Description, which elements would you say are your strengths?
5. Please briefly tell us any other relevant information about your work or volunteering experience that makes you particularly suitable for this role (based on the information in the Job Description).

**DATA PROTECTION**

Please see the Applicants Privacy Notice on our website.

**DECLARATION**

I declare that I have read, understood and accepted York Museums Trust’s Applicants Privacy Policy.

I declare that the information given in this form and in any accompanying documentation is true and complete to the best of my knowledge and belief, and understand that enquiries to other people or organisations may made to confirm qualifications, experience, dates of employment, and/or right to work in the UK to verify the content of my application. I understand that my application may be rejected and/ or I may be dismissed following appointment if I have given any false or misleading information or withheld any relevant details.

Signed: Date:

*Please note if filling this out electronically, your name typed above will constitute a signature.*

Please also complete the Equal Opportunities Monitoring form and the Rota Preference form.

Please send your completed forms to us via email at **recruitment@ymt.org.uk**