



Store colleague application form

Confidential

Applicant's name

When printed by the Co-op this form will be printed on recycled paper and will use environmentally friendly ink.



INVESTORS
IN PEOPLE

Introduction

Thanks for thinking about a career with the Co-op.

Back in 1844 a group of businessmen in Rochdale created an idea that changed the world. They believed that when people work together, they're stronger. And that principles are just as important as profits. They were pioneers. And they left us a legacy that's never been more important or relevant than it is today. That's why we're going back to being Co-op. We want to change the world all over again, and we hope you'd like to join us on our journey.

We've changed a lot over the years. And our business is continuing to grow and transform, to meet the needs of our customer members, colleagues and the many local communities we're at the heart of. From Food, Funeralcare and Insurance, to Digital, Electrical, Estates, Legal and Logistics, our range of products and services is vast - and, it's only matched by the huge breadth of career opportunity available here for you.

A truly unique and award-winning organisation, what really sets us apart is the way that we behave. We've always had a purpose beyond profit. From the very beginning, we've been a commercial organisation first, with an ethical foundation and social responsibilities at our very heart. This unwavering spirit is what makes us special. And, today, we're more committed than ever to realising our ethical, social and commercial ambitions. Join us and achieve your ambitions too.

We're looking forward to receiving your application.

For more information please visit:

jobs.coop.co.uk

Your details

Please complete this form in black ink and using block capitals. You should fill in every box and enter not applicable (N/A) if you need to.

Personal details

Your details

Statutory requirements

(only store applicants need to complete this section)

To make sure statutory requirements relating to young workers and sales licensing are met, please tick the relevant box.

Are you under 18? Yes No

If YES please detail your date of birth (dd/mm/yyyy)

Right to Work in the UK (Asylum & Immigration Act 1996)

You'll need to produce original documents to prove your eligibility at the interview/assessment stage and bring photocopies of them. Please don't forget to bring them with you otherwise we won't be able to take your application any further.

Special requirements

Do you have any special requirements we should know about if you're invited to interview/assessment?

Yes No

If YES please give details:

References

Before we can offer you a job, we need to have two satisfactory references, one of which must be from your present or most recent employer. Please give details below of your referees. References won't be asked for until we've offered you the job. And, if you don't have two employment references please provide an academic reference.

Reference 1

Full name	
Job title	
Company	
Address	
	Postcode
Tel	Email
Relationship to you	
Your previous job title (if employer reference)	

Your employment date (if employer reference)

From To

Reference 2

Full name	
Job title	
Company	
Address	
	Postcode
Tel	Email
Relationship to you	
Your previous job title (if employer reference)	

Your employment date (if employer reference)

From To

Your details

Employment history for the last five years

Please start with the most recent first

Date from To

Name of employer	
Address	
<input type="text"/>	Postcode
Position held	
Reason for leaving	

Previous employer/position

Date from To

Name of employer	
Address	
<input type="text"/>	Postcode
Position held	
Reason for leaving	

Previous employer/position

Date from To

Name of employer	
Address	
<input type="text"/>	Postcode
Position held	
Reason for leaving	

Previous employer/position

Date from To

Name of employer

Address

Postcode

Position held

Reason for leaving

Previous employer/position

Date from To

Name of employer

Address

Postcode

Position held

Reason for leaving

Please tell us about any periods of non employment (if applicable)

Your details

Are any of your relatives employed by the Co-op?

Yes No

If YES please give their name, business and relationship to you

Name

Business (eg Food, Funeralcare, Insurance)

Relationship

Referrals

Have you been referred by a current employee? If so please provide details

Employee's name

Tel

Email

Education

Please give details of the School/College/University you attended

Full name

Town/City

Full name

Town/City

Full name

Town/City

Full name

Town/City

Qualifications

Please include all academic, technical and professional qualifications, plus dates awarded. Continue on a separate sheet if necessary.

Qualification title	
Qualification type	Grade/Level
Qualification title	
Qualification type	Grade/Level
Qualification title	
Qualification type	Grade/Level
Qualification title	
Qualification type	Grade/Level
Qualification title	
Qualification type	Grade/Level
Qualification title	
Qualification type	Grade/Level
Qualification title	
Qualification type	Grade/Level
Qualification title	
Qualification type	Grade/Level
Qualification title	
Qualification type	Grade/Level

Your details

Please supply details of any further training courses attended that are relevant to your application.

Please detail any professional bodies you're a member of (for example GPhC, CIPD, CIMA)

Professional body

Membership type

Membership number

Driving licence details

(Only complete if applicable to the position)

Licence type	Yes	No	N/A	Licence Number	Expiry date
Full UK licence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>
LGV licence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>
FLT licence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>

Do you have any endorsements? If yes please give details

Offence

Date

Offence code

Offence

Date

Offence code

Rehabilitation of offenders

Have you been convicted of a criminal offence which is not spent under the Rehabilitation of Offenders Act 1974?

Yes No

If YES please provide details.

Availability

Please show your maximum range of availability

Please complete your availability on the last page of this form. Please detail any days/times you are unable to attend an interview.

Your details

Additional information

Please use the space below for any additional information you wish to provide in support of your application.

Applicant's declaration

If you're still at school and not yet 18 years old, then a parent or guardian must sign below

Parent/guardian name	
Date	Relationship to applicant
Signature	

I certify that the information given on the form is correct

Tick to agree

The information on this form will be held and used by the Co-op in accordance with the provisions of the Data Protection Act 1998 and all relevant subsequent legislation. This information will be held and processed for the purpose of personnel / payroll administration and statistical and business analysis.

Applicant's name	Date
Applicant's signature	

I certify that the information given on this form is correct and acknowledge that any false statement renders me liable to summary dismissal.

Tick to agree

Food store application only

Only complete this section if you're applying for a Team Leader or Customer Team Member position in one of our food stores.

The structure of the team is the same in all stores. Team Managers report to the Store Manager and Team Leaders support the Team Managers.

Team Leaders manage part of the store and also carry out duty manager responsibilities. We then have Customer Team Members, who make sure all our customers have an amazing shopping experience.

Once you've completed this form, please hand it into the store.

1. What's the largest size of team you've managed during your previous 10 years' work experience? (select one)

- A 0 people
- B 1-5 people
- C 6-10 people
- D 11+ people

2. Which one of the following most closely describes the environment in which you've gained your previous customer service experience?

- A Food retail
- B Other retail
- C Hospitality - bar / restaurant / hotel / catering
- D None of the above / no experience

3. Which if any of the following qualifications do you hold?
(Please select ALL that apply)

- A First aid
- B Food hygiene
- C National Certificate for Personal Licence Holder/Scottish Certificate for Personal Licence Holder
- D National Vocational Qualification Retail/Scottish Vocational Qualification Retail

Food store application only

The questions below are based on some scenarios you might come across on a typical working day in one of our stores. Under each question you'll find four possible answers. Read through them and choose the one you think is the **MOST** appropriate and the one you think is the **LEAST** appropriate in each situation.

Indicate your choices by writing **M** for most and **L** for least in the boxes provided, leaving the other two boxes blank.

<p>1. You've just finished your shift for the day and are about to leave the store. It's been a long tiring day serving customers and you're looking forward to going home. On your way out a customer approaches you and asks if you've any sugar as they can't see any on the shelves.</p> <p>A <input type="checkbox"/> Point the customer in the direction of one of your colleagues</p> <p>B <input type="checkbox"/> Tell the customer you've finished your shift and unfortunately can't help</p> <p>C <input type="checkbox"/> Explain that you'll go and look in the stock room for sugar</p> <p>D <input type="checkbox"/> Ask one of your colleagues to go and look in the stock room for sugar and tell the customer</p>	<p>For office use only</p> <p><input type="checkbox"/></p>
<p>2. Your manager tells you that another local store is short staffed due to holidays and sickness and, as a result, you'll need to work in this store for the next two weeks. How do you feel about this?</p> <p>A <input type="checkbox"/> Slightly hesitant as this is a very busy store</p> <p>B <input type="checkbox"/> Reluctant but understand the need to support colleagues in other stores</p> <p>C <input type="checkbox"/> Pleased that your manager has recommended you and willing to help colleagues in other stores</p> <p>D <input type="checkbox"/> Pleased that your manager has recommended you but slightly nervous about working in an unfamiliar store</p>	<p><input type="checkbox"/></p>
<p>3. Having checked a customer's eggs whilst serving on the checkout, you notice that some of the eggs in the box are cracked. You call for assistance but there's no immediate response and the customer appears to be in a hurry. Do you...?</p> <p>A <input type="checkbox"/> Tell the customer that you'll go and get a replacement box of eggs for them</p> <p>B <input type="checkbox"/> Offer the customer the eggs at a reduced price</p> <p>C <input type="checkbox"/> Apologise to the customer and wait for help to come</p> <p>D <input type="checkbox"/> Ask the customer to go and get a replacement box of eggs</p>	<p><input type="checkbox"/></p>

Food store application only

<p>7. You've been asked to go to the newspaper and magazine section to help a customer who's slipped on a flyer that has fallen out of a magazine. You notice several of these flyers scattered across the floor. After helping the customer and filling in the accident book, what action do you take to prevent this happening again?</p> <p>A <input type="checkbox"/> Speak to your colleague who looks after the newspaper and magazine section</p> <p>B <input type="checkbox"/> Speak to your manager highlighting the problem and suggesting that something should be done about the issue</p> <p>C <input type="checkbox"/> Raise the issue at the next store team meeting, suggesting that everyone helps to keep the floor clear of flyers on a regular basis</p> <p>D <input type="checkbox"/> Make it part of your daily routine to check the floor and remove the flyers yourself</p>	<p>For office use only</p> <p><input type="checkbox"/></p>
<p>8. Your manager has just told you the computer has gone down and the stock information for the frozen section of the store has become corrupted. The frozen food order needs to be processed in two hours but will be inaccurate unless the entire frozen section is re-counted and all the stock figures corrected in time. This count could take you up to two hours to complete. How will you make sure you achieve this?</p> <p>A <input type="checkbox"/> Ask your manager if you can be excused from other duties whilst you complete this task</p> <p>B <input type="checkbox"/> Get on with the task, knowing that there'll be interruptions, but hope to get most of it done in time</p> <p>C <input type="checkbox"/> Ask for some support from a colleague so they can prepare the stock for counting ahead of you and carry out some of your other duties</p> <p>D <input type="checkbox"/> Start the counting, confident that you can finish the stock count on time, whilst supporting with other duties if required</p>	<p><input type="checkbox"/></p>
<p>9. You notice that customers are starting to comment on the lack of variety of sandwiches available at lunch time. Do you...?</p> <p>A <input type="checkbox"/> Speak to the person responsible for ordering sandwiches to make them aware of the customers' comments</p> <p>B <input type="checkbox"/> Highlight the comments to your manager</p> <p>C <input type="checkbox"/> Approach the customers to find out what additional varieties they'd would like to see, then speak to the person who places the orders</p> <p>D <input type="checkbox"/> Leave a note for your colleague by the computer for when they place the next order</p>	<p><input type="checkbox"/></p>

Food store application only

<p>16. A friend of yours has just started working for another one of our stores nearby and you've been discussing the differences between the two stores. It becomes apparent to you that this other store has recently made some improvements to their processes and procedures. What do you do?</p> <p>A <input type="checkbox"/> Raise this with your manager and suggest they visit the local store</p> <p>B <input type="checkbox"/> Speak to your colleagues and manager about this and suggest you work closely with the other store to find out how you can share ideas</p> <p>C <input type="checkbox"/> Suggest to your friend that their manager talks to your manager</p> <p>D <input type="checkbox"/> Mention it to a couple of your colleagues during a tea break</p>	<p>For office use only</p> <p><input type="checkbox"/></p>
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The remaining questions are to be answered by applicants for Team Leader roles only.

If you're applying for a Customer Team Member vacancy you don't need to answer these questions.

<p>17. Your Store Manager has released the latest Mystery Shopper report, which highlights several issues with customer service requiring immediate attention. The team have been working hard to deliver improvements but there appears to have been no significant change since the last report. After reading the report fully, what action do you take with the team?</p> <p>A <input type="checkbox"/> Hold a meeting with your team to communicate and discuss the issues, gather suggestions for improvement and put together an action plan</p> <p>B <input type="checkbox"/> Mention it at the next team meeting and tell them you expect to see improvements</p> <p>C <input type="checkbox"/> Speak to each team member to get a greater understanding of the issue</p> <p>D <input type="checkbox"/> Create an action plan for improvement and present it to your team at the next team meeting</p>	<p><input type="checkbox"/></p>
<p>18. You've recently noticed that one of your Customer Team Members has been arriving 15 minutes late for their shift and turning up looking untidy, with a dirty uniform. What action do you take?</p> <p>A <input type="checkbox"/> Have a quiet word with the Customer Team Member before they start their next shift to try to resolve the issue</p> <p>B <input type="checkbox"/> Monitor the situation over the next few weeks and keep a record of any further instances</p> <p>C <input type="checkbox"/> Let the Customer Team Member know that you're aware of the situation and try to work out whether there are any underlying problems and if there's anything you can do to help</p> <p>D <input type="checkbox"/> Arrange a formal meeting with them, recording the interview discussion with dates and times</p>	<p><input type="checkbox"/></p>

Diversity monitoring

We recognise that our success depends upon having a workforce with a diverse range of skills, backgrounds and experience in order to spark ideas, promote debate and encourage innovation and creativity.

The information we collect is stored confidentially and securely. Data legislation protects you and your data. All personal information can only be accessed by authorised HR colleagues. Once collected, this information can show us who's joining and leaving the Group, we can see which areas are doing well in promotions and transfers, whether everyone is treated fairly and whether everyone is given equal access to training and development opportunities.

Completing this information will help us to deliver against our diversity commitments and contribute to an inclusive working environment for all colleagues. We respect an individual's right not to disclose this information. For this reason, a 'prefer not to say' option is included.

For each question put a cross in only one box as shown e.g. x

If you make a mistake, scribble out the the wrong box and put a cross in the correct answer box.  x

Your personal details (Please complete all boxes)

1. Name

2. Date of birth D D M M Y Y

The Co-op believes that people should be judged, not by their age, but according to their skills and abilities at work. By monitoring our colleagues age we can make sure that opportunities for development and promotion are open to everyone.

3. National Insurance number

4. Employee number

If you've been issued with an employee number please enter it here:

5. Disability

Disabled colleagues are entitled to reasonable adjustments under the law to enable them access to work. The Co-op strives to increase disabled people's access to work. We're part of the Government's "Two tick" scheme which guarantees interviews for suitably qualified disabled applicants. We need to know whether we're delivering on these commitments.

Do you consider yourself to have a disability? Yes No Prefer not to say

6. Ethnicity

By monitoring ethnicity, we can compare our business against the data collected in previous year's National Census. This can show whether we attract people to work for us from all communities, and whether as an employer, we reflect the communities we serve. We can also show whether all groups are treated fairly. **What is your ethnicity?**

a) White

- 1 British 2 Irish 3 Any other White background

b) Mixed

- 4 White and Black Caribbean 5 White and Black African
 6 White and Asian 7 Any other mixed background

c) Asian or Asian British

- 8 Indian 9 Pakistani
 10 Bangladeshi 11 Any other Asian background

d) Black or Black British

- 12 Caribbean 13 African 14 Any other Black background

e) Chinese or other ethnic group

- 15 Chinese 16 Any other

f) Prefer not to say 17

7. Gender

By monitoring the gender of our staff, we can see whether some of our jobs are more attractive to men or women, and whether both sexes stay with us. Monitoring by sex also helps us to develop new policies and ways of working. Monitoring gender ensures that both men and women are treated fairly in our business. We know that men and women's career patterns can be different; by monitoring gender we make sure that we can respond to colleague's needs. **Are you:**

- Male Female

8. Religion or belief

Telling us about your religion or belief allows us to understand and plan to meet the particular needs of staff. It helps us to think about how we can accommodate requests to meet people's religious needs. Knowing the religion of our staff helps us create an environment where all beliefs are respected.

What is your religion or belief?

- 1 None 2 Buddhist 3 Christian
 4 Hindu 5 Jewish 6 Muslim
 7 Sikh 8 Other 9 Prefer not to say

9. Sexual orientation

Monitoring whether people are gay/lesbian, bisexual or heterosexual acknowledges that we value all staff and the contribution they bring to our business. An open and inclusive culture creates an environment where all colleagues can feel comfortable disclosing their sexuality. We know that people perform better when they can be themselves. **How would you describe your sexual orientation?**

- 1 Heterosexual/straight 2 Gay man 3 Lesbian/gay woman
 4 Bisexual 5 Prefer not to say

Please fold in half and staple/sellotape together so the information is not visible

Applicant's declaration

I certify that the availability provided on this form is correct.

Tick to agree

The information on this form will be held and used by the Co-op Group in accordance with the provisions of the Data Protection Act 1998 and all relevant subsequent legislation. This information will be held and processed for the purpose of personnel / payroll administration and statistical and business analysis.

Applicant's name	Date
Applicant's signature	

Please give this form to the interview manager.

Interview manager - please keep this form as the record of availability agreed with the applicant.

Your availability

Please show your maximum range of availability

Day	From	To
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

For part-time roles, what's the minimum and maximum number of hours you're willing to work per week?

Please note that if you accept an offer of employment with us, you'll be scheduled and required to work within any of your stated availability subject to any legal restrictions and/or agreed maximum working hours. In certain circumstances you might be required to change your scheduled hours of work at short notice.

Any offer of employment will be on the basis of a set minimum number of hours a week, which will be confirmed in your Statement of Main Terms and Conditions of Employment as your 'normal hours of work'. You'll not be scheduled for less than this, but you may be required to work more, within your stated availability.

Once you've accepted an offer of employment, if you need to reduce your availability, or temporarily change it, for any reason, you must request this in writing to your Manager. They'll consider your request and do their best to accommodate it based on operational needs, It can't be guaranteed that your request will be accepted though.

