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**Money Advice & Budgeting Service**

**Title of Post:** Dedicated Mortgage Arrears Advisor (application for DMA & RDMA Adviser)

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| **Region(s)**  **applying for:** | **MABS Region** | **Roles - Location** |
|  | **South Leinster MABS** | **Dedicated Mortgage Arrears Adviser – Kilkenny Office (Full Time)** |

**1. Personal Details (Please type or use block letters if hand writing)**

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| --- | --- | --- | --- |
| **Name** |  | **Telephone** | Main Contact:  Alternative: |
| **Email** |  | **Transport**  ***(Click or tick)*** | Do you have access to a car? Yes  No  Does the driver have a full licence? Yes No |
| **Address for Correspondence** |  | | |

**2. Educational Qualifications**

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| --- | --- | --- | --- | --- |
| **Title of Award** | **University/College/School** | **Year Qualification Obtained** | **Qualification level on NFQ (National Framework of Qualifications)** | **Final Grade (e.g. pass, honour, 2.2, 2.1, 1 etc.** |
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**3. Professional Memberships (if any)**

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**4. Community/Volunteer Experience (if any – please also include detail in *Section 6 Employment History* if relevant)**

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**5. Information Technology (click or tick boxes and write where required)**

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|  | **No knowledge** | **Limited familiarity** | **Extensive knowledge** | **Qualification/Award (please list name)** |
| **Microsoft Word** |  |  |  |  |
| **Microsoft Excel** |  |  |  |  |
| **Microsoft Outlook** |  |  |  |  |
| **Database/Statistical Analysis Software** |  |  |  | Name of Software: |
| **Other (please specify)** |  |  |  |  |

**6. Employment History**

**\*Please use a new line for each role, including those with the same employer.**

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| **Employer** | **Position Held** | **Date from /to (Month, Year)** | **Main duties and responsibilities** | **Key Achievements** |
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**7. Key Competencies**

**\*Please demonstrate key competencies by referencing both employers and roles in which you undertook them**

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| **C1**  **Understanding the mortgage advice process** | 1. ***Describe the extent of your knowledge, understanding and experience of the processes involved in addressing mortgage issues for individual consumers.*** 2. ***What has been your own involvement in mortgage arrears advice to clients of a previous employer or others (e.g. family member)?*** 3. ***Could you please describe the regulatory landscape which exists in Ireland to protect those in mortgage arrears when in negotiations with lenders?*** 4. ***Describe your experience, if any, in advising clients facing court repossession processes.*** |
| **C2**  **Advice, advocacy, representation and negotiation skills** | 1. ***Outline your influencing/negotiation skills with clients/lenders/others. Give examples of how you have put these skills into effect on behalf of someone in debt/mortgage arrears.*** |
| **C3**  **Organisational/Administrative** | 1. ***Outline your administrative and organisational skills, particularly in relation to the planning and organising your case work*** |
| **C4**  **Team Working/Initiative** | 1. ***Describe your ability to work as a team member within a national project or how your experience to date would facilitate working as part of a national project. Give examples of both from your experience in a work or voluntary capacity.*** |

**8. Referees (Please submit two references)**

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| **Do you require notification before your referees are contacted?**  ***(Click or tick)*** | **Yes**  **No** |

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| --- | --- | --- | --- |
| **Name** | **Company** | **Professional relationship to you (references from family/friends are not acceptable)** | **Contact Details** |
|  |  |  | Telephone:  Email: |
|  |  |  | Telephone:  Email: |

**Application Declaration**

*I declare to the best of my knowledge and belief, all particulars I have given are complete and true. I understand that any false declaration, misleading statement or significant omission may disqualify me from employment and render me liable to dismissal. I understand that a medical may form part of this recruitment process and that any job offer is subject to satisfactory references and sight of educational awards relied upon in this application or at interview and successful completion of a probationary period.*

**Signed (type or write): Date:**