

## **Application Questions**

Please use the relevant section in the online application to complete your answers to these questions. Please provide as much detail as possible using examples of your skills, knowledge and experience. These can be both work and life experiences.

The answers you provide will determine whether your application is progressed to interview.

- 1.** Lewisham Apprenticeships are ring-fenced to Lewisham residents. Please confirm you are a Lewisham resident?
- 2.** What is your understanding of Equality & Diversity?
- 3.** Why are you applying for this role?
- 4.** What skills do you have that you feel make you the best candidate for this role?
- 5.** This role is based within the Housing Services, what is your knowledge or understanding of the role this team plays within the Council?
- 6.** This role involves dealing with a variety of people. What experience do you have of providing customer service and what do you think are the key aspects of providing good customer service?
- 8.** Can you please provide us with an example of when you have had to deal with a stressful situation and how you dealt with it?
- 9.** This housing service is a very busy, challenging service and there is always something that needs your attention. How do you manage conflicting priorities?
- 10.** Can you please tell us about a time when you have had to work without supervision and how you dealt with the situation?
- 11.** Please tell us about the IT packages you have used previously and what you have used them for.
- 12.** This role involves completing a qualification whilst working, please can you explain how you would effectively balance your workload and any 'tools' you would use.