

**In your personal statement, please ensure you address all of the points outlined below. This guidance is essential and will form a key part of the application process.**

**1. Working With Vulnerable People**

Please tell us about a time when you advised someone in a challenging or sensitive situation. How did you balance empathy with delivering clear advice or boundaries?

**2. Investigative & Analytical Skills**

Please share an example of when you were required to investigate a situation, analyse information from different sources, and reach a clear conclusion. What was your process?

**3. Prioritising a high workload**

Give a detailed example of a time you had to prioritise a high workload with competing deadlines. Describe the actual tasks involved, the order you chose, and why?

**4. Having difficult conversations**

The Housing Solutions role sometimes involves delivering decisions that people may not agree with. Based on your own experience, how have you stayed professional and handled difficult conversations?

**5. Working hours / rota confirmation**

This role involves working on a rota that includes scheduled 11am -7pm shifts. Please confirm that you are able to work these hours and outline any considerations we should be aware of.