

Applying for a Role at North Devon Hospice

Your Questions Answered



1. Can I just send you my CV?

No, sorry. To help us ensure that our processes are fair and inclusive, applications for all roles must be made through Webrecruit.

2. What documents do I need to submit with my application?

None – we like to keep it simple and the only thing you need to complete is the application form on Webrecruit.

3. How will I hear about the outcome of my application?

All communication is via e mail through Webrecruit. We aim to complete shortlisting within 1 week of the closing date. If you haven't heard from us in that timeframe, please check your junk email. We'll always give you the outcome of your application, even if you've not been shortlisted on this occasion.

4. If I'm not shortlisted, can I ask for feedback?

Yes, absolutely. We know that constructive feedback is important in supporting people to get jobs. If you would like feedback, please email PeopleTeam@northdevonhospice.org.uk and they'll arrange for the manager of the role to give you feedback on your application.

5. Can I use Artificial Intelligence (AI) to help me with my application form?

We understand that applicants may use AI tools to support their application, for example to help organise ideas, find the right words, or check clarity and grammar. If you do use AI, it should only be to support your writing, not to replace your own thoughts, experiences, or views.

We are most interested in your own perspective and lived experience. Please make sure your application reflects you in a way that feels authentic and comfortable for you, in your own voice.

If you are invited to interview, we will be looking for consistency between your application and how you communicate in person. We value honesty and transparency, so please let us know if you have used AI in your application, and how you have used it.

6. Have you any top tips for how to complete your application form?

Yes! Applying for a role with North Devon Hospice isn't just about listing what you've done, it's about showing who you are, what matters to you and how your experience connects to our hospice. Evidence-based answers are important to us, so wherever possible, include clear examples from your experience.

Your motivation for this role

We want to understand why North Devon Hospice and this role matter to you.

How to approach it:

- Think about why North Devon Hospice matters to you
- Think about why this role matters to you

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Tips:

- Share what stands out to you about the hospice
- Share what interests you about this role
- Include any relevant experiences that have shaped your interest - these can come from work, education, volunteering, or everyday life
- Structure your answer in a way that works best for you

The behaviours and ways of working that are important to you

We'd like to understand what matters to you and how this connects with what is important to us at a hospice.

How to approach it:

- You may find it helpful to read the section of the job description titled '**It is important to us that all our colleagues**'. This outlines the behaviours and ways of working that are important to us
- Think about what matters most to you e.g. honesty, compassion, dignity, teamwork, respect, etc
- Consider which of these you would bring to this role

Tips:

- Include:-
 - What's important to you
 - How these connect to what is important at the hospice
 - Short examples of how you have shown these in your life - this could be from work, education, volunteering or everyday situations
- Structure your answer in a way that works best for you

Your skills & knowledge

We want to learn about the skills, knowledge and abilities you have that are relevant to this role and see examples of how you have used them.

How to approach it:

- You may find it helpful to read the sections of the job description that states '**To succeed in this role, you will have**' and '**In this role you will be responsible for**'
- Think about which skills and knowledge you have that match these requirements
- Give a short example for each skill or ability
- Keep your examples practical and specific

Tips:

- Avoid writing a list without examples
- A helpful format is: Skill → Example → Impact
- Include experiences from paid work, volunteering, school, university, clubs, personal projects, or other situations
- Even if you haven't worked in a hospice before, transferable skills are valuable
- Structure your answer in a way that works best for you

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Your relevant work experience

We want to understand the experiences you have that show that you can do this role. Your experience can come from work and from other settings like school, university, volunteering, clubs or other non-work activities.

How to approach it:

- You may find it helpful to read the section so the job description that states **‘To succeed in this role, you will have’** and **‘In this role you will be responsible for’**
- Think about the experiences you have that are relevant to this role and match the job description
- Focus on what you did in these experiences, not just job titles
- Give a short example for each experience
- Keep your examples practical and specific

Tips:

- Avoid just listing tasks without examples
- A helpful format is: Experience → Example → Impact → Learning
- Include experiences from paid work, volunteering, placements, school, university, clubs, or personal projects
- Transferable experiences are valuable, even if you haven’t worked in a hospice before
- Structure your answer in a way that works best for you

Your qualifications

We want to understand your qualifications, education and training and how they show you meet the requirements of this role.

How to approach it:

- You may find it helpful to read the section of the job description that states **‘To succeed in this role, you will have’**
- For each qualification include:
 - Level (e.g. GCSE, A Level, degree, etc)
 - Subject
 - Grade achieved
- Include any recent relevant work-based courses
- Include any recent relevant Continuous Professional Development (CPD)
- Include any recent community / voluntary service awards e.g. Duke of Edinburgh Award and briefly describe what you did to complete it.

Tips:

- If you’re still studying, include this and your expected completion date
- Structure your answer in a way that works best for you

Professional Registration

For some roles (for example, registered nurse, specialty doctor, or counsellor), we ask you to provide details of any relevant professional memberships.

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- Only include this if it is relevant to the role (this will be noted in the job description)
- For each membership, include:
 - Type of membership or organisation
 - Start date
 - Expiry date (if applicable)
- Make sure to provide complete and accurate details

7. Final Tips for a Strong Application

- Be authentic and yourself – it's okay to be genuine and human, you don't need to sound overly formal
- Show how what is important to you matches to what is important for the hospice
- Highlight how your skills, knowledge and experience match the role, using real examples where possible
- Keep answers clear and focused – quality is more important than quantity
- Check your answers: Do they show your values, skills, experience, and compassion?

8. What are job interviews like at the hospice?

We want everyone to do their best in their interview and we understand that interviews can feel stressful. People show their strengths in different ways, so depending on the role, we may also include a presentation, work-based assessment or a skills test. If this applies to your interview, you will be told in advance, in your interview invite email. The interview will usually be with a panel of 2–4 people, depending on the role.

During the interview, you will be asked a range of questions, including:

- Questions about your skills, knowledge, and experience relevant to the role
- Questions about you, to help us get to know you better.

The format of the questions could be something like this:-

- Tell us about a time when you made a mistake at work.
 - How did you correct it?
- Tell us about a time when you contributed to a team's success.
 - What did you learn from this?
- Have you ever faced an ethical dilemma at work?
 - What was the issue?
 - What did you do?
 - What did you learn from it?

9. Tips for your interview:

- Take your time to think before answering
- It's okay to use examples from work, volunteering, education or other life experiences
- Be honest and show your thought process – we value learning and reflection
- Structure your answers in a way that works best for you

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10. Tips for answering interview questions

A great way to answer interview questions is the STAR method

S – Situation: Set the scene. Briefly explain the context or background.

T – Task: Describe what your responsibility or goal was in that situation.

A – Action: Explain what you did to handle it (focus on your specific actions).

R – Result: Share the outcome - what happened, what you achieved, and what you learned if relevant.

For example, a customer service question could be answered like this:-

- **S – Situation:** In my previous role, I dealt with a customer who was unhappy because their order had been delayed and they hadn't received any updates.
- **T – Task:** My responsibility was to resolve their issue quickly, restore their confidence and ensure they left with a positive impression of the company.
- **A – Action:** I listened carefully to their concerns without interrupting, showed empathy and apologised for the inconvenience. I then checked the order status, explained what had happened in clear terms, and offered a solution, either expedited delivery or a refund. I also kept them updated throughout the process.
- **R – Result:** The customer appreciated the transparency and support, chose to keep the order and later gave positive feedback about the service they received.

If you have any questions that we haven't covered here, please contact the People Team (PeopleTeam@northdevonhospice.org.uk) who will be happy to chat with you.