

Job Application Form

Prior to completing and submitting this application form, please read the Data Privacy Notice relating to your application for employment with HSBC Group. It explains what information we collect about you, how we'll use that information, who we'll share it with, the circumstances when we'll share it and what steps we'll take to make sure it stays private and secure. This Data Privacy Notice covers all aspects of your interaction with HSBC in your capacity as an applicant, including recruitment and pre-employment screening and we may update this notice at any time.

To read the Data Privacy Notice, you can download it from the careers page.

Please return the fully completed application form along with a copy of your CV to malta.recruitment@hsbc.com

Vacancy Role Title: Contact Centre Generalist

Personal Details

Mr Mrs Miss Ms Other

First name(s)	
Surname	
Mobile number	
Telephone number	
Email address	
Nationality (as stated on the passport)	

Applicant must be over 18 years of age, please confirm:

- Yes I am over 18 years of age.
 No I am under 18 years of age.

Work Experience

Please give details of all permanent or temporary jobs you have had – including details of summer work – starting with the most recent covering the last 5 years consecutively

From	To	Employer's name	Position held, duties and responsibilities	Reason for leaving

HSBC will complete vetting checks using its own internal systems and also third party service providers to process your personal data and sensitive personal data (which may include, criminal records information) in connection with the checks. The HSBC Group reserves the right to make decisions relating to your application and employment, which may include deciding not to offer a position to you and/or the termination of your employment, in relation to the outcome of these checks either when they are first carried out and, if relevant, repeated at a later date. You must provide all relevant information to enable these checks. These checks may involve your personal data and sensitive personal data being transferred between HSBC Group members and third party service providers charged with carrying out some or all of the checks, both within and outside the European Economic Area. Please confirm that you have read and accept the above.

- No, I do not wish to proceed / give consent
 Yes

As part of your application for employment within the HSBC Group, pre-employment screening must be completed. Depending upon the type of role you apply for, your initial and continued employment will be subject to you passing satisfactorily a series of vetting checks, which may include checks on your; Identity and Address, Entitlement to work in particular jurisdictions, Potential conflicts of interest, Previous employment, education & professional qualifications, Credit and Criminal record checks, Directorship checks, involvement in Civil Litigation, and appearance or mention in any public media. If you are offered and accept a position with the HSBC Group then some or all of these screening checks may be repeated periodically during your employment. Please confirm that you have read and accept the above.

- No, I do not wish to proceed / give consent
 Yes

Do you have an adverse credit history?

- Yes
 No

Do you have any relatives working for HSBC Group companies present? We may consider employment of relatives provided there is no direct management involved.

- Yes
 No

Every individual must have the right to work in Malta in order to commence employment with HSBC. Will you have the right to work in the Malta prior to commencing employment with HSBC?

- I have the right to work in the Malta without HSBC's sponsorship
 I will require HSBC to sponsor my work permit application

Have you been employed, or are still employed, by HSBC's external auditors. You may be asked to disclose more information during the recruitment process if the answer is Yes.

- Yes
 No

Have you previously applied and been declined for this role in the last 6 months?

- Yes
- No

Have you previously applied and been declined for this role or another with the same title at HSBC in the last 6 months?

- Yes
- No

Have you previously worked for HSBC either in the UK or overseas?

- Yes
- No

HSBC is committed to making reasonable adjustments for disabled candidates during the recruitment assessment process. Indicate what adjustments, if any, you may wish us to consider:

- I consider myself to have a disability but do not anticipate requiring any reasonable adjustments to be made for me during the recruitment assessment process.
- I consider myself to have a disability which may result in reasonable adjustments being required during the recruitment assessment process. Please contact me to discuss this further.
- I do not consider myself to have a disability

HSBC will complete vetting checks using its own internal systems and third party service providers to process your personal data (which may include criminal records information) in connection with the checks. The HSBC Group reserves the right to make decisions related to your application and employment, which may include deciding not to offer a position to you and/or the termination of your employment, in relation to the outcome of these checks either when they are first carried out and, if relevant, repeated at a later date. You must provide all relevant information to enable these checks. These checks may involve your personal data and sensitive personal data being transferred between HSBC Group members and third party service providers charged with carrying out some or all of the checks, both within and outside the European Economic Area. Please confirm that you have read and accept the above.

- No, I do not wish to proceed / give consent
- Yes

If you are successful for the role, HSBC will carry out a criminal record search as part of our pre-employment screening. Please confirm your agreement to this check.

- Yes
- No

If you are successful for the role, HSBC will carry out a credit check as part of our pre-employment screening and your application may be declined if we are unable to complete these checks to our satisfaction for example if you have CCJ's (County Court Judgments) or debts that are not being managed in line with a credit agreement. Do you consent to us undertaking these checks?

- Yes I consent to HSBC undertaking a credit check if I am successful in my application
- No, I do not consent to a credit check being undertaken
- I have a county court judgment (CCJ) / unmanaged debts

How did you hear about the job opportunity within HSBC UKC Call Centre Swatar?
(If through a member of HSBC, please provide a name and staff number:)

Indicate the extent to which you would like to have telephone contact with customers

- None
- Seldom/on a limited basis
- Occasionally/ some of the time
- Regularly/most of the time
- Constantly/All the time

This role requires working with rules, regulations and standards. Indicate the extent to which you like to follow rules, regulations and comply with standards

- None
- Seldom/on a limited basis
- Occasionally/ some of the time
- Regularly/most of the time
- Constantly/All the time

This role requires quick and accurate data capture on a keyboard. Indicate the nature of your keyboard skills (select the response that is closest to describing your skills).

- I have no experience in using a keyboard
- I can use a keyboard at a basic level
- I can touch- type (without looking at the keyboard) with accuracy
- I can touch- type (without looking at the keyboard) at speed with accuracy

This role will require you to work 40 hours per week. The department opening hours are 7.00am to 11.00pm, Monday to Sunday. You will be allocated a shift pattern, but the nature of the business does require you to be flexible. Can you confirm you are willing to meet this requirement?

- Yes
- No

This role requires frequent professional communication in English. Indicate which of these statements best describes the level at which you have used English in formal or professional settings (this includes education)

- I do not have previous experience of communicating formally/ professionally in English
- I have experience of using English in formal and/ or professional settings
- I can use English professionally when talking, reading and writing

Indicate the extent of your experience in understanding customer needs and delivering personalised customer service

- None: I have no personal experience of assessing customer needs and delivering personalised customer service
- Some: I have some experience of assessing customer needs and delivering personalised customer service but I am still learning
- Intermediate: I have experience of assessing customer needs and delivering personalised customer service with some supervision and support from others
- Expert: I am experienced in assessing customer needs and delivering personalised customer service without supervision or support from others

By completing and sending application form you are confirming that all the information given on this application is true and that you have read and understood the data privacy notice.