



Recruitment guidance for candidates



Join us in the
fight for better
mental health



Are here

Introduction

Thank you for your interest in applying to Norfolk and Waveney Mind. We have put together this recruitment guidance to offer support when applying for our vacancies.

Applications

Applying for a vacancy

We encourage candidates to complete an application form, if your application is shortlisted for interview and you have applied with a CV you will be required to complete an application form ahead of an interview taking place.

Some of our vacancies require candidates to apply with an application form, if this is the case you will be advised how to apply via the job advert. The link to our application form can be found on the adverts.

If you require an application form to be sent out via post please email our People and Culture team. Contact details are listed at the bottom of the page.

Where can I view the job description?

The link to the job description is located on the bottom of the advert. Normally when you click the link it will open in a new internet browser window. If you encounter any issues accessing the job description, please get in touch with People and Culture at the email address listed below.

Contact details for the People and Culture team

If you have any questions, please contact the HR department on the following email address: peopleadmin@norfolkandwaveneymind.org.uk and include 'recruitment' in the subject line.



INVESTORS IN PEOPLE™
We invest in people

Where do I need to send my CV or complete an application form?

On the Norfolk and Waveney Mind website, on each advert there is a green 'apply for this job' button. On clicking it, you will be asked for your personal details and be asked some screening questions. It will then ask you to upload either your CV and covering letter or application form.

Once you have uploaded your documents, click 'next'. You will then be able to review a confirmation message advising your application has been received. You will also receive an acknowledgement email confirming your application has been received.

Within the email you will receive a link to our equal opportunities form. The completion of the equal opportunities form is voluntary and will not be accessible or used throughout the recruitment process.

Please note: some of our vacancies require candidates to complete an application form, this will be confirmed on the advert.

When will I hear back regarding the outcome of my application?

Some of our adverts include closing dates and interview dates.

If the vacancy has a closing date, please expect to hear back approximately one week after the closing date.

If the vacancy does not have a closing date, this means the hiring manager will review applications as and when they are received. For adverts with no closing date, it is encouraged to apply for the role as soon as possible, as sometimes we may appoint to a role and close the advert without notice.

If you have not heard back from us after two weeks of applying please contact us via the Peopleadmin email address.

Shortlisting outcome

If your application is not shortlisted, you will receive an email notification from noreply@peoplehremails.com on Behalf of People:
peopleadmin@norfolkandwaveneymind.org.uk

Please keep an eye on your emails, it is also recommended to check your junk folder.

Due to the high number of applications, unfortunately we are not able to provide individual feedback on your application at this early stage of the process.

Can I reapply for the same role if I was unsuccessful after an interview?

As a general guideline, we recommend that candidates wait at least six months before reapplying for the same position after an unsuccessful interview.



Interviews

Invite to interview

If your application is selected for interview, you may be contacted by either telephone or via email. Once your interview date is established, you will be sent an email confirming the details. You will need to acknowledge the email confirming your attendance.

Warner interviews

If the role you have applied for requires a Warner interview, this will be communicated on the advert. You will be asked to confirm your acceptance to a Warner interview before being invited to attend. The interview will consist of a two-stage process: the first stage will be a Warner interview, and if you are successful a second stage competency-based interview will take place.

What is a Warner interview?

A Warner interview is part of our safer recruitment process. This assesses someone's motivations, emotional awareness, working within professional boundaries and self-awareness, as well as ability to safeguard vulnerable individuals at risk.

The purpose of a Warner interview is to ask questions that would probe candidates about their personal life, attitudes and motivations to achieve a full and more rounded picture of the candidate.

This process can be challenging for those people who have experienced trauma and therefore we ask for candidates being invited for a Warner interview to carefully consider this.

Adjustments for interview

At Norfolk and Waveney Mind, we are committed to creating an inclusive and accessible recruitment process. We recognise that candidates may have different needs and we are proactive in offering adjustments to ensure everyone has a fair opportunity to perform at their best during the interview process.

What are interview adjustments?

Interview adjustments are changes or accommodations made to remove barriers that a candidate might face due to a disability, health condition, neurodivergence, or other individual needs.

Examples of interview adjustments

Adjustments are tailored to the individual, but examples may include:

- Providing additional time for assessments or interview tasks.
- Offering alternative formats for written materials (e.g. large print, audio).
- Allowing the use of assistive technology or communication aids.
- Scheduling flexibility, such as interviews at certain times of day.
- Conducting interviews in a quieter or more private setting, or remotely if needed.
- Sharing interview questions in advance to reduce anxiety or support processing needs.

We encourage candidates to let us know about any adjustments they may require at any stage of the recruitment process. The application form asks whether an applicant needs any reasonable adjustments.

All requests are handled with sensitivity and in confidence. Please contact peopleadmin@norfolkandwaveneymind.org.uk

Outcomes

Interview outcome

We aim to contact candidates soon after scheduled interviews have taken place. This is normally within one week of the interviews being conducted.

If you are successful after interview, the hiring manager will call you to confirm the offer and advise of the terms and conditions.

If you are unsuccessful after interview, candidates are normally contacted via email informing you of the outcome.

Feedback from your interview can be requested by contacting the People and Culture team.

Pre-employment checks

All offers of employment will be made in line with the charity's salary banding and are subject to satisfactory pre-employment checks.

All employment is subject to the following conditions being met:

- Verification of right to work in the UK and the candidate's identity
- Obtain a satisfactory DBS check, if required
- Verify professional qualifications as per job description
- Obtain references over a three-year period from two recent employers.

Statements

Norfolk and Waveney Mind's equity statement

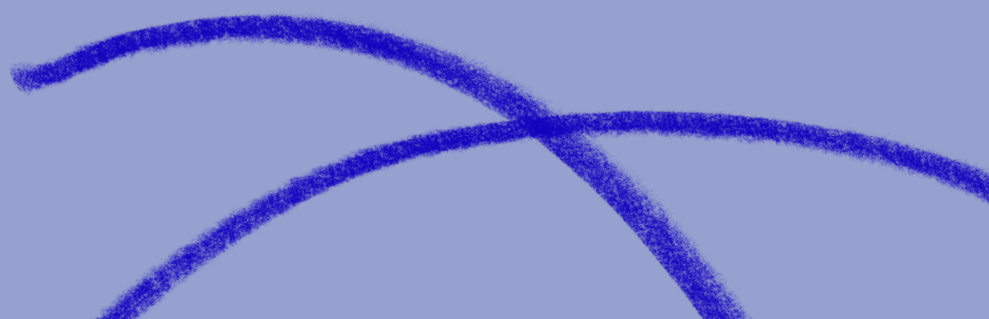
We welcome applications from people from all ethnicities, genders, sexual orientations, socio-economic classes, religions and disabilities.

We also value and actively encourage applications from those with lived experience of mental health, recognising that your personal journey can bring unique insight and empathy that helps others feel heard, supported, and valued.

At Norfolk and Waveney Mind, we are committed to fostering a diverse and inclusive environment where everyone passionate about mental health feels respected, valued, and supported.

Safeguarding statement

Norfolk and Waveney Mind is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Employment is subject to a satisfactory DBS check as well as other safeguarding pre-employment checks.





 Mind Norfolk and Waveney
Your Local Mental Health Charity

**Whether it's you needing support,
someone in your family,
a friend or a work colleague,
we are here for you.**

50 Sale Road, Norwich, Norfolk, NR7 9TP

0300 330 5488

enquiries@norfolkandwaveneymind.org.uk



norfolkandwaveneymind.org.uk



[norfolkandwaveneymind](https://www.facebook.com/norfolkandwaveneymind)



[norfolkandwaveneymind](https://www.instagram.com/norfolkandwaveneymind)