

Your application

Q: I haven't received an email confirming my application has been submitted?

A: Please ensure you have completed a specific application by clicking 'apply online' on the job advert. Once you reach the end of the application, review and click 'submit' at the bottom of the page. Please note, completing a 'general profile' is separate to making an application as the 'general profile' is not linked to a specific job.

Q: I can't move to the next page of the application form?

A: Please ensure your device settings are not blocking any plug ins/pops up so you can proceed. We encourage you to use a laptop or PC rather than a mobile device as this can block parts of the application form.

Q: I can't submit my application?

A: We recommend clearing your browser history and using Firefox or Chrome as our website works best in these browsers. Please also use a laptop or PC to apply as mobile devices can block certain sections of the form.

If you still experience problems trying to apply, send a screenshot of the problem to resourcing@camden.gov.uk so we can advise on a solution.

Q: Can I upload further information to support my application?

A: You are able to attach additional information such as a supporting statement when completing a job specific application form. There are no word limits for any additional documents, however we encourage you to provide no more than 2 sides of A4 to support your application. Please refer to the job profile when providing examples to demonstrate your suitability for the role.

Q: When will I receive an outcome regarding my application?

A: We aim to provide all candidates a response within two weeks of the closing date. If we receive high volumes of applications for a role, there can be a delay. We will provide updates as soon as possible.

Invitation to interview

Q: I haven't received an invitation to interview?

A: We send all formal invites via email to the address you provide on your application form. Please ensure you check your junk folder and change settings to allow emails from Camden Resourcing Team.

Q: How do I prepare for my interview?

A: Our interviews can vary from a standard Q&A session to a range of in-tray/written exercises, presentations or a mix of everything. Please refer to the specific job profile for the role and follow the link below to download [Our Camden Plan and Camden 2025](#) to help you prepare.

Q: How do I complete my online assessments?

A: If you have been shortlisted for a role and part of the interview process includes completing an online test, you will need to follow the link which will be emailed to you. You will then need to sign in with the username and password you created when completing the application to access the assessment portal. If you experience any issues, please send a screenshot to resourcing@camden.gov.uk.

Please note, if you are an internal candidate you will need to click onto 'Internal Jobs @ Camden' and make sure you're signed in before following the online assessment link which will be emailed to your Camden email address.

Q: What do I need to bring to my interview?

A: Please ensure you bring original ID documents and right to work documentation to your interview as we will not be able to send you a provisional offer of employment without verifying your documents first if you are successful. Please click on the [ID Checklist](#) link to see guidance.

Q: I have attended the interview, when will I hear the outcome?

A: We aim to provide an outcome within a week of your interview date, however, depending on the remaining interviews, this can take longer.

Q: When will I receive my provisional offer?

A: We will send your provisional offer via email to the address you provided on your application. If you didn't provide valid ID and right to work documents during your interview, you will need to attend our offices with your original documents so we can verify your eligibility before making a provisional offer of employment.

Receiving your provisional offer

Q: How do I accept the provisional offer?

A: To formally accept the provisional offer, you will need to log onto our website using the username and password you created when you applied for the role. You will need to complete the tasks which include e-signing the provisional offer and completing the pre-employment questionnaire.

Q: How do I provide my referee details?

A: Once you have accepted the provisional offer, you should receive an email with reference instructions within 2 working days.

Q: What is a DBS check?

A: The Disclosure and Barring Service (DBS) helps employers make safe recruitment decisions. The process by which the DBS provides criminal record data is called DBS Certificate or a DBS check.

Typically, Camden require an enhanced DBS check for roles working with children or adults in certain circumstances such as those in receipt of healthcare or personal care. An enhanced check is also suitable for a small number of other roles such as taxi licence applications or people working in the Gambling Commission. The job advert will detail whether the role requires a DBS check.

The certificate will contain details of both spent and unspent convictions, cautions, reprimands and warnings that are held on the Police National Computer, which are not subject to filtering. If the role is eligible, an employer can request that one or both of the DBS barred lists are checked.

Q: Do I need an Overseas Police Check if I have lived abroad?

A: If you have lived outside the United Kingdom then we will need to undertake an Overseas Police Check and if required, we will also need certificates of good conduct from relevant embassies or police force.

Overseas checks will be completed once a provisional offer has been accepted.

Q: When will I receive my formal offer?

A: You will receive your formal offer once we have received a minimum of two satisfactory references to cover the last three years. If the role requires a DBS, you will need to attend our offices so we can take a copy of the DBS certificate before we issue a formal offer of employment.

Receiving your formal offer

Q: I have signed my formal offer, when will I start?

A: All new starters join the organisation on a monthly basis. Induction takes place on the third Monday of each month. Depending on your notice period, we will agree a start date with you to reflect our monthly start dates.

Q: How much annual leave do I get?

A: All new employees are entitled 25 days pro rata. Our holiday year runs from 1st September through to August 31st the following year.

Q: Am I entitled to continuous service?

A: Camden recognises continuous service with organisations covered by the Redundancy Payments (Local Government) Modification Order 1983 (for example, another local authority or other related organisation) for the purposes of occupational sick pay, annual leave and redundancy payments only. This is subject to you providing evidence of that service on accepting employment with the Council. Previous continuous service is not recognised for any other condition of your employment.

Q: How does continuous service impact my annual leave?

A: If you have 5 years or more years recognised continuous service you shall be granted an additional 2 days increasing your leave to 27 days per annum.

Q: What happens on my first day at Camden?

A: All new starters will attend our two-day Corporate Induction. This takes place once a month. The induction will include but is not exclusive to, a Q&A with an Executive Director, IT kit collection and a coach tour of Camden.

Q: What do bring on my first day?

A: Please ensure you bring your ID/right to work documents & Qualification certificates, even if you presented this at your interview. We will still need to see your official documents for verification purposes. Please note if you fail to bring in original documents this can lead to a delay in your first salary payment.

Q: When do I receive my first pay?

A: You will receive your monthly pay on the 15th of the month or nearest working day if the 15th falls on a weekend or bank holiday.