



Melksham Town Council Communications & Marketing Officer





Recruitment of Communications & Marketing Officer Application Pack

- Salary: £28,163 - £30,060 by annual increment (subject to satisfactory performance) depending on qualifications and experience (pay award pending)
- National Pay Scale SCP 13 - 17
- Full time 37 hours per week
- Onsite based at Melksham Town Hall
- 23 days' annual leave plus 2 extra statutory days plus public holidays and an additional MTC day (rising to 26 days' annual leave plus 2 extra statutory days plus public holidays and an additional MTC day after 5 years' continuous service) (pro rata)
- Local Government Pension Scheme (Wiltshire Pension Fund)
- Flexible Working Arrangements considered
- Closing date: Sunday 6th July 2025 (1700)

Recruitment Process

Closing date: Sunday 6th July 2025 (1700)

Interviews: Thursday 17th July 2025 - details will be provided to shortlisted candidates.

Application is strictly via the application form contained in this pack. Please do not send a generic CV. Completed applications should be returned via email to:
people@melksham-tc.gov.uk

More information about Melksham Town Council can be found on their website at:
<https://www.melksham-tc.gov.uk/>

If you would like an informal chat about this vacancy, please contact our acting CEO, Hayley Bell, at ceo@melksham-tc.gov.uk



Melksham Town Council Vacancy for a Communications & Marketing Officer

A fantastic opportunity to join Melksham Town Council.

Are you an experienced communications and marketing professional looking for an important role at the heart of the local community? Are you a strong team player with first class communications and engagements skills? Are you excited by the chance to work with colleagues and stakeholders to market high profile public and civil events?

The role supports the delivery of our internal and external communications strategy. You will write, and disseminate publicity material, respond to enquiries from the public and media, and coordinate promotional events.

You will assist the whole Council but more specifically the Community Engagement team with the organisation and marketing of events and functions within the town throughout the year.

Candidates will need to demonstrate a track record of delivering a high-quality communications service to diverse audiences and stakeholders. In addition, you should have experience of marketing public facing events and activities.

Attendance at evening meetings / weekend working will be required, for which time off in lieu will be granted.

As we are seeking the right candidate for this post to start as soon as possible, Melksham Town Council reserves the right to withdraw this job advertisement without prior notice.

This recruitment pack can also be downloaded from the Melksham Town Council website:
<https://www.melksham-tc.gov.uk/about-melksham-town-council/vacancies>



Welcome from the Mayor

Dear Candidate,

Thank you for your interest in joining us here in Melksham — a historic market town nestled in the heart of beautiful Wiltshire. With a growing population and a proud sense of community spirit, Melksham offers a wonderful blend of heritage and progress. From our vibrant clubs and local groups to a busy calendar of annual events, this is a town where people come together, look out for one another, and celebrate what makes our community unique.

Melksham is not just a great place to live — it's a place to belong. Whether you're here to work, socialise, raise a family, or simply enjoy the best of West Country life, you'll find opportunity, support, and connection at every turn.



The Town Council plays a central role in strengthening that sense of belonging. We work to foster inclusivity, enhance the quality of life for every resident, and support initiatives that help people not just meet, but exceed their aspirations. From improving local services to creating welcoming spaces and championing local voices, we are committed to building a town that is fair, thriving, and forward-looking.

As a candidate considering a role within our town's development and leadership, you have the opportunity to help shape Melksham's future. We are excited to welcome passionate, community-focused individuals to join us in this vital work.

Thank you once again for your interest, and I wish you the very best as you explore this opportunity.

Warm regards,

Councillor Saffi Rabey
Mayor

Melksham Town Council





Welcome to Melksham

Melksham has been a settlement since the early iron age (C7th-C4th BC), expanding during the Roman period. It appears in the Domesday Book in 1086. Due to its prosperity founded on agriculture and the woollen cloth industry. The parish population of Melksham Town at the last census, in 2021 was 18,113. Now combined with the parish of Melksham Without, the total number of residents in 2025 is circa 30,000 and growing.

Melksham is the home of many independent shops and businesses. New enterprises are opening all the time, with those based in technology sectors offering something new.

Melksham's beautiful heritage quarter, including St Michael & All Angels Church; Canon Square; Church Walk; Place Road; and Market Place, is a historical and architectural gem. To celebrate our listed buildings, we also have an interesting blue plaque trail. The historic villages of Lacock and Castle Combe and the Cotswolds are in striking distance.

The Melksham GWR station opened 5th September 1848. It offers All Day Parking for only £3.50. Since then, our road transport links including the A350 and M4, have continued to improve and are utilised by our local Bus network and National Express. Those looking for a slower pace of life can always arrive by boat on the Kennet and Avon canal, which opened in 1810 and now also affords fantastic, flat, safe, walking, running, or cycling routes connecting us with local towns, also Bath, Bristol, and London.

Recent investment in our community infrastructure includes the Community Campus; Library; and within the King George V, park, new Splash Pad, festoon lighting, CCTV, Public Toilets, Free Wi-Fi, and a refurbished café.

The Market Place has traditional Markets on Tuesday and Saturday. Home to the Town Hall, the Market Place also hosts events throughout the year. One of the four council funded public toilets is here and is open 24 hours a day. Within five minutes' walk are The Community Campus, Library, Post Office, Tourist Information Centre, independent shops, restaurants, cafes, and pubs. National grocers Waitrose, Sainsburys, Asda, Lidl and Aldi also cater for the residents needs along with four large petrol filling sites and numerous EV charging locations. Seven council car parks combine to cover all potential parking needs. Accommodation for visitors is provided by Inns, Hotels or Air BnB. and the fourteen play areas and skate park are all within walking distance of the town centre.

Melksham's strongest feature however is its community spirit, and the area is served by a wealth of groups, clubs and societies that cater for all ages and tastes. This strong and vibrant community spirit ensures a busy calendar of events, including the annual Food and River Festival, the Melksham Christmas Market & Lights Switch On, two weekly Park Runs, Park Yoga, and regular outdoor markets



About Melksham Town Council

West Wiltshire District Council was formed in 1974. At the time comprising seven smaller urban and rural district councils, one of which was Melksham urban district council. These evolved to the five urban district councils. In turn becoming, the five Town Councils of West Wiltshire, which continue today: Melksham; Bradford-on-Avon; Westbury; Warminster; and Trowbridge.

Melksham Town Hall, built of ashlar stone and opened on 7th September 1847, at a cost of £3,350, in the Italianate style of Osborne House, is in the Market Place, the centre of Melksham. All council business is undertaken in the Town Hall but it also provides a fantastic venue for public meetings, events, and weddings.

Melksham Town Council represents the Melksham parish, which has four Wards - North, South, East and Forest. The Elected Members are the fourteen Councillors, who are all volunteers. The next Town Council elections take place in May 2029. The Mayor of Melksham Town Council is Councillor Saffi Rabey, and the Deputy Town Mayor is Councillor Jennie Westbrook.

The work of the Council is delivered by the Proper Officer, who is the Chief Executive Officer (CEO). The CEO is supported by a team of Council Officers. This team is organised into Town Hall Officers, an Amenities Team, and a Facilities Team.

Council work is administered through the following Committees:

- Full Council
- Finance Committee
- Facilities and Amenities Committee
- Community Development Committee
- Economic Development and Planning Committee
- Personnel Committee



Melksham Town Council
JOB DESCRIPTION: COMMUNICATIONS & MARKETING OFFICER

JOB TITLE:	COMMUNICATIONS & MARKETING OFFICER
REPORTS TO:	DEPUTY TOWN CLERK
PLACE OF WORK:	MELKSHAM TOWN HALL
DATE:	19TH JUNE 2025

SUMMARY OF THE ROLE

To increase the reach, visibility, and positive impact of Melksham Town Council and its services particularly the Melksham Assembly Hall through strategic marketing, communications, digital media, sponsorship development, and community engagement.

This role is key to building a strong, consistent public presence and raising awareness of Council services, facilities, and initiatives. The postholder will lead on maintaining the Council's website, social media channels, print materials, and noticeboards, and will also be responsible for identifying and securing sponsorship opportunities to support community projects and events.

KEY ACCOUNTABILITIES

	MARKETING, COMMUNICATIONS & SOCIAL MEDIA
1.	Develop and implement a comprehensive communications and marketing strategy for Melksham Town Council and Melksham Assembly Hall in line with strategic goals and community priorities.
2.	Create engaging, informative campaigns that promote Council-led initiatives, services, consultations, and community messages.
3.	Manage the Council's and Assembly Hall's social media accounts, ensuring frequent, engaging, and relevant content that reflects the Council's tone and branding.
4.	Write, edit, and coordinate the production of content such as press releases, news updates, newsletters, and public statements using plain English and a consistent style.
5.	Build and maintain strong relationships with local media and national publications to increase awareness and support of Council work.
6.	Monitor and evaluate communication channels, providing regular reports with key analytics, insights, and recommendations for improvement.

	WEBSITE MANAGEMENT
7.	Maintain and update the Melksham Town Council website and the Melksham Assembly Hall website, ensuring content is current, accessible, user-friendly, and compliant with legal and accessibility requirements.
8.	Liaise with internal teams to publish up-to-date news, event information, public notices, meeting agendas, and reports.
9.	Work with external web developers as needed to resolve issues, make technical improvements, and ensure ongoing functionality of both websites.
	SPONSORSHIP & PROMOTION
10.	Develop sponsorship packages to support community events, projects, and the Melksham Assembly Hall, ensuring appropriate recognition for sponsors.
11.	Build relationships with local businesses, organisations, and potential sponsors to secure long-term support and community partnerships.
12.	Promote and publicise the value and impact of Council-led initiatives to enhance funding and sponsorship opportunities.
	DESIGN, CREATIVITY & BRANDING
13.	Ensure consistent use of the Council's and Assembly Hall's branding across all materials, platforms, and public communications.
14.	Design promotional materials including posters, flyers, digital graphics, banners, and signage for both the Council and Assembly Hall.
15.	Oversee production and distribution of branded content and merchandise as required.
	COMMUNITY ENGAGEMENT & ACCESSIBILITY
16.	Support public consultations, surveys, and community engagement campaigns to ensure resident voices are included in Council decision-making.
17.	Work closely with the Community Engagement Team to help promote projects and encourage inclusive participation across the community.
18.	Create and share accessible, easy-to-understand content that raises awareness of Council services and community involvement opportunities.
	NOTICEBOARD MANAGEMENT
19.	Manage Melksham Town Council noticeboards across the town, ensuring that content is kept up to date, relevant, and well-presented.
20.	Coordinate the display of community announcements, Council meeting information, event notices, and other important updates in a timely manner.
	GENERAL DUTIES
21.	Provide administrative support in relation to communications, website updates, sponsorship, and public information campaigns.
22.	Ensure all content and materials are compliant with GDPR, accessibility legislation, and Council policies.
23.	Undertake training and professional development to stay up to date with best practice in local government communications and digital engagement.
24.	Support colleagues, councillors, and partner organisations with marketing and communications guidance as needed.
25.	Carry out other duties appropriate to the role as required by the CEO or Deputy Town Clerk.
	OTHER DUTIES
26.	Apart from the duties summarised in this job description, we retain the right to include other reasonable duties which are part of, and incidental to, the work of the Town Council.
	FINANCIAL RESPONSIBILITIES
27.	Ensure they are familiar, and always comply with, the Council's financial regulations and procedures.

RISK MANAGEMENT & BUSINESS CONTINUITY	
28.	Play an active role in identifying, managing and controlling risks relating to the business activities of the Council.
EQUAL OPPORTUNITIES AND DIVERSITY	
29.	Demonstrate awareness and understanding of, and commitment to, Equal Opportunities and Diversity, showing respect, consideration and sensitivity to people's needs, and ensuring that the Council's policies are adhered to and demonstrated in all contact with customers, colleagues, agencies and other stakeholders.
EXTENT OF ROLE	
30.	As directed by line management, the post holder will liaise with both internal Council officers and Councillors, as well as members of the public and other external stakeholders.



Melksham Town Council

ROLE PROFILE: COMMUNICATIONS & MARKETING OFFICER

PEOPLE MANAGEMENT	As a senior Officer of the Council, the jobholder reports directly to the Deputy Town Clerk.
CREATIVITY & INNOVATION	The Communications & Marketing Officer has a wide-ranging role and is expected to manage the Council's 'business as usual' activities within the scope of policies, budgets and resources available. This can require creative thinking and innovation from the jobholder to come to the best solution to solve problems and maintain services.
CONTACTS & RELATIONSHIPS	The role of Communications & Marketing Officer requires collaborative working with other including Council colleagues, Town Councillors, representatives of other Melksham organisations, media, contractors and suppliers. The jobholder therefore must build and maintain effective working relationships which may include negotiating, persuading, and supporting others to ensure service delivery is maintained and any problems are addressed effectively. In addition, to establish and maintain effective relationships with external providers and partner organisations and all associated contractors and suppliers.
DECISIONS (DISCRETION & CONSEQUENCES)	The jobholder is a senior Officer of the Council and expected to make day-to-day decisions as necessary to perform the duties set out in the job description within the parameters agreed by CEO and Councillors. The Marketing & Communications Officer
RESOURCES	The jobholder is issued with a laptop and mobile phone.
WORKING ENVIRONMENT – DEMANDS	Managing day-to-day service delivery is always subject to changing priorities as issues are considered by the Council. The jobholder must frequently re-organise their own work to ensure urgent tasks are dealt with and complaints effectively resolved before situations escalate and affect more people.
WORKING ENVIRONMENT – PHYSICAL EFFORT	Office-based role with associated light physical effort.
WORKING ENVIRONMENT – CONDITIONS	Based at Melksham Town Hall. Work duties in an office environment which can be noisy and involves being regularly interrupted throughout the day.
WORKING ENVIRONMENT – CONTEXT	Office based – regular VDU user.

**KEY KNOWLEDGE &
SKILLS REQUIRED**

- Practical experience in marketing, digital communications, or public relations.
- Proficiency with content management systems for website maintenance.
- Experience managing social media platforms for organisations, including creating engaging content.
- Graphic design skills using tools such as Canva, Adobe Creative Suite, or equivalent.
- Strong understanding of branding, accessibility, and user-focused design.
- Excellent administrator with ability to manage demanding workloads and competing priorities.
- Knowledge and practical experience of working with the media.
- Excellent communication skills including press releases, presenting to groups and copy writing.
- Experience of working collaboratively with partners.
- Experience and confidence of stakeholder engagement.
- Excellent interpersonal skills including a proactive, positive attitude, the ability to collaborate and discuss and to effectively challenge others.
- Good working knowledge of MS Office.
- Full UK driving licence or alternative means of travelling to other locations / meetings / events.



Melksham Town Council APPLICATION FOR EMPLOYMENT

Guidance Notes for Job Applicants

Please complete all sections of the application form to the best of your ability and only append additional sheets when you have run out of space.

If you have any additional needs, please tell us about any adjustments we may need to make to assist you with the selection process.

Information in Support of your Application

This is your opportunity to tell us why we should offer you the position. Please give your reasons for applying for this post and explain how you meet the person specification ensuring that you give evidence and examples of how your skills, knowledge and experience meet these short-listing requirements. If further space is needed, please continue on a separate sheet.

This post may necessitate occasional travel, if you do not have a driving licence or access to private means of transport, you will need to demonstrate how you will meet these criteria.

References

A minimum of two references are required and we would prefer them to be your two most recent employers including your current employer if you are in employment. References will be taken up if you are the successful candidate following the interviews.





Melksham Town Council APPLICATION FORM

Please complete ALL sections in type or black ink and use only A4 size paper as continuation sheets as required. Please ensure that your application addresses how you meet the requirements of the job description and the person specification.

Job Details	
Post applied for:	Communications & Marketing Officer
Where did you see the post advertised?	Click or tap here to enter text.
Personal Details	
Surname: Click or tap here to enter text.	Forename(s): Click or tap here to enter text.
Preferred Title (e.g. Mr/Mrs/Miss/Ms/Dr/Other): Click or tap here to enter text.	
Address: Click or tap here to enter text.	
Post Code: Click or tap here to enter text.	
Telephone Numbers	Mobile: Click or tap here to enter text.
Home: Click or tap here to enter text.	Work: Click or tap here to enter text.
Personal Email: Click or tap here to enter text.	
<i>(This email address will be used to communicate with you throughout the recruitment process to send acknowledgements, invitations to interview & outcomes where appropriate.)</i>	
Immigration, Asylum and Nationality Act 2006	
<i>It is a criminal offence to employ persons whose immigration status prevents them from working in the United Kingdom. Prior to appointment, you will be required to provide evidence of a passport or other documents on the approved list to satisfy us that the Asylum and Immigration Act 1996 is being complied with.</i>	
Do you require a work permit to work in the UK? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, please provide details: Click or tap here to enter text.	

Relationship to any Council Member or Employee	
To your knowledge, are you related to any member or employee of the Town Council?	
<div> <div>Yes <input type="checkbox"/></div> <div>No <input type="checkbox"/></div> </div>	
If yes, please provide details: <i>Failure to disclose such a relationship and/or canvassing will disqualify you from appointment and, if appointed, you may be dismissed without notice.</i>	<div>Click or tap here to enter text.</div>
Present or Most Recent Employment	
Name of Employer: Click or tap here to enter text.	
Address of Employer: Click or tap here to enter text.	
Post Code: Click or tap here to enter text.	
Job Title: Click or tap here to enter text.	Dates Employed: Click or tap here to enter text.
Current or Final Salary: Click or tap here to enter text.	Period of Notice Required: Click or tap here to enter text.
Please give a brief outline of your main responsibilities: <div>Click or tap here to enter text.</div>	

Previous Employment

Please list all previous employment in chronological order (most recent first)

Dates From/To	Name & Address of Employer	Job Title and Main Responsibilities	Reason for Leaving
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Education & Qualifications

Please give details of all educational qualifications obtained and those currently being pursued.

Name of School, College, University etc	Dates Attended From/To	Subjects Studied and Qualifications Worked Towards	Grades and Year Obtained
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Training

This includes trade/professional training, government training schemes, apprenticeships, short courses, and secondments.

Course Title	Organisation	Dates
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Membership of Professional Institutes

Institute	Level of Membership	Year of Award
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Other Experience

Details should be given for any period not accounted for by full-time employment, education or training, e.g. unemployment or voluntary work.

Experience	From/To
Click or tap here to enter text.	Click or tap here to enter text.

Information in Support of Your Application

If further space is needed, please continue on a separate A4 sheet.

Click or tap here to enter text.

References

Please note that referees will not be contacted prior to interviews. References will be taken up once an offer has been accepted by the successful candidate.

Referee One

Name: Click or tap here to enter text.

Job Title: Click or tap here to enter text.

Name of Organisation: Click or tap here to enter text.

Address: Click or tap here to enter text.

Post Code: Click or tap here to enter text.

Tel No: Click or tap here to enter text.

Email Address: Click or tap here to enter text.

How long have you known this person and in what capacity? Click or tap here to enter text.

Referee Two

Name: Click or tap here to enter text.

Job Title: Click or tap here to enter text.

Name of Organisation: Click or tap here to enter text.

Address: Click or tap here to enter text.

Post Code: Click or tap here to enter text.

Tel No: Click or tap here to enter text.

Email Address: Click or tap here to enter text.

How long have you known this person and in what capacity? Click or tap here to enter text.

Rehabilitation of Offenders Act 1974

Please give details of any “unspent” convictions as defined in the Rehabilitation of Offenders Act 1974. Unless the nature of the position permits our Interview Panel to ask questions about your entire criminal record we only ask about “unspent” convictions. A criminal record will not necessarily be a bar to obtaining a position with the Council.

Click or tap here to enter text.

Additional Information

Do you hold a current driving licence?

Yes ☐ No ☐

If YES, please state the type of licence you hold: Click or tap here to enter text.

Are you a car owner?

Yes ☐ No ☐

If NO, do you have access to a car?

Yes ☐ No ☐

Do you have any current endorsements?

Yes ☐

No ☐

If YES, please specify: Click or tap here to enter text.

Declaration

I declare that the information contained in this application form is true and correct. I understand that any false or misleading information, or omissions concerning criminal convictions, may disqualify my application or may render my Contract of Employment void and, if I am appointed, liable to dismissal without notice.

Data Protection:

If I accept employment with Melksham Town Council, I consent to my personal information being held by them for the administration of my Contract of Employment.

Signed:

(An electronic signature is acceptable)

Click or tap here to enter text.

Name: Click or tap here to enter text.

Date: Click or tap here to enter text.

If this form has been completed electronically, please indicate your consent:

Yes ☐ No ☐

If you are appointed following an interview, please give the Chair of the Council a signed copy to be held on the personnel file.



Melksham Town Council GDPR Privacy Notice for all Job Applicants

Introduction

As part of any recruitment process, Melksham Town Council collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

The purpose of this privacy notice is to make all job applicants aware of how and why we collect and use your personal information, both during and after a job application process.

What information does the organisation collect?

The organisation collects a range of information about you. This includes:

- your name, address, and contact details, including email address and telephone number;
- details of your qualifications, skills, experience, and employment history;
- information about your current level of remuneration;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK;
- equal opportunities monitoring information.

The organisation collects this information in a variety of ways. For example, data might be contained in application forms, CVs, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

The organisation will also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers including information from criminal records checks. The organisation will seek information from third parties only once a provisional job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the organisation process personal data?

The organisation needs to process data to take steps at your request prior to entering a contract with you. It also needs to process your data to enter a contract with you. In some cases, the organisation needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The organisation has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend against legal claims.

Melksham Town Council relies on legitimate interests as a reason for processing data and has considered whether those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

The organisation processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

For some roles, the organisation is obliged to seek information about criminal convictions and offences. Where the organisation seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

The organisation will not use your data for any purpose other than the recruitment exercise for which you have applied.

Who has access to data?

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the Council, interviewers involved in the recruitment process, managers in the department with a vacancy and IT contractors if access to the data is necessary for the performance of their roles.

The organisation will not share your data with third parties unless your application for employment is successful, and it makes you an offer of employment.

The organisation will not transfer your data outside the European Economic Area.

How does the organisation protect data?

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused, or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long does the organisation keep data?

If your application for employment is unsuccessful, the organisation will hold your data on file for six months after the end of the relevant recruitment process. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether your interests override the organisation's legitimate grounds for processing data.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly or at all.