



Northern Ireland  
Civil Service

# Operational Delivery Apprentice Scheme

## IRC 269650

Completed application forms must be returned to HRConnect no later than **12 noon (UK time) on Friday 17 September 2021.**

Please retain a copy of this booklet for your reference throughout the selection process.

**Candidate Information Booklet**



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## WELCOME



These new Operational Delivery Apprenticeship posts offer you an opportunity to kick-start your career in the Northern Ireland Civil Service (NICS) and play a vital role in ensuring we continue to provide a first class professional service to our customers.

The posts are in a number of different Government Departments and as a Civil Servant who works in the Operational Delivery Profession you would be the face of government, making sure that people get the services and support they need.

### **Are you:**

- Enthusiastic about delivering excellent customer service?
- Motivated to combine working and learning?
- Flexible and adaptable?

### **Do you:**

- Enjoy problem solving, logical reasoning and working to deadlines?
- Enjoy working in a fast-paced and busy environment?
- Have a passion for a rewarding career and development in the largest public sector profession?

Then working in the Operational Delivery Profession in the Northern Ireland Civil Service could be the career you've been waiting for.

No previous experience or qualifications are necessary as you will be learning from day one what it takes to become an Operational Delivery Professional. As an Operational Delivery Apprentice you will learn on the job and undertake a relevant qualification, during working hours, all whilst earning a rewarding wage.

I wish you every success in your application.

**Tracy Meharg**  
**Operational Delivery Profession Champion**

## WELCOME

This booklet will tell you about the varied type of work that an Operational Delivery Apprentice will be undertaking, along with the support that you will be given to help you in your career. We have also included important information on the application and assessment process. Please read the booklet carefully before completing your application form.

This competition will be used to fill approximately 45 permanent Operational Delivery Apprentice vacancies across a number of Civil Service Departments. It may also be used to fill further vacancies that arise during the lifetime of this recruitment exercise. All appointments to the NICS are on merit on the basis of fair and open competition.

The NICS is one of the largest employers in Northern Ireland, with a range of opportunities to help you further your career and we are passionate about ensuring that we are inclusive and representative of the people we serve. Therefore, the NICS welcomes applications from people regardless of their religious belief, race, ethnicity, gender, age, disability or sexual orientation.

**We wish to ensure all applicants have the opportunity to perform to the best of their ability. We will consider all requests for reasonable adjustments in accordance with our obligations under Disability Discrimination Act (DDA) 1995 to complete any of the assessments.**

If you have any questions, or require any documentation in an alternative format e.g. braille, easy read, large print, audio etc. you should contact HRConnect on 0800 1 300 330 or email: [\*\*recruitment@hrconnect.nigov.net\*\*](mailto:recruitment@hrconnect.nigov.net)

### **Communication between HR connect and you**

We will issue the majority of competition communications by email. Please make sure that you provide a valid email address and regularly check your email account and junk folder to make sure you don't miss any important messages from us.

The closing date for applications is 12.00 noon on Friday 17th September 2021.

**Late applications will not be accepted.**

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## ABOUT THE NICS



The NICS comprises nine Departments that support the Northern Ireland Executive and Ministers. We do this by developing and implementing government policies and legislation and delivering key public services in areas such as health, public finances, social development, justice, education, regeneration, environment, culture, agriculture, economic development, employment, and transport. In addition, the Public Prosecution Service is staffed by civil servants.

To find more information on the government arrangements in Northern Ireland, including the functions of the Departments [\*\*click here\*\*](#).

All NI civil servants are appointed on merit on the basis of fair and open competition. They are expected to carry out their role with dedication and a commitment to the NICS core values of integrity, honesty, objectivity and impartiality.

This competition will be used to fill approximately 45 apprenticeship posts within the Operational Delivery Profession across a number of Departments.

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## **THE NICS OPERATIONAL DELIVERY PROFESSION**

As a member of Operational Delivery Profession (ODP), you are often working directly with the public offering first class customer service. If you don't have a role delivering directly to the public, you support those that do. In both cases, you make a real difference to people's lives and make government policies, strategies and plans a reality.

Our main priority is to provide our customers and colleagues with an excellent service. We help and support them and deliver the services that they require making sure their needs are met in a manner that reflects positively on our organisation.

### **What is the NICS Operational Delivery Apprenticeship Scheme?**

The Operational Delivery Apprenticeship Scheme is an entry level route into a career in Operational Delivery which gives you the opportunity to earn, learn and develop professionally all at the same time. NICS Apprenticeships mean you are employed from day one, learning the skills you need while you work.

Completing the scheme successfully will give you:

- Significant work experience;
- Development opportunities to equip you to be an internationally recognised professional;
- English and Maths (if you don't already have them); and
- Recognised and transferable qualifications.

You'll be working in Operational Delivery and:

- Have the important job of delivering essential public services;
- Making sure our citizens and businesses get the services and support they need;
- Have a real impact and make a difference to people's lives every day; and
- Be on a recognised career path within the Operational Delivery Profession.

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## **THE NICS OPERATIONAL DELIVERY PROFESSION**

### **How does it work?**

As an Operational Delivery Apprentice, you will work 4 days a week in one of our government departments learning on the job, gaining experience and acquiring business knowledge. You will receive support from your Line Manager and a mentor, who will be there to provide you with encouragement, advice and guidance throughout the two year apprenticeship programme.

At the same time, you will be working towards a Level 3 qualification in Operational Delivery. Belfast Metropolitan College is the training provider appointed to work with you to achieve this qualification. One day per week will be allocated towards your training with Belfast Metropolitan College, which may also include Essential Skills in Maths, English and ICT depending on your individual needs.

As a NICS employee, you will also be able to access our full suite of training which can help you to develop both personally and professionally. Your Line Manager will be able to help you to identify any training needs you might have and enrol you on the appropriate training courses.

On successful completion of your apprenticeship, if you have met the conditions set out in your Letter of Offer, you will be offered a permanent Administrative Officer role within the Operational Delivery Profession.

### **The Job Role**

Operational Delivery Apprenticeship roles are both demanding and rewarding. These are key positions, which involve working on the front line, delivering public services to our customers.

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## **THE NICS OPERATIONAL DELIVERY PROFESSION**

You will be expected to deliver services using modern technology. Operational Delivery Apprentices in customer facing roles have to be able to cope with the pressures faced in a busy front line work environment. While you will receive high quality training to equip you to do your job there are some personal attributes that we are looking for from the outset. You will need to be:

- a people person;
- a good communicator;
- a good team player; and
- able to work accurately, while managing your time efficiently.

The work of an Operational Delivery Apprentice will depend on where you are posted. While the precise duties and responsibilities of individual apprenticeships may vary, listed below are some examples of the type of work and duties you may be expected to undertake as an Operational Delivery Apprentice:

- Providing customer service in a telephony or customer facing environment to a diverse range of customers both internal and external, including participating in telephone and/or public office rota duties where the post demands;
- Gathering, checking, assessing and interpreting information to make decisions/recommendations against clearly defined criteria, regulations, procedures and deadlines. For example, benefit claims/rebate applications, processing waste permits, bankruptcy orders, land registration applications, collecting rates, pursuing debt and recovering rates through appropriate legal processes and assisting line management at Court;
- Making decisions regarding benefit or other types of entitlements by examining the facts/information available;
- Assessing claims/applications and dealing with customer enquiries via face to face, telephone, written or electronic means;

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## **THE NICS OPERATIONAL DELIVERY PROFESSION**

- Participating in a team in a target driven, customer facing environment to support the delivery of customer service, quality and performance;
- Maintaining relevant recording systems, databases and spreadsheets. Searching and interrogating those systems to produce information to assist decision makers;
- Processing straightforward financial transactions including the lodgement of monies and processing invoices in adherence with Departmental and Account NI procedures;
- Providing general administrative support where required, for example, ordering stationery, organising meetings and taking minutes, booking venues and hospitality, making travel arrangements. Duties may also include management of the branch calendar, diaries, or on-call rotas; and
- Handling and communicating personal data in accordance with departmental policies.

## **What will happen during the apprenticeship?**

Over a two year period, you will be undertaking a Level 3 City & Guilds Operational Delivery qualification. This qualification will equip you with the skills you need to progress to the next stage of your career in operational delivery.

The qualification is made up of a number of modules that all NICS Operational Delivery Apprentices MUST undertake. These are:

- Principles of Business Communication and Information
- Principles of Administration
- Principles of Business
- Manage Personal and Professional Development
- Working in Operational Delivery
- Safety and Security in Operational Delivery
- Principles of Equality and Diversity in Operational Delivery
- Resolving Customer Service Problems in Operational Delivery
- Principles of Providing Customer Service in a Team

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## **THE NICS OPERATIONAL DELIVERY PROFESSION**

There are also a number of optional modules. You will undertake the ones that align most closely to your job role. These will be determined by your Line Manager.

The optional modules include:

- Produce Business Documents
- Store and Retrieve Information
- Contribute to the Improvement of Business Performance
- Negotiate in a Business Environment
- Develop a Presentation
- Deliver a Presentation
- Organise and Deliver Customer Service
- Understand the Customer Service Environment
- Resolve Customer Complaints

Throughout the apprenticeship you will have the support of your course tutor, your line manager and a workplace mentor to help you both in the workplace and to achieve your qualification.

## **ELIGIBILITY**

**As this is an Apprenticeship opportunity, applicants who have previously achieved Level 3 or above in a recognised vocational qualification in an Operational Delivery, Customer Service or Business Administration related course are not eligible to apply for this competition.**

**Those on an employment programme or in receipt of unemployment benefits are eligible to apply if they meet the above criteria. However, it is important to note that unemployment benefits will cease as an apprenticeship is employment.**

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## **TERMS AND CONDITIONS**

### **Appointment**

Successful candidates should expect to begin their apprenticeship in January/February 2022.

### **Salary**

The salary for these posts will be £18,597 (under review). On successful completion of the Operational Delivery Apprenticeship Scheme (including achievement of the qualification) you will move to the Administrative Officer (AO) grade with a salary of £22,296 (under review).

### **Holidays**

In addition to public and privilege holidays, currently 12 days, the annual leave allowance is 25 days, increasing to 30 days after 5 years.

### **Pensions**

The NICS offers all employees an attractive pension package. Further details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at [www.finance-ni.gov.uk/civilservicepensions-ni](http://www.finance-ni.gov.uk/civilservicepensions-ni)

### **Working hours**

The full time working week in the NICS is 37 hours, excluding meal breaks. The majority of the NICS operates a flexi-time scheme, usually between the hours of 8am and 6pm, allowing you to have an element of flexibility over your working hours, subject to the needs of the business. It involves flexible start and finish times around 'core working hours' (when attendance is required) and within the limitations of the 'bandwidth' (the earliest and latest times between which hours can be worked) and allows you more choice over your working hours, subject to the operational requirements.

You should note that you will be expected to attend work on days when the college is closed or there are no classes on.

### **Work Pattern**

## **TERMS AND CONDITIONS**

Whilst apprentices will work the standard working pattern between 8am and 6pm during the course of their apprenticeship, there is the opportunity to work an alternative working pattern upon successful completion of their apprenticeship. Therefore on the application form you will be required to indicate which of the two types of working pattern you are prepared to work your contracted 37 hours. You may select one or both of the following working patterns:

- a) Monday to Friday in a flexi-time scheme, usually between the hours of 8am and 6pm; or
- b) Any time between the hours of 8am and 8pm Monday to Friday and 9am to 5pm one Saturday in every four.

You should ensure you can, and are willing to, work the working pattern(s) selected upon successful completion of your apprenticeship. If successful, you will only be considered for a post which has one of your selected working patterns and, if appointed, your name will be removed from the list of successful applicants for your other selected working pattern (if applicable).

If appointed it will be into a role that aligns to your stated working pattern preference. Your working pattern will be stated in your letter of offer and, if you accept the offer, it will form part of your terms and conditions for the role.

### **Location**

The NICS has offices across Northern Ireland and this competition will be used to fill Operational Delivery Apprenticeship vacancies across Northern Ireland.

In your application form, you may select up to three travel to work areas where you are prepared to work. You should ensure you can, and are willing to travel to the location. If successful, you will only be considered for a post in one of your selected areas and, if appointed, your name will be removed from the list of successful applicants for your other selected areas.

Please note: The majority of Operational Delivery Apprenticeship posts will be in the Greater Belfast travel to work area. However, this competition will also be used to fill a small number of vacancies in other travel to work areas.

## TERMS AND CONDITIONS

Travel to work area	Vacancy locations	No of posts
Area 1: Belfast	Belfast Lisburn	35 2
Area 2: Derry/ Londonderry	Derry/ Londonderry	2
Area 3: Craigavon	Lurgan	1
Area 4: Coleraine	Coleraine	2
Area 5: Omagh and Strabane	Omagh	1
Area 6: Newry and Banbridge	Newry	2

You should note that due to the current situation with COVID-19, some apprentices may initially work part of the time from home.

## Security Clearance

An appointment will be dependent on you meeting the security vetting requirements for the post. A Criminal Record Check on all successful applicants will be carried out by AccessNI or relevant body, depending on the level of security assigned to the post. You should not be put off applying for a post because you have a conviction. We deal with all criminal record information in a confidential manner. Information detailing convictions is destroyed once a decision is made, only the decision is retained.

For the majority of posts in the NICS the level of vetting is a basic check, however, certain Departments may require a higher level of security clearance. For this you will be required to provide acceptable documents as outlined on page 33.

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## **TERMS AND CONDITIONS**

Some posts in the NICS involve staff having access to sensitive personal information either about citizens or employees. For this reason, employees in these roles are required to obtain a higher level of vetting. You will be required to provide additional personal information for the higher vetting levels. For example Enhanced AccessNI clearance will be required for areas working in Regulated Activity or Counter Terrorist Check for Department of Justice or NI Courts Service posts.

### **Probation**

Confirmation of appointment will be dependent upon the satisfactory completion of a probationary period of one year. If performance, conduct or attendance during this period is not satisfactory the appointment may be terminated.

### **Condition of Appointment**

As a condition of appointment, successful candidates will be required to achieve the apprenticeship qualification within three years of appointment.

Failure to achieve the apprenticeship qualification within three years of appointment as an Operational Delivery Apprentice will result in the termination of employment.

On successful completion of the apprenticeship, you will progress to Administrative Officer grade within the Operational Delivery Profession.

### **Career Development**

The NICS offers attractive career prospects across a wide variety of roles and professions. NI Civil Servants have access to a wide range of job opportunities, including secondments with external organisations, and are encouraged and supported in proactively managing their career.

Apprentices will be expected to complete their apprenticeships before being considered for promotion or secondment opportunities.

## DIVERSITY AND INCLUSION

### **The Northern Ireland Civil Service is an Equal Opportunities Employer.**

The NICS values and welcomes diversity and is committed to creating a truly inclusive workplace.

Diversity and inclusion are reflected in and embedded across the entire range of NICS employment policies and practices, such as: Transitioning at Work Policy, Dignity at Work Policy, Maternity Leave, Paternity Leave, Special Leave, Adoption Leave, Reasonable Adjustment Guidance and Alternative Working Policy.

The NICS welcomes applications from people regardless of their religious belief, race, ethnicity, gender, age, disability or sexual orientation.

***As Protestants and males are currently under represented in this grade across the NICS, and as young people (people under the age of 35), people with a disability and people from minority ethnic communities are currently under represented in the NICS, we would particularly welcome applications from these groups.***

All NI Civil Servants are appointed on merit on the basis of fair and open competition.

### **Our vision of the NICS of the future is:**

- An organisation where everyone plays an active part in improving the lives of people in NI;
- A well-led, high-performing and outcomes-focused organisation;
- A great place to work, where everyone can reach their full potential; and
- An inclusive workplace in which diversity is truly valued.

We aim to ensure every individual is valued and accepted for who they truly are. While more work is planned, some examples of our commitment to diversity and inclusion are:

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## DIVERSITY AND INCLUSION

- Establishing Race and Ethnicity, LGBT, Gender and Disability champions. Our Champions are there to support colleagues and encourage a culture of inclusion in the NICS;
- Supporting a range of peer to peer staff networks, such as the NICS Women's Network, LGBT Network, Disability Staff Network, Race and Ethnicity Staff Network, Cancer Support Group and Autism Working Group;
- Being a Lead Partner of Employers for Disability NI;
- Committing to the NICS becoming a Just A Minute (JAM) Card friendly organisation;
- Signing up to the Equality Commission's Mental Health Charter;
- Taking part in PRIDE as an employer; and
- Taking part in Belfast Mela, the city's annual celebration of global cultures.

### **Disability Requirements and Reasonable Adjustment Requests**

The NICS is committed to the employment and career development of disabled people. We wish to ensure

all applicants have the opportunity to perform to the best of their ability. If you have a disability you may request a reasonable adjustment to ensure you are given as much support as possible throughout the recruitment process. **If you require any form of reasonable adjustment, please note this in the box provided on your application form.** You should include details of your disability and the specific adjustment you need. We will consider all requests for reasonable adjustments at any stage of this recruitment process.

**You will need to provide relevant evidence to support your request for a reasonable adjustment, for example, an occupational psychologist report or a GP's medical statement.**

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## DIVERSITY AND INCLUSION

Evidence to support your request should be sent to HRConnect at [recruitment@hrconnect.nigov.net](mailto:recruitment@hrconnect.nigov.net) as soon as possible following submission of your application. Please mark your correspondence with the competition reference number IRC269650 and title it 'Supporting evidence for reasonable adjustment request'.

You may be contacted directly to discuss your requirements. Test familiarisation materials are available to help inform your decision regarding a need for a reasonable adjustment.

**It is essential that special arrangements concerning any adjustment requests are made in advance of starting the live test and/or interview, as retrospective arrangements cannot be made after you have started.**

# Selection and Assessment Process



Northern Ireland  
Civil Service

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## **SELECTION AND ASSESSMENT PROCESS**

### **Overview of Selection Process**

The assessment for this competition will comprise of the following key elements:

1. Online application
2. Online proctored aptitude tests
3. Formal screening of applications
4. Interactive assessment
5. Merit list

### **STAGE 1 - COMPLETING THE APPLICATION FORM**

Please read the Candidate Information Booklet (CIB) carefully before completing your application form. You are advised to keep a copy of the CIB for your reference. The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the eligibility/shortlisting criteria.

**Please ensure that you when completing your application form you supply a valid email address.**

All parts of the application form must be completed before your application can be considered. Failure to do so may mean that we are unable to progress your application.

## SELECTION AND ASSESSMENT PROCESS

You will be asked to indicate your preferred working pattern and location preferences. If you fail to indicate a minimum of one location and one working hours preference we may be unable to progress your application. Please note that if you are offered and refuse a post that matches your preferences, no further offers will be made.

Once you click 'submit' on your application form, no further changes can be made.

### Please note:

- Applicants are encouraged to submit online applications wherever possible. However, hard copy application packs are available on request. All applications will be treated equally regardless of whether they are hard copy or online.
- We will not accept CVs, letters, additional pages or any other supplementary material in place of or in addition to completed application forms, unless it is specifically requested in the application form and candidate information booklet.
- Information in support of your application will not be accepted after the closing date for receipt of applications.

- HRConnect will not examine applications until after the closing deadline.
- Do not use acronyms, complex technical detail etc.
- **All applications must be received by the advertised closing date and time.**
- When completing the online application, your information is saved as you move through the pages. You may leave the application at any time, providing you have clicked on the 'Save & Continue' button. Once your application has been submitted the option to edit will no longer be available.
- The session timeout for the online application is 40 minutes, if you do not save or change page within this time you will automatically be logged out and any unsaved work will be lost.
- You must click SUBMIT once you have finished your online application. You will receive an acknowledgement email. Please contact HRConnect if you do not receive an acknowledgement email within 24 hrs.

## SELECTION AND ASSESSMENT PROCESS

### Help with making your application

You can get advice or assistance with making an application from your local Jobs and Benefits Office - contact details are available on NIDirect: <https://www.nidirect.gov.uk/contacts/jobs-benefits-offices-jobcentres-and-social-security-offices>

You can also get advice or assistance from local disability employment organisations. To find out more about local disability employment organisations contact Northern Ireland Union of Supported Employment (NIUSE), an umbrella group for individuals and organisations promoting opportunities for people with disabilities to access and maintain employment, email [info@niuse.org.uk](mailto:info@niuse.org.uk) tel. 0044 (0)28 71 377709, text phone 0044 (0) 28 71 372077

## STAGE 2 - ONLINE PROCTORED APTITUDE TESTS

You should receive an email (sent to the email address you provided) with a link to the online test by 5pm on 1st October 2021. You will have until 5pm on 10th October to complete the tests. The link will take you to a website where you will have to complete a series of tests. The online tests can be done in your own time and at a place that suits you.

If you do not receive an email by 2nd October 2021, please e-mail [recruitment@hrconnect.nigov.net](mailto:recruitment@hrconnect.nigov.net) inserting 'Operation Delivery Apprenticeship test link not received' in the subject line.

The online aptitude test will consist of 3 tests:

1. Verbal Comprehension – measures clarity in verbal communication.
2. Following Procedures & Basic Calculations – measures numerical ability and following rules.
3. Situational Judgement – measures a range of competencies around working with colleagues and the public along with other judgements that an AO might need to make in their everyday work. The questions don't rely on specific experience of working but on what seems practical, sensible and acceptable in the situation.

## SELECTION AND ASSESSMENT PROCESS

You must pass all 3 tests to be eligible to move to the next stage in the selection process.

The times allowed for the tests are:

1. Verbal Comprehension - 20 minutes
2. Following Procedures and Basic Calculations – 15 minutes
3. Situational Judgement – 25 minutes

You do not need to complete all three tests at the same time or even on the same day. Individual tests do however need to be taken in a single sitting therefore you should ensure that when completing each test that you have sufficient time for the test itself plus additional time for reading and understanding the relevant instructions for each test.

You will need to use an up to date **Chrome** or **Microsoft Edge** browser on your PC. If you are using a Mac, please use **Chrome**. If you need to use Safari on your Mac, before starting a live test you should read instructions which you can find via a link at the top of the main page once you have logged into the test site. **Do not use a tablet, phone or Chromebook.**

For best results we recommend completing the online assessments in a test-like environment. Any possible

distractions should be turned off, for example mobile phones, TV and music. Concentration is needed throughout the assessments, so when completing each test, ensure other people are aware that they should not disturb you until you are finished. No responsibility can be accepted for any issues arising from where you choose to sit the tests.

Before starting a test you should close all other browsers and browser tabs. You should not take the test on a computer that is remotely connected to a work network as the link may be unstable.

## TECHNICAL ISSUES

**If you lose internet connection while in the live test, you should immediately close your browser.** When you have a reliable internet connection and have logged back in, you will be able to continue the test without losing time and your previous answers will have been saved (except possibly on the last page you were on before losing connection).

**If you experience any other issue while taking the live test, you should immediately close your browser and email [support@assessmentintelligence.com](mailto:support@assessmentintelligence.com) including your **Competition Reference Number - IRC269650** in the subject line.**

## SELECTION AND ASSESSMENT PROCESS

If you do need to close your browser or your computer crashes and restarts, you must start up a fresh browser and paste in the test link again. **If your browser starts up and reloads the test again automatically, you must close it down immediately and start from a fresh browser. If your browser starts up and asks if you want to restore sessions or pages, you MUST decline.**

### FAMILIARISATION AND PRACTICE

Familiarisation and practice questions for all three tests are available as soon as the test site is open.

The familiarisation materials will explain the tests, how to enter your answers and use the test programme. There are additional practice materials to help you further prepare.

**You are strongly encouraged to use this opportunity to familiarise yourself with the test practice questions before completing the live test.**

It is **ESSENTIAL** that you use the online familiarisation material to check that your browser and the internet connection that you intend to take the live test on are compatible with the online tests.

Note that some network firewalls may block access to the test site or prevent images from showing. If you can complete the Verification of ID process and the familiarisation material works well on your IT equipment, this is a good indication that the live tests will work also. It is **ESSENTIAL** that you access the familiarisation materials using the computer and internet connection that you intend to take the live test on well in advance of the tests.

There are no practice materials other than the familiarisation and practice materials that you can find via the link above.

If you have any technical problems accessing the familiarisation, practice or live tests, you should email [support@assessmentintelligence.com](mailto:support@assessmentintelligence.com) including your **Competition Reference Number - IRC269650** in the subject line.

You can complete the familiarisation and practice tests before you complete the ID Verification process.

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## **SELECTION AND ASSESSMENT PROCESS**

### **Identity Verification (proctoring)**

The live tests will be proctored. Proctoring means that your identity will be verified before starting the three Aptitude Tests and that you will be monitored via your webcam during the tests. Images from this stream will be monitored. We take great care with your webcam images and retain them for as short a time as possible. You must complete the ID verification process online as soon as you can once you access the test site.

**NOTE** – the live tests cannot be taken until you have completed the ID verification process.

**IMPORTANT** – you will need a working webcam to enable the proctoring to take place.

**IMPORTANT** – before starting the ID verification process, you should read instructions available via a link at the top of the main page on the test site.

Verifying your identity – for this you will need to have a valid photo ID (Passports, driving licenses and electoral cards are acceptable photo IDs). The process is straightforward and is explained on the site. Using the webcam, you will need to take a photo of your photo ID and also a photo of yourself. You will be asked to enter your email after taking the photos so that we can inform you of the verification by email. We will check your ID (generally within 24 hours) and you will receive an email from [ProctorSupport@assessmentintelligence.com](mailto:ProctorSupport@assessmentintelligence.com) informing you of the outcome. You may be asked to re-take the photos, so please start the verification process early to ensure you have enough time to complete the process.

The image of your photo ID is deleted as soon as your identity has been verified (typically within 24 hours).

## SELECTION AND ASSESSMENT PROCESS

**IMPORTANT** – if the name on your photo ID will differ significantly from your name on your application, you **MUST** inform us by emailing [support@assessmentintelligence.com](mailto:support@assessmentintelligence.com) including your **competition reference number (IRC 269650)** in the subject line.

**Under no circumstances send any images or personal documents by email – unless we specifically request it.**

You should submit your images for identity verification by **8th October 2021 otherwise we cannot guarantee that the identity verification process will be completed in time for you to take the live tests before the final deadline.**

**Please note it is your responsibility to ensure that you submit your images in good time.**

The live tests will be available to you as soon as your ID has been approved and all live tests must be completed by the final deadline of **5pm on 10th October 2021.**

The familiarisation and practice materials are available immediately, as is the identity verification process. There are a lot of familiarisation and practice materials plus three live tests to complete, so we recommend that you access the site and start the process straight away. The live test links will appear on the main menu page below the familiarisation and practice test links as soon as your ID has been approved and you can then proceed to complete them.

## STAGE 3 - FORMAL SCREENING OF APPLICATIONS

We will complete a formal screening of applications progressing to ensure your application is valid. These checks will ensure applicants meet the eligibility and nationality requirements for the role. We will also check the status of any current NICS staff to ensure they are eligible to apply. Applications deemed invalid at this stage will be withdrawn.

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## **SELECTION AND ASSESSMENT PROCESS**

As it is not practicable to check in detail a large number of applications before we invite candidates to test, such an invitation, or other correspondence, should not be taken to imply that we have accepted you meet all requirements.

Applications may be allowed to proceed conditionally pending such confirmation. We will ask you to provide documentation to satisfy the Nationality and Vetting requirements. Further details regarding acceptable documentation is detailed on page 33.

Failure to provide this evidence may lead to your withdrawal, therefore you should ensure that these documents are readily available.

## **STAGE 4 - INTERACTIVE ASSESSMENT**

The top performing candidates validated by the online test from Stage 2 and the verification of online applications from Stage 3 will be invited to the final assessment stage which will consist of an interview based on the requirements of the Operational Delivery Apprenticeship role.

In this assessment, the candidate may be asked about their interests and experiences, particularly as they relate to the competencies for this competition (shown below). It is an opportunity to demonstrate your communication skills, to show how you engage and interact with others, how you make decisions and approach your work. The interview will last for approximately 25 minutes.

### **Preparing for the Interactive Assessment**

You do not have to do any specific preparation for the assessment, but it may help you to think about where you have demonstrated the competencies listed below. These are the competencies against which candidates will be assessed.

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## **SELECTION AND ASSESSMENT PROCESS**

It is important that you don't prepare a specific answer or description of how you have demonstrated these competencies prior to the interview. The assessors don't want to hear a presentation on how you have demonstrated these competencies, rather, you will be assessed on the answers you give to the questions they ask. You may be asked about specific situations you have been in, and you should focus on providing a clear response to the specific question rather than talking in general terms.

### **COMPETENCIES**

The competencies candidates will be assessed against are:

#### **Making Effective Decisions**

Effectiveness in this area is about being objective, using sound judgement, evidence and knowledge to provide accurate, expert and professional advice. For all staff, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well reasoned, justifiable decisions.

For this role, this might include some or all of the following:

- Make and record effective decisions following the appropriate decision making criteria, framework or guidance.
- Ask questions when unsure what to do.
- Undertake appropriate analysis to support decisions or recommendations.
- Investigate and respond to gaps, errors and irregularities in information.
- Speak up to clarify decisions and query those constructively.
- Think through the implications of own decisions before confirming how to approach a problem/issue.

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## **SELECTION AND ASSESSMENT PROCESS**

### **Managing a Quality Service**

Effectiveness in this area is about being organised to deliver service objectives and striving to improve the quality of service, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality and efficient service, applying programme and project management approaches to support service delivery.

For this role, this might include some or all of the following:

- Communicate in a way that meets and anticipates the customer's requirements and gives a favourable impression of the NICS.
- Actively seek information from customers to understand their needs and expectations.
- Act to prevent problems, reporting issues where necessary.
- Gain the knowledge needed to follow the relevant legislation, policies, procedures and rules that apply to the job.

- Encourage customers to access relevant information or support that will help them understand and use services more effectively.
- Take ownership of issues, focus on providing the right solution and keep customers and delivery partners up to date with progress.

### **Collaborating and Partnering**

People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people within and outside the NICS, to help to achieve business objectives and goals. At all levels, it requires working collaboratively, sharing information and building supportive, responsive relationships with colleagues and stakeholders, whilst having the confidence to challenge assumptions.

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## **SELECTION AND ASSESSMENT PROCESS**

For this role, this might include some or all of the following:

- Proactively contribute to the work of the whole team.
- Get to know fellow team members/colleagues and understand their viewpoints and preferences.
- Seek help when needed in order to complete own work effectively.
- Be open to taking on different roles.
- Try to see issues from others' perspectives and check understanding.
- Listen to the views of others and show sensitivity towards others.

Further information on these competencies can be found in the NICS Competency Framework which can be accessed at [www.nicsrecruitment.org.uk](http://www.nicsrecruitment.org.uk)

The selection process will assess candidates against the NICS competency framework at level 1.

The NICS competency framework sets out how all NICS employees should work. It puts the Civil Service values of integrity, honesty, objectivity and impartiality at the heart of everything they do, and it aligns to the three high-level leadership behaviours that every civil servant needs to model as appropriate to their role and level of responsibility: Set Direction; Engage People and Deliver Results.

Competencies are the skills, knowledge and behaviours that lead to successful performance. The framework outlines ten competencies, which are grouped into three clusters. The competencies are intended to be discrete and cumulative, with each level building on the levels below i.e. a person demonstrating a competency at level 3 should be demonstrating levels 1 and 2 as a matter of course.

Guidance for online interviews and using Cisco Webex can be found on the [\*\*NICS Recruitment Website\*\*](#).

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## **SELECTION AND ASSESSMENT PROCESS**

### **Interview availability**

Any reasonable adjustment requests should be conveyed to HRConnect at [\*\*recruitment@hrconnect.nigov.net\*\*](mailto:recruitment@hrconnect.nigov.net)

It is intended that virtual interviews will take place from **08 – 12 November 2021**.

You will receive further information regarding the interview process in your invite letter.

Requests to reschedule interviews will only be considered in very exceptional circumstances. If, having received your invitation to interview, you decide to withdraw from the competition please inform HRConnect within 48 hours of receiving your invitation. This will help us manage the competition more effectively.

In the event additional vacancies arise in the future, we may schedule further interviews.

### **Interview Documentation**

As part of the interview process you will need to have valid photo ID (Passports, driving licenses and electoral cards are acceptable). Using a webcam you will need to show your ID to the interview panel.

Further details regarding acceptable documentation will be issued with the invitation to interview.

### **STAGE 5 – MERIT LIST**

Candidates who successfully pass the interview will be held on a list and considered for jobs based on their selection preferences and in order of merit during the life time of the competition.

The top scoring applicants will start the security clearance process straight away with others following when we are about to reach them in the merit list.

# General Information



Northern Ireland  
Civil Service

## GENERAL INFORMATION

### Offers of Employment

Candidates will only receive one offer of appointment which, if not accepted, will generally result in withdrawal from the competition.

### The Merit Principle

In accordance with the Office of the NICS Commissioners' Recruitment Code, appointments to the NICS are made under the 'merit principle', where the best person for any given post is selected in fair and open competition. Further information on the NICS Commissioners can be found at [www.nicscommissioners.org](http://www.nicscommissioners.org).

We will allocate a candidate (or candidates) to a vacancy (or vacancies) in the order listed and in accordance with your preferred working pattern and location preference.

It is intended that the merit list for this competition should remain live for a period of one year. However you should be aware that circumstances may arise in the future where it will be necessary to extend the currency of the merit list for a further period. The merit list will only be extended where cogent practical reasons for doing so arise.

### Disability Requirements

We will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to participate in any part of the assessment process. Details of any disability are only used for this purpose and do not form any part of the selection process. If you have indicated on your application that you have a disability and are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact HRConnect.

### Transgender Requirements

Should you currently be going through a phase of transition in respect of gender and wish this to be taken into consideration, in confidence, to enable you to attend any part of the assessment process please contact HRConnect. Details of this will only be used for this purpose and do not form any part of the selection process.

## GENERAL INFORMATION

### Changes in personal circumstances and contact details

Please ensure HRConnect are informed immediately of any changes in personal circumstances. It is important that HRConnect have up to date contact details.

### Documentation

Identification documents to satisfy the Nationality, Right to Work and Security requirements of the post will be required. Further details regarding acceptable documentation will be issued to candidates with the invitation to interview and, if successful, interview results.

- Photographic ID (e.g. valid Passport or valid Driving License);
- Proof of Address (e.g. recent utility bill or bank statement);
- Proof of Nationality (Passport or Birth Certification accompanied with proof of National Insurance number - NI number card or payslip); and
- Documents to satisfy AccessNI check.

**You should ensure that the required documents are readily available.**

### Right to Work and Nationality Requirements

HRConnect must ensure that you are legally entitled to work in the United Kingdom and satisfy the Nationality requirements for appointment to the NICS. Please note ALL applicants for external recruitment will be subject to a Nationality validation check.

Applicants must be either:

- (i) UK national; or
- (ii) National of a Commonwealth country; or
- (iii) National of the Republic of Ireland; or
- (iv) EEA nationals with settled status under the EU Settlement Scheme; or
- (v) Relevant EEA or Turkish nationals working in the Civil Service; or
- (vi) Relevant EEA or Turkish nationals who have built up the right to work in the Civil Service; or
- (vii) Certain family members of the relevant EEA & Turkish nationals

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## GENERAL INFORMATION

For candidates applying under categories iv – vii you are required to provide the following information in the Right to Work and Nationality Requirements response box in Part 1 of your application form. Failure to provide the requested information WILL result in your application being rejected.

Category iv – Please provide your ‘Share code’ in the ‘Share code’ field which will be used to validate your right to work in the UK. You can find further detail on obtaining your **share code** here

Category v - Please provide your ‘Share code’ in the ‘Share code’ field which will be used to validate your right to work in the UK. You can find further detail on obtaining your **share code** here. You are also required to provide your payroll number in the nationality response box to demonstrate that you are working in the Northern Ireland Civil Service;

Category vi - Please provide your ‘Share code’ in the ‘Share code’ field which will be used to validate your right to work in the UK. You can find further detail on obtaining your **share code** here. Alternatively please provide confirmation in the nationality response box that you hold indefinite or limited leave to remain in the UK and that this was granted prior to 31st December 2020.

Category vii - Please provide your ‘Share code’ in the ‘Share code’ field which will be used to validate your right to work in the UK. You can find further detail on obtaining your **share code** here. In addition, please provide evidence in the nationality response box to support your application for applying as a family member of a relevant EEA and Turkish nation. Further documentary evidence may be request from HRConnect to support this;

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## GENERAL INFORMATION

'Family member of the relevant EEA or Turkish nationals' means:

- (i) That national's spouse\*; or
- (ii) A direct descendant (child, grandchild etc.) of that national or his/her spouse who is under 21 years of age or is their dependent; or
- (iii) A dependent relative in the ascending line (parent, grandparent etc.) of the EEA national or his/her spouse.

\*Note: 'Spouse' does not include a party to a marriage of convenience and in the case of EEA national vocational students family members are restricted to spouses and dependent children only

Where a candidate has a right to work status which has a time limitation, ongoing checks will be in place to ensure the right to work is maintained.

Further guidance on Nationality requirements is available via [www.nicsrecruitment.org.uk](http://www.nicsrecruitment.org.uk).

## GENERAL INFORMATION

### Security

For the majority of the apprentice posts the level of vetting is a Baseline Standard. However, for Operational Delivery Apprentices placed in the Department of Justice a higher level of security vetting (Counter Terrorist Check) will be required. For this check you will be required to provide the following:

- a) Your passport OR
- b) A document verifying your permanent National Insurance number (e.g. P45, P60 or National Insurance card) AND your birth certificate which includes the names of your parents (long version).
- c) A specimen signature at any assessment event and have this validated against passport, driving licence, application form etc.

Further information regarding the Baseline Personnel Security Standard, including other acceptable documents is available via [www.gov.uk](http://www.gov.uk)

We will organise a Criminal Record Check on all applicants to be carried out by AccessNI. The category of AccessNI check required for this post is a Basic Disclosure Certificate.

You should not be put off applying for a post because you have a conviction. We deal with all criminal record information in a confidential manner, and information relating to convictions is destroyed after a decision is made.

The AccessNI code of practice can be accessed via [www.nidirect.gov.uk/accessni](http://www.nidirect.gov.uk/accessni)

Those applicants who are being considered for appointment will be contacted by HRConnect, normally after the interactive assessment/test, and will be asked to complete the AccessNI application form. Please note that a request to complete this form should not be seen as a guarantee of an offer of appointment.

Failure to complete the application form and return it within the specified time will be regarded as 'no longer interested in the position' and your application will be withdrawn.

Criminal Record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978.

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## GENERAL INFORMATION

### Equal Opportunity Monitoring Form

**Please note the Equal Opportunities monitoring section of the application form is mandatory in order to submit an application.**

For guidance on completing the Monitoring Form and to read the NICS Equal Opportunities Policy Statement please refer to the DoF website [www.finance-ni.gov.uk](http://www.finance-ni.gov.uk)

The Northern Ireland Civil Service is an Equal Opportunities Employer.

***As Protestants and males are currently under represented in this grade across the NICS, and as young people (people under the age of 35), people with a disability and people from minority ethnic communities are currently under represented in the NICS, we would particularly welcome applications from these groups.***

All applications for employment are considered strictly on the basis of merit

### Feedback

The NICS is committed to ensuring that the processes used to recruit and select staff are fair and in accordance with the principles of the Civil Service Commissioners Code. We are consequently committed to providing feedback in respect of decisions taken in determining eligibility/shortlisting as well as at the interactive assessment. Feedback in respect of eligibility/shortlisting will be communicated automatically to those candidates who fail to satisfy any criteria. All requests for feedback are welcome.

### NICSHR Privacy Notice

NICSHR are committed to protecting your privacy. HRConnect manage job applications on behalf of NICSHR, in line with the NICSHR privacy notice available via [www.nicsrecruitment.org.uk](http://www.nicsrecruitment.org.uk)

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**GENERAL  
INFORMATION**

**The Careers Service**

The Careers Service provides an impartial, all-age careers information, advice and guidance service, to help young people and adults make informed choices about their future career paths. You can contact one of the Careers Service's professionally qualified Careers Advisors at **Careers Service**.

**Contact details:**

If you have any queries regarding the competition process please contact HRConnect at the address below or by:

Email: [recruitment@hrconnect.nigov.net](mailto:recruitment@hrconnect.nigov.net)  
Tel: 0800 1 300 330

Address:  
HRConnect  
PO Box 1089  
Beacon House  
27 Clarendon Road  
Belfast BT1 9EX

**THIS INFORMATION PACK DOES NOT FORM  
PART OF CONDITIONS OF EMPLOYMENT**

