



Northern Ireland

Civil Service

Administrative Officer (AO)

IRC240709

Completed application forms must be returned to HRConnect no later than **12 noon (UK time) on Monday 23 December 2019.**

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

Candidate Information Booklet



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Communication between HRConnect and you

We will issue as many competition communications as possible by email. Please provide a valid email address for this purpose. Please check your email account and junk folder to make sure you don't miss any important messages from us.

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WELCOME

We are delighted you are interested in joining the Northern Ireland Civil Service (NICS).

This is a fantastic opportunity.

Whether you are directly serving our customers, assessing benefits claims, processing other types of applications, providing administrative support to teams, or delivering services or projects across the NICS, you will be part of an organisation that touches the lives of citizens in NI and across the UK every day.

We have around 300 vacancies but we may make more appointments as necessary, should further vacancies arise. Training will be made available to successful candidates on appointment.

Please read carefully through the information contained within this Candidate Information Booklet and retain it for reference throughout the selection process.

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.

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 Tel: 0800 1 300 330 or email: recruitment@hrconnect.nigov.net

We wish you every success in your application.

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 NI Civil Service's core values of integrity, honesty, objectivity and impartiality.

ABOUT THE ROLE (TERMS AND CONDITIONS)

Salary

The salary for these posts will be within the range £20,951 - £23,023 (under review). Your starting salary will be at the minimum of the scale. If you are currently a civil servant, normal pay on promotion / re-grading arrangements will apply.

Location

This competition will be used to fill permanent AO vacancies throughout Northern Ireland. You may select up to three 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 then be removed from the list of successful applicants for your other selected areas. We will try to accommodate your location choices but this may not always be possible.

Area 1: Belfast (including Stormont), Newtownabbey, Lisburn, Larne & Carrickfergus

Area 2: Bangor, Newtownards & Ballynahinch

Area 3: Fermanagh



Area 4: Armagh, Portadown, Lurgan & Banbridge

Area 5: Downpatrick, Newcastle, Kilkeel & Newry

Area 6: Omagh, Dungannon & Cookstown

Area 7: Strabane, Londonderry/Derry & Limavady

Area 8: Coleraine, Ballymoney, Antrim, Ballymena & Magherafelt

Hours of Work

The normal hours of work are 37 hours per week (Monday to Friday), excluding meal breaks. Most offices work flexi-time.

A variety of working patterns are available. You should indicate on the form you wish to be considered for posts with a Standard Working Pattern, an Alternative Working Pattern, or both.

Standard Working Pattern

Most offices work flexi-time between the hours of 8am and 6pm.

Alternative Working Pattern

Some posts require successful candidates to work a range of specific working patterns between the hours of 8am and 8pm on any day between Monday and Friday and in some business areas 9am to 5pm on one Saturday in four.

Working patterns are managed locally and will include:

- 8am to 4pm;
- 9am to 5pm;
- 10am to 6pm; and
- 12noon to 8pm.

On the application form you may indicate you can work any pattern between 8am to 8pm or you may indicate your preferred working pattern(s) from the list above. If successful, you will only be considered for a post within one of your selected working patterns, subject to availability. If appointed, your name will then be removed from the list of successful applicants for your other selected working patterns. This pattern will be stated in your letter of offer. Once appointed, should this working pattern need to change you will be given 13 weeks notice.

Pensions

The NICS offers all employees an attractive pension package. You'll find further details on the [Principal Civil Service Pensions Scheme \(Northern Ireland\) website](#)

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.

Probation

Confirmation of appointment is dependent upon the satisfactory completion of a probationary period of 1 year. If performance, conduct or attendance during this period is not satisfactory the appointment may be terminated.

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.



KEY RESPONSIBILITIES

Administrative Officer roles are both demanding and rewarding. These are key positions, many of which involve working on the front line, delivering public services to our customers.

The specific duties you undertake will vary depending on which NICS Department you are posted to.

You will be expected to deliver services using modern technology. Administrative Officers, particularly those in customer facing roles, have to be able to cope with pressures faced in a busy front line work environment. You will need to be a good communicator, a good team player and be able to work accurately, while managing your time efficiently.

We're looking for people who can:

- Communicate well both orally (face to face or by telephone) and in writing with a range of diverse people, customers and claimants, providing advice and explaining policies, procedures and decisions taken;
- Handle tricky and difficult situations with people/customers, including potentially challenging customer situations by telephone, face to face, in writing, and/or using other digital methods;
- Research, understand and interpret information which may sometimes be complex, to make decisions/recommendations and to provide timely explanations to people/customers; and
- Use a range of computer systems to action tasks, payments and deal with telephone queries.

As an Administrative Officer you might be:

- 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;
- 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;
- Handling and communicating personal data in accordance with departmental policies; and
- May at times have a mentoring role for a small number of Administrative Assistant /Administrative Officer staff, including training of new staff, and checking the accuracy of work.

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 is 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 following groups are under-represented at this grade in the Northern Ireland Civil Service. We therefore particularly welcome applications from:

- Protestants and men;
- People under the age of 35;
- People with a disability; and
- People from minority ethnic communities.

All applications for employment are treated strictly on the basis of merit.



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:

- 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 peer to peer staff networks, such as Women's Network, LGBT Network, Cancer Support Group and Autism Support Group;

- Working with disability charities to become one of the lead partners with Employers for Disability in NI;
- Committing to all of the NICS becoming Just A Minute (JAM) Card friendly;
- 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

We will consider all requests for reasonable adjustments during this recruitment process.

Selection Process



OVERVIEW OF SELECTION PROCESS

The Selection Process is as follows:

1. Online application;
2. Online aptitude tests;
3. Formal Screening of applications;
4. Invigilated test;
5. Interview; and
6. Merit List.

1. ONLINE APPLICATION

- Read the Candidate Information Booklet.
- If you are interested in applying make sure you meet the eligibility requirements.
- Complete your online application making sure you supply a valid email address.
- You will be asked for some preferences (including location and working hours). If successful, you will only be considered for a post with one of your selected location and working patterns, subject to availability. If you are offered and refuse a post that matches your preferences, no further offers will be made.

2. ONLINE APTITUDE TEST

- When you have applied you will receive a link via email on 8 January 2020.
- If you do not receive an email by 9 January 2020, please e-mail recruitment@hrconnect.nigov.net inserting 'AO test link not received' in the subject line.
- This link will take you to a website where you will have to complete a test.
- The online test can be done in your own time and at a place that suits you.
- You cannot stop an individual test once started but you can take the four tests at different times.

3. FORMAL SCREENING OF APPLICATIONS

- Applications deemed invalid at this stage will be withdrawn from the competition.

4. INVIGILATED TEST

- If you scored high enough in the online tests you will be invited to the invigilated test session.
- You will be required to bring identification with you to the invigilated test.
- The invigilated test will be similar to the online test but will be done under supervised conditions.

5. INTERVIEW

- The top performing candidates validated by the invigilated test will be invited to an interview.
- The interview will be based on the NICS Competency Framework. Details of these can be found on page 19.

6. MERIT LIST

- If you score high enough at interview you will be placed on a list based on your location and other preferences.
- The top scoring applicants will start the security clearance process immediately.
- Applicants will be offered vacancies in merit order based on their preferences.



SELECTION AND ASSESSMENT PROCESS

ONLINE APTITUDE TEST – ALL APPLICANTS

You should receive an email (sent to the email address you provided) with a link to the online test **on Wednesday 8 January 2020**. You will have until **5pm on Thursday 16 January 2020 to complete the tests**.

The online aptitude test will consist of four tests:

- **Verbal** - assesses your ability to organise written material in the way that makes the most sense;
- **Checking and Accuracy** - assesses how quickly and accurately you can spot mistakes in information;
- **Following Procedures and Basic Calculations** - assesses your ability to follow rules and apply criteria, and to do calculations correctly; and
- **Situational Judgement** – assesses your ability to carry out customer service roles.

The times allowed for the tests are:

- Verbal – 25 minutes;
- Checking and Accuracy – 20 minutes;
- Following Procedures and Basic Calculations – 20 minutes; and
- Situational Judgement – 30 minutes.

You do not need to complete all four 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.

To complete the online assessments, you will need a computer which has an internet connection and a modern web browser installed (Internet Explorer 8 or higher, Mozilla FireFox 3 or higher, Google Chrome and Opera 10 or higher or equivalent browsers). We suggest that you do not use tablets or phones to complete the assessments.

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.

If you lose internet connection while in the live test, you should immediately close your browser. When your internet connection is restored and you are confident it will be reliable, you should log back into the live test. Your previous answers will have been saved (except possibly on the last page you were on before losing connection) and you will not lose any time.

FAMILIARISATION AND PRACTICE

Familiarisation and practice questions for all four tests are available through the link below and will remain available until the end of the live test period.

<https://nicsao1219.assessmentintelligence.co.uk/testpreparation>

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 these materials not only to familiarise yourself with the tests, but also to check that your computer, browser and the internet connection that you intend to use to take the live test will be compatible with the online tests. Some network firewalls may block access to the test site or prevent images from showing. If the familiarisation materials work on your IT equipment, this is a good indication that the live tests will also work.

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

DISABILITY REQUIREMENTS AND REASONABLE ADJUSTMENT REQUESTS

We wish to ensure all applicants have the opportunity to perform to the best of their ability. 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 for any stage of this recruitment process.

[Further information on reasonable adjustments](#)

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.

Evidence to support your request should be sent to HRConnect at recruitment@hrconnect.nigov.net as soon as possible following submission of your application. Please mark your correspondence with the competition reference number IRC240709 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, as retrospective arrangements cannot be made after you have started.

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 age 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.

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 at interview. Further details regarding acceptable documentation will be issued with an invitation to attend for test.

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

INVIGILATED TEST

The top performing applicants from the online test will be invited to sit a further invigilated electronic aptitude test.

The invigilated test will serve to validate the score achieved at Stage 1 (Online Assessment Tests). If your scores are significantly different in both tests you will not be eligible to progress to the next stage.

The invigilated test will last approximately 1 hour. You may find it useful to bring a calculator.

The invigilated test sessions will take place in Belfast and Derry/Londonderry between 3 February 2020 and 21 February 2020. You will be advised of the date and time that you are required to attend the test.

Please note: Requests for rescheduled testing will only be considered in very exceptional circumstances and only within the above timeframe.

Full details and instructions will be issued with the invitation to attend for assessment.

INTERVIEW

Following the invigilated test, the top performing candidates will be invited to an interview, using four of the key competencies for the A0 grade.

COMPETENCE BASED INTERVIEWS

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.

Competencies are the skills, knowledge and behaviours that lead to successful performance. Detailed information on the core competencies for the A0 grade is available at [NICS Competency Framework](#)

You are not allowed to bring notes or other personal documentation into the interview room.

You should familiarise yourself with the Competency Framework as this forms the basis of the interview selection process.

If you need help accessing the Competency Framework please contact HRConnect at:
recruitment@hrconnect.nigov.net

Interview questions have been designed to test a candidate's knowledge and skills in each of the areas below and to award marks accordingly.

Each of the four competencies assessed at interview will be scored out of 20 and candidates will be required to achieve a score of 12 in each of the four competencies to be considered suitable for appointment to the NICS.

The **core competencies** we will assess are:

MAKING EFFECTIVE DECISIONS

Effectiveness in this area is about being objective using sound judgement and evidence and knowledge to provide accurate, expert and professional advice. For Administrative Officers, this might include some or all of the following:

- Making and recording effective decisions following the appropriate decision making criteria, framework or guidance;
- Asking questions when unsure what to do;
- Undertaking appropriate analysis to support decisions or recommendations;
- Investigating and responding to gaps, errors and irregularities in information;
- Speaking up to clarify decisions and query those constructively; and
- Thinking through the implications of own decisions.

COLLABORATING AND PARTNERING

People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people. For Administrative Officers, this might include some or all of the following:

- Proactively contributing to the work of the whole team;
- Getting to know fellow team members/colleagues and understanding their viewpoints and;
- Seeking help when needed in order to complete own work effectively;
- Being open to taking on different roles;
- Trying to see issues from others' perspectives and checking understanding; and
- Listening to the views of others and showing sensitivity towards others.

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. For Administrative Officers, this might include some or all of the following:

- Communicating in a way that meets and anticipates the customer's requirements and gives a favourable impression of the NICS;
- Actively seeking information from customers to understand their needs and expectations;
- Acting to prevent problems and reporting issues where necessary;
- Gaining the knowledge needed to follow the relevant legislation, policies, procedures and rules that apply to the job;
- Encouraging customers to access relevant information or support that will help them understand and use services more effectively; and

- Taking ownership of issues, focusing on providing the right solution and keeping customers and delivery partners up to date with progress.

DELIVERING AT PACE

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. It is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For Administrative Officers, this might include some or all of the following:

- Working in an organised manner using own knowledge and expertise to deliver on time and to standard;
- Working with enthusiasm to get the job done;
- Taking responsibility for the quality of own work and keeping manager informed of how the work is progressing;
- Remaining focused on delivery;
- Maintaining consistent performance; and
- Participating in quality assurance of products or services.

INTERVIEW AVAILABILITY

Any reasonable adjustments due to disability should be conveyed to HRConnect at recruitment@hrconnect.nigov.net.

It is intended interviews will take place in Belfast and Derry/Londonderry from Monday 16 March 2020 to Friday 10 April 2020.

Requests to reschedule interviews will only be considered in very exceptional circumstances and only within the timeframe above.

If, having received your invitation to interview, you decide to withdraw from the competition please inform HRConnect as soon as possible, ideally within 48 hours of receiving your invitation. This will help us manage the competition more effectively.

INTERVIEW DOCUMENTATION

You will need to provide identification documents to satisfy the Nationality, Right to Work and Security requirements of the post. Further details regarding acceptable documentation will be issued with the invitation to attend for the invigilated test and, if appropriate, for interview.

- **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).
- **Documents to satisfy AccessNI check (see page 27).**

Guidance for Applicants



GUIDANCE FOR APPLICANTS

EXISTING CIVIL SERVANTS

If you are an existing permanent AO in any NICS department you are not eligible to apply.

APPLICATION FORM

The application form is designed to ensure applicants provide the necessary information to determine how they meet the competition requirements. All parts of the application form must be completed before this application can be considered. Failure to do so may result in disqualification.

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;
- The space available on the application form is the same for all applicants and must not be altered;
- We will not accept CVs, letters, additional pages or any other supplementary material in place of or in addition to completed application forms;
- All applications must be received by the advertised closing date and time;
- 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;
- 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; and
- 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 acknowledgment email within 24 hrs.

GUIDANCE FOR APPLICANTS

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](#).

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](#).

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, tel. 0044 (0)28 71 377709.)



GENERAL GUIDANCE FOR APPLICANTS

INTERVIEW PREPARATION

If this is your first experience of a competence-based interview, bear in mind it does not require you to:

- Talk through previous jobs or appointments from start to finish;
- Provide generalised information as to your background and experience; or
- Provide information that is not specifically relevant to the competence the question is designed to test.

A competence-based interview does however require you to:

- Focus exclusively, in your responses, on your ability to fulfill the competences required for effective performance in the role; and
- Provide specific examples of your experience in relation to the required competence areas.

In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:

- Situation – briefly outline the situation;
- Task – what was your objective? What were you trying to achieve?
- Action – what did you actually do? What was your unique contribution? and;
- Result – what happened? What was the outcome? What did you learn?

The panel will ask you to provide specific examples from your past experience to demonstrate the range of behaviours associated with the competences being assessed. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each competence area. You may draw examples from any area of your work/life experiences.

THE MERIT PRINCIPLE

In accordance with the Office of the Civil Service 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 Civil Service Commissioners can be found at 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.

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.

NICS HR PRIVACY NOTICE

NICS HR are committed to protecting your privacy. HRConnect manage job applications on behalf of NICS HR, in line with the NICS HR privacy notice available via www.nicsrecruitment.org.uk

OFFERS OF EMPLOYMENT

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

CHANGES IN PERSONAL CIRCUMSTANCES AND CONTACT DETAILS

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

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 will not form any part of the selection process.

DISABILITY REQUIREMENTS

We ask on the application form if due to disability you require any reasonable adjustments. Details of any disability are used only 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, 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 where your requirements will be discussed in strictest confidence.

DOCUMENTATION

Identification documents to satisfy the Nationality and Security requirements of the post will be required. Further details regarding acceptable documentation will be issued with the invitation to attend for assessment.

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. Applicants must be either:

- A UK national; or
- A Commonwealth citizen; or
- A British Protected Person; or
- An EEA national; or
- A Swiss National; or
- A person who is not an EEA or Swiss national, but is a family member of an EEA national who has moved to the UK from another EEA Member State for an approved purpose.

Further guidance on Nationality requirements is available via www.nicsrecruitment.org.uk.

SECURITY

Baseline Personnel Security Standard

For AO posts in the NICS the level of vetting is a Baseline Standard. For this check you will be required to provide the following:

- Your passport OR;
- 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);
- 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.

We will organise for a Criminal Record Check on all successful 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.

Those applicants who are being considered for appointment will be contacted by HRConnect, normally after the interview/test, and will be asked to complete the AccessNI application form. 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.

For a small number of posts the Counter Terrorist Check may also be required. This includes that at point 1 above plus a check of Security Service records.

EQUAL OPPORTUNITY MONITORING FORM

Please note that 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 Department of Finance website www.finance-ni.gov.uk.

The Northern Ireland Civil Service is an Equal Opportunities Employer.

As Protestants and men are currently known to be under-represented in this grade in 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, applications from these groups would be particularly welcome.

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

FEEDBACK

The Northern Ireland Civil Service is committed to ensuring 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 interview. 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.

THIS INFORMATION PACK DOES NOT FORM PART OF CONDITIONS OF EMPLOYMENT

CONTACT DETAILS:

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

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