



Work Coach - Executive Officer (E02) Fixed Term Appointment

Department for Communities (DfC)

IRC260222

Completed application forms must be returned to HRConnect no later than **12 noon (UK time) on 23 October 2020**. 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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FOREWORD

Thank you for your interest in these opportunities to join our team as a Work Coach.

These are particularly challenging times for our local economy as it seeks to recover from the impact of the Covid crisis. The number of people claiming Universal Credit has doubled since March and is forecast to grow further in the months ahead. As a Work Coach your role will be to assist people to prepare for work, secure employment, maintain and progress in their work, ultimately being able to earn more and become more financially independent. You will also work with people who may be further removed from the labour market, for example those with a health or medical condition or those experiencing long-term unemployment. You will use effective coaching techniques, conduct work focused interviews and engage with people to support them when they make a claim to Universal Credit. Whilst ordinarily this would be delivered locally in our Jobs and Benefits offices on a face-to-face basis, in the current climate, this will be undertaken remotely by phone or digitally. You must be comfortable using a range of channels with a specific emphasis on the digital service to support people and their families

to become more financially independent. You will be required to motivate, challenge and support people to help them identify and achieve outcomes that are designed and tailored to their specific needs.

People claiming Universal Credit will have their own online account which they can access 24 hours a day, 7 days a week. They will be responsible for maintaining their own account, providing us with the information we need, in the way that we need it. Your role will be to support them through that process.

You will play an important and valued role at a time when people need it most and may be at their most vulnerable. These are challenging times. We are looking to appoint people who will be able to work at pace, deliver a quality service and be comfortable with dealing directly with members of the public, through a variety of channels, with a specific focus on digital.

Paddy Rooney

Director of Universal Credit

FOREWORD

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 DFC

The Department for Communities is the largest of the nine NICS Departments and works with 21 Arm's Length Bodies and Advisory Groups. Around 8,500 people are employed by the Department, accounting for one third of NICS employees. It has an annual budget of almost £7 billion, including expenditure of around £6 billion on social security and pension payments. The Department plays an important role in the lives of many people and communities in Northern Ireland. The Department's common purpose is - Supporting People Building Communities, Shaping Places.

Groups

The Department is made up of five Business Groups:

- Engaged Communities Group (ECG);
- Housing, Urban Regeneration & Local Government Group (HURLG);
- Strategic Policy & Professional Services Group (SPRG);
- Work & Health Group (W&H); and
- Supporting People Group (SPG).

Role of the Department

The Department's main functions include:

- The promotion of a healthy housing market and the provision of decent, affordable, sustainable homes and housing support services;
- A social welfare system including focused support to the most disadvantaged areas;
- Providing training and support to jobseekers and employers;
- Creation of urban centres bringing divided communities together.
- Supporting Local Government to deliver effective public services;
- Maximising public benefits from the culture, arts and leisure sectors;
- Realising the value of Northern Ireland's built heritage;
- Tackling disadvantage and promoting equality of opportunity by reducing poverty;
- Promoting and protecting interests of children, older people, people with disabilities, and other socially excluded groups; and
- Addressing inequality and disadvantage.

Work & Health Group

Work Coaches are based in Universal Credit Operations within the Department's Work & Health Group. The Work and Health Group is focused on helping people improve their lives by helping them into work, providing support to those who are unable to work and positively working with those people who won't work. Universal Credit has responsibility for the policy, operational and financial arrangements to enable the introduction of Universal Credit in Northern Ireland.

ABOUT THE ROLE (TERMS AND CONDITIONS)

This competition will be used to fill approximately 350 full-time Fixed Term E02 work coach positions in Universal Credit Operations, Department for Communities.

It is intended these Fixed Term appointments will be for **three years** with the possibility of extension. Any change to the length of the appointment period will be communicated to staff in advance.

Salary

The salary for these posts will be within the range £25,229 - £26,051 (under review) within which pay progression will be performance related. Your starting salary will be at the minimum of the scale.

Location

The competition will be used to fill Fixed Term E02 Work Coach vacancies which will be spread across each of our 3 regions. You must indicate which region(s) you are prepared to work in. You should ensure you can, and are willing, to travel to the location.

The 3 regions are as follows and cover the following Jobs & Benefits Offices:

1. Northern Region – Foyle, Strabane, Ballymoney, Limavady, Magherafelt, Coleraine, Lisnagelvin, Carrickfergus, Larne, Cookstown, Antrim and Ballymena;
2. Southern Region – Enniskillen, Armagh, Omagh, Dungannon, Portadown, Downpatrick, Newry, Kilkeel, Lurgan, Banbridge, Ballynahinch and Newcastle; and
3. Belfast Region – Andersonstown, Falls, Shankill, Holywood Road, Newtownabbey, Newtownards, Shaftesbury Square, Knockbreda, Bangor, Lisburn and North Belfast.

It is not possible to select offices within a region. Successful candidates must be prepared to work from any location within that region. Details of the allocated office location will be provided in the appointment letter. Candidates can select up to three regions.

If successful, you will only be considered for a post in one of your selected regions and, once appointed, your name will then be removed from the list of successful applicants for your other selected areas.

Hours of Work

The normal conditioned hours of work are full-time: 37 hours excluding meal breaks Monday to Friday. Most offices work flexi-time. These posts are required as a response to the Covid pandemic and may involve working an alternative working pattern (for example, in a rota covering up to 8pm) and as such staff must be prepared to work outside conditioned hours as and when required.

Due to the nature of these posts and the associated training and consolidation, these posts will not be suitable for home working for at least 9 months.

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.

Training

These posts will require a significant period of training and consolidation that may be delivered centrally, to which the successful candidate will have to travel. During training and consolidation candidates will be restricted in the leave they will be able to take. It will be a condition of appointment that successful candidates agree to complete this training and consolidation. Details of the training and consolidation period, as well as the location of the training, will be included in the appointment letter.

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. All appointees will be expected to demonstrate a track record of effective service within this period.

KEY RESPONSIBILITIES

The purpose of the Work Coach is to assist claimants to prepare for work, secure employment, maintain sustained employment, progress and become more financially independent.

You will use effective coaching techniques, conduct Work Focused Interviews and engage with claimants online to assist claimants into work. In addition to face to face interviews, you will use a range of channels with emphasis on the digital service to support claimants and their families to become more financially independent through work. You will motivate and challenge the claimant / groups of claimants to ensure that all interactions are focused on work.

You will be based in a Front Office and report directly to a Work Coach Team Leader. You will work closely with other Work Coaches, the First Contact Team, Employer Engagement staff and colleagues in the Universal Credit Service Centre.

MAIN JOB ACTIVITIES

The main duties and responsibilities will include:

- Effective caseload management to ensure that each claimant receives the right level of coaching and support, tailored to their individual needs;
 - Build effective working relationships with each claimant and encourage constructive engagement;
 - Understand the claimant's end to end claim journey and work closely with Service Centre teams to ensure financial security;
 - Consider claimant's vulnerability by conducting a measured assessment to identify and apply relevant safeguards where appropriate;
 - Demonstrate resilience within the Universal Credit environment by embracing change and keeping pace with evolving work practices;
 - Liaise with specialist providers such as Occupational Psychologists, if additional advice is required;
 - Promote JobCentre Online (JCOL) and other internet job sites, encouraging claimants to register for suitable vacancies as part of their job activity;
 - Build and maintain up to date knowledge of the local labour market and opportunities available through local statutory and non-statutory provision;
 - Build and maintain a knowledge of Departmental and local Work & Wellbeing provision to refer of sign post claimants with health conditions or disabilities;
 - Undertake continuous learning to ensure skills set is relevant for the provision of an excellent service;
 - Participate in continuous business improvement activity, including discussion sessions, workshops and sharing learning with Continuous Improvement and Learning Team; and
 - Engage with employers to advocate on behalf of claimants. This will mean making direct contact with employers in person, by telephone or by undertaking internet based research.
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- Build constructive relationships with the external Delivery Partners. This includes Department for Economy (DfE), Her Majesty's Revenue & Customs (HMRC), the Northern Ireland Housing Executive (NIHE) and Lead Contractors;
 - Assess the needs of claimants and provide tailored advice, timely information and support to enable claimants to overcome barriers, develop skills and take actions to look for, obtain and remain in work;
 - Constructively challenge the claimant when they do not engage or undertake agreed actions;
 - Champion digital services, stressing the importance of using the Journal for recording work preparation and job search activities;
 - Prepare for each claimant intervention by accessing information held on UCFS, JobCentre Online and any other relevant systems;
 - Monitor and support claimant participation on Departmental programmes, including whilst on placement. Travel to outside locations as required to support claimants on caseload, such as employers' premises; and
 - Use every intervention (face to face, telephony and online), to review progress, identify further support required and agree actions required by claimant to move into employment. This will apply to both in work and out of work claimants.

The above list is not exhaustive but gives a good indication of the main duties of the post. You may also be required to carry out other activities as directed by your line manager

Selection Process

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

- **Stage 1 - Online Assessments**
- **Stage 2 - Pre-recorded Interview**
- **Stage 3 - Merit List**

STAGE 1 - ONLINE ASSESSMENT TESTS

The first stage of the selection process will comprise of a balanced portfolio of online assessments to determine suitability for this type of EO2 role. There will be three separate tests to complete plus an experience questionnaire:

1. Management Decisions
2. Data Analysis and Decision-Making
3. Critical Reasoning
4. Experience Questionnaire

Management Decisions – In this test you will be provided with a number of scenarios/situations which are fictional, but based on the work of EO2s in the NICS. You will then be asked how you would deal with each situation and given a list of five different responses. Your task will be to rate, using a four point rating scale, how appropriate each response is for the situation described.

There are 15 scenarios to complete and you will have 40 minutes to complete them.

Data Analysis and Decision Making - This test has two parts. In the first part you will be asked to carry out a range of calculations and instructions will be given on the process you should use to do this. In the second part you will be presented with data in various forms such as tables and graphs and are required to answer questions on this data.

In total you will be asked to complete 28 multiple choice questions and will have 40 minutes to do so. You can use a calculator in the test.

Critical Reasoning – This test has four sections. In one of the sections you will be given sets of six words arranged in a row. Many of these words will have several meanings. Your task is to identify whether any of the six words have a similar meaning and, if they do, to choose the **TWO** words that are the closest in meaning in each question. There are 15 sets of words.

In the other three sections you will be presented with short passages of text and then presented with a number of statements. Your task is to identify whether these statements follow from what has been stated in the text. There are eight passages and a total of 32 statements.

You will have 40 minutes in total to work through the four sections. Applicants will be sent an email containing a link to the online test facility; this email will be sent from HRConnect.

Experience Questionnaire – Alongside the online tests you will be asked to complete a brief questionnaire. This will consist of a number of multiple choice questions about your experience of using some of the skills relevant to the post you are applying for.

It is anticipated that this email will be issued to you by the **30 October 2020**. Please check your email and junk mail folders during this time to ensure you receive the email. The email you receive will include full instructions on how to complete the online assessments and you will have until **12 noon on 8 November** to complete the online tests.

Applicants will have one week to complete the four online assessments. Each individual test takes 40 minutes to complete. There is no time limit for the experience questionnaire. 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.**

Candidates will be required to meet a minimum standard in each of the three tests in order to be considered suitable. The pass marks for each of the three online tests is as follows:

Management Decisions - 59% of the maximum mark

Data Analysis and Decision Making - 36% of the maximum mark

Critical Reasoning - 40% of the maximum mark

There is no minimum standard for the experience questionnaire.

Following the closing date for the online assessments the scores on each of the four elements will be equally weighted and added together to produce an overall score for each candidate.

When you receive your emailed link to the online test facility you will find familiarisation materials for the tests and live tests.

These familiarisation materials describe each test in detail, include full instructions for completing the test and provide example and practice questions. They also explain how you can record your answers and navigate your way around the test. We strongly recommend that you use these familiarisation materials to ensure that they are compatible with the computer/operating system you intend to use and so that you know what will be required of you when you take the test. There is no Familiarisation for the Experience Questionnaire. Full instructions are provided within the Questionnaire.

To complete the online assessment, applicants require a computer which has an internet connection and a modern web browser installed. We would suggest that you do not use tablets or phones to complete the assessments. If the familiarisation materials work well on your IT, then you can be assured that the live tests will work well too. If in doubt about whether your computer will work on the tests, it is very important that you access the familiarisation materials using the computer and internet connection that you intend to take the live test on WELL BEFORE the deadline of the tests.

For best results we recommend the online assessment is completed in a test-like environment. Any possible distractions should be turned off, for example mobile phones, TV, music etc. Concentration is needed throughout the assessment, so if you are completing it at home or work, ensure other people are aware they should not disturb you until you are finished. Note no responsibility can be accepted for any issues arising from where you choose to sit the tests.

STAGE 2 – PRE-RECORDED INTERVIEW

The top performing candidates from Stage 1 will be invited to the final assessment stage which will consist of a pre-recorded interview based on the Work Coach role and the competencies for the Executive Officer 2 (EO2) grade.

It is intended that pre-recorded interviews will be conducted week commencing **23 November 2020**.

Rather than being interviewed in a live setting by a panel, candidates will be sent a link and given one week to complete their video interview in a comfortable setting, at a time that suits them. When ready to commence the interview, candidates will be prompted to answer one lead question on each of four competences from the NICS Competence Framework and will be given 3 minutes to respond to each question.

Further details on the competence framework and the competences to be tested is provided below.

Further guidance on the Video Interview process will be provided in the invite to interview. Candidates will have the opportunity to test the technology to ensure that it is working well and to become familiar with it before they are ready to commence the interview.

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 E02 grade is available at NICS Competency Framework.

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

The competence framework is available on the NICS Recruitment website 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 **30** and candidates must achieve an overall score of **72** to be considered suitable for appointment.

The competencies we will assess are:

CHANGING AND IMPROVING

People who are effective in this area are responsive, innovative and seek out opportunities to create effective change. For all staff, it is about being open to change, suggesting ideas for improvements to the way things are done, and working in 'smarter', more focused ways.

For E02s, this might include some or all of the following:

- Understanding and applying technology to achieve efficient and effective business and personal results;
- Considering and suggesting ideas for improvements, sharing this feedback with others in a constructive manner;

- Conduct regular reviews of what and who is required to make a project/activity successful and make ongoing improvements;
- Putting aside preconceptions and considering new ideas on their own merits;
- Helping colleagues, customers and corporate partners to understand changes and why they have been introduced; and
- Identifying, resolving or escalating the positive and negative effects that change may have on own role/team.

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 EO2s, this might include some or all of the following:

- Explaining clearly to customers what can be done;
- Working with a team to set priorities, create clear plans and manage all work to meet the needs of the customer and the business;
- Ensuring that levels of service are maintained – flag up risks or concerns in order to meet customer requirements;
- Keeping internal teams, customers and delivery partners fully informed of plans and possibilities;
- Promoting adherence to relevant policies, procedures, regulations and legislation, including equality, diversity and health and safety; and
- Identifying common problems or weaknesses in policy or procedures that affect service and escalate these.

DELIVERING AT PACE

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For E02s, this might include some or all of the following:

- Creating regular reviews of what and who is required to make a project/activity successful and making ongoing improvements;
- Being interested and positive about what they and the team are trying to achieve;
- Taking ownership of problems in their own area of responsibility;
- Remaining positive and focused on achieving outcomes despite setbacks;
- Checking own and team performance against outcomes, making improvement suggestions or taking corrective action when problems are identified; and

- Setting and achieve challenging goals and monitor quality.

LEADING AND COMMUNICATING

Effectiveness in this area is about leading from the front and communicating with clarity, conviction and enthusiasm. It is about supporting principles of fairness of opportunity for all and a dedication to a diverse range of citizens. For E02s, this might include some or all of the following:

- Displaying enthusiasm around goals and activities – adopting a positive approach when interacting with others;
- Listening to, understanding, respecting and accepting the value of different views, ideas and ways of working;
- Expressing ideas effectively, both orally and in writing, and with sensitivity and respect for others;
- Confidently handle challenging conversations or interviews; and

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- Confronting and dealing promptly with inappropriate language or behaviours, including bullying, harassment or discrimination.

INTERVIEW AVAILABILITY

It is intended that pre-recorded interviews will take place from **23 -29 November 2020**.

STAGE 3 – MERIT LIST

If you score high enough at pre-recorded interview you will be placed on a merit list based on your location preferences.

The top scoring applicants will start the security clearance process immediately and will be offered vacancies in merit order based on their location preferences.

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 IRC260222 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. 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.

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 to successful candidates with 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 (see page 31).

You should ensure that the required documents are readily available.

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.

As Protestants and men, are currently known to be under represented at this grade in Northern Ireland Civil Service, 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 NICS, we would particularly welcome applications from these groups.

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;

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- 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.

Guidance for Applicants

EXISTING CIVIL SERVANTS

If you are currently employed by a Department of the Northern Ireland Civil Service in a permanent, fixed term or temporary capacity you are not eligible to apply.

Candidates who are employed by a Recruitment Agency and working in the NICS are eligible to apply for this opportunity.

For further information, please refer to Section 5.4 of the NICS Policy and Procedures Manual which is available on the NICS recruitment website www.nicsrecruitment.gov.uk.

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;
- 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.

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.)

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?

You will be asked to provide specific examples from your past experience to demonstrate the range of behaviours associated with the competences being assessed. You should therefore be 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 location preference.

It is presently intended that the merit list for this competition should remain extant 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.

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.

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 or Irish 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.

PLEASE NOTE the Nationality requirements for appointment to the NICS are currently under review as a result of the end of the UK's exit from the EU. This means the nationality requirements may change from 1 January 2021, which may have an impact on your right to work in the NICS.

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

SECURITY

Baseline Personnel Security Standard

For E02 Work Coach posts 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.

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:

Email: recruitment@hrconnect.nigov.net

Tel: 0800 1 300 330

Fax: 028 9024 1665

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