

**Candidate
Information
Booklet**

**IRC237589
Service Designer (Deputy Principal)
Department of Finance (DoF)**

**Completed Application Forms
must be submitted to
HRConnect no later than 12
noon (UK time) on
*Friday 24th May 2019***

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

Department of Finance (DoF)

Communication between HRConnect and you

HRConnect will issue electronically as many competition communications as possible, you should therefore check your email account, including junk mail folder, to make sure that you don't miss any important communications in relation to this competition. There may, however, still be a necessity to issue some correspondence by hard copy mail.

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FOREWORD

Thank you for your interest in this competition to fill the Service Designer posts (Deputy Principal grade) in the Department of Finance.

Within the Northern Ireland Civil Service (NICS), the Department of Finance (DoF) has recognised the importance of service design in the development of new policies, procedures and services. DoF already has a number of Service Designers in place and this recruitment is to build capacity for service design in two business areas within the Department, namely the Innovation Lab and Land & Property Services.

The Northern Ireland Public Sector is engaged in ongoing change and transformation with a view to improving the services citizens receive and helping to ensure increasing demands can be met within the available resources. Crucial to the success of supporting a successful Northern Ireland Civil Service is building teams of highly skilled, motivated and committed staff. Service Design is one of the key skills needed to drive innovation of public services in the UK, playing a major role in solving complex problems and creating user-driven public services. The relationship between public services and citizens has changed considerably in recent years, so using service design principles - co-creation involving stakeholders and citizens, understanding how people perceive services, how they use them and how we would like them to use them - is a key driver for change.

As a Service Designer you will drive and build upon the development of our current capability. This is a challenging and rewarding role which offers personal and professional rewards for the successful candidate. If you can manage change and welcome a challenge, there's never been a better time to join our team.

Thank you for expressing an interest in working for our organisation. We hope this pack will meet your information needs and encourage you to apply for this position. Applications are welcome from eligible candidates from the private, public and voluntary sectors.

Bill Pauley
Director of Strategic Policy & Reform

Ian Snowden
Chief Executive of Land &
Property Services

BACKGROUND

About the Department of Finance (DoF)

The Department currently incorporates eight business areas and has approximately 3000 staff.

The overall aim of the Department is “to help the Executive secure the most appropriate and effective use of resources and services for the benefit of the community”.

In pursuing this aim, the key objective of the Department is to deliver quality, cost effective and efficient public services and administration in the Department’s areas of executive responsibility.

More information on the functions and structure of the Department can be found on our website www.finance-ni.gov.uk

About the Innovation Lab

The Northern Ireland Public Sector Innovation Lab which is one of the first regional labs to be established by a devolved administration, and was created to deliver changes to public services which improve the lives of people in Northern Ireland.

The Lab applies creative, innovative and new methodologies, within a safe context, to uncover innovative solutions to address complex public policy and operational problems. We work in collaboration with key stakeholders including the public, in a process of co-creation, crafting new solutions to the challenges of public service delivery, The Innovation Lab aims to improve public services by creating new and ground-breaking innovations through transformation and invention.

The Lab works with a wide range of departments and has completed a number of projects using the service design methodology, which is a key part of the Lab’s operating model. Service design is increasingly used across a wide range of public policy projects, with a particular emphasis on improving public sector performance against the outcomes set out in the draft Programme for Government.

You can find out more about the Innovation Lab and our work at <https://www.finance-ni.gov.uk/topics/public-sector-reform-division/innovation-lab>.

About Land & Property Services

Land & Property Services (LPS) is a division within DoF which plays an important role in supporting economic development in Northern Ireland. LPS delivers a diverse range of land and property related functions, including the assessment and collection of approximately £1.275 billion in rate revenue per annum which helps fund vital public services, as well as, property valuation, land registration, and OSNI mapping and geographic information. LPS is currently modernising its IT, systems and processes with a clear focus on improving customer experience and optimising service integration across LPS.

Service delivery in LPS is complex, with a wide range of services, a diverse customer base and a significant number of service delivery partners and stakeholders.

The LPS Customer Insight and Service Design (CISD) team is responsible for gathering and analysing data and information about customers to better understand their needs, wants, expectations, behaviours and experiences; and applying this understanding in the design and delivery of services that better meet customers' needs. Service design is a key component of the CISD team operating model, with service design methods contributing to improved outcomes for the customer and for LPS. It is a key enabler for continuous service improvement activities across LPS, and for informing LPS service transformation.

Find out more about LPS and our work at www.finance-ni.gov.uk/land-property-services-lps

KEY RESPONSIBILITIES

The overall purpose of the role is to apply Service Design methodology in live projects and contribute to initiatives to build service design capacity in the NICS to inform better policy design that delivers high quality public services, improved outcomes for citizens and value for money.

The post holder will enjoy working in a challenging and fast changing environment, playing a key role in advising and supporting leaders across central government and the wider public sector.

The post holder will play a key part in developing new and innovative interventions and services for citizens. The utilisation of the service design skill set delivers outcomes that can be considered in terms of both qualitative and quantitative benefits to service users and service deliverers. Designing public sector services with service users has potential to deliver a wide range of long term benefits to citizens by easy to access services, designed with them in mind. Also re-designed or new designs of public services can realise significant financial savings.

The post holder must be able to build and manage trusted working relationships with a wide range of stakeholders. You must have the confidence to challenge in order to drive new thinking and to provide strong leadership in managing complex projects and interventions.

The role will contribute to the shape and design of the delivery of future public services in Northern Ireland. The main duties and responsibilities include:

- Effectively contributing service design capability to projects to deliver demonstrable value and improved outcomes. This will include leading on service design activities and developing service design products including ethnographic/user research, customer journey maps, mental models, customer personas and experiences, service blueprints, future state maps and service solutions including the build, test and iteration of prototypes.
- Effective planning, management and delivery of projects, as well as planning service design activities in detail to engage effectively with a wide range of internal and external service stakeholders.
- Developing and writing effective project proposals and documenting service design findings and to develop compelling recommendations for service improvement, supported by a robust evidence base and industry best practice.
- Contributing to initiatives to build capacity in Service Design within specific business areas and across in the NICS.
- Providing strong leadership to multi-disciplinary project teams, in a challenging and complex environment.

- Providing strong research capabilities and analytical thinking to effectively challenging existing practice, norms and thinking.
- Building and managing strong client and stakeholder relationships.
- Delivering service design interventions at pace and within budget working to exceed objectives and expectations.
- Effectively planning and delivering a personal work programme.
- Working effectively as a team member.

This list is not meant to be exhaustive but to give a broad indication of the main duties relating to this post.

JOB DESCRIPTION

There are three full time posts available, 2 in the Innovation Lab and one in Land & Property Services.

Consideration may be given to requests for alternative working pattern. Candidates, however, will be expected to work an equivalent of 3 days should the department be in the position to accommodate their request.

Further appointments may be made from this competition should NICS positions become vacant which require the same eligibility criteria and have similar duties and responsibilities.

Location

The Innovation Lab posts will be based at Clare House, 303 Airport Road West, Belfast BT3 9ED; the Land & Property Services post will be based at Lanyon Plaza, 7 Lanyon Place, Belfast BT1 3LP.

Salary

Salary will be within the range £36,812 - £40,473 (under review) within which pay progression will be performance related.

Starting salary will be at the minimum of the scale. If the successful candidate is an existing civil servant, normal pay on promotion/re-grading arrangements will apply.

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

Holidays

In addition to public and privilege holidays, currently 12 days, the annual leave allowance will be 25 days, rising to 30 days after 5 years' service.

Hours of Work

The normal conditioned hours of work are full-time: 37 hours excluding meal breaks Monday to Friday. DoF operates a flexible working hour's system.

On occasions, due to business need, there may be a requirement to work outside normal working hours.

Travel

The successful candidate must have access to a form of transport which will enable them to fulfil their responsibilities. They will be required to travel to different locations inside and occasionally outside Northern Ireland, including Great Britain, Republic of Ireland and Europe.

Vetting

An appointment will be dependent on the individual satisfying the vetting requirements for the post. The level of vetting required for this post is Basic.

Probation

Confirmation of appointment will be 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.

Further Information

Applicants wishing to learn more about the Innovation Lab posts before deciding to apply may telephone Neil Robinson on 028 9081 6165 or email Neil.Robinson@finance-ni.gov.uk

Applicants wishing to learn more about the Land & Property Services post before deciding to apply may telephone Andy Kennedy on 028 9033 6058 or email Andy.Kennedy@finance-ni.gov.uk

If you have any questions about the competition process, you should contact HRConnect on 0800 1 300 330 or email: recruitment@hrconnect.nigov.net

ELIGIBILITY CRITERIA

Applicants must, by the closing date for applications be able to demonstrate evidence, clearly setting out duration period with dates (when required), in their application form that they have:

- 1a) At least a 2:2 honours degree or equivalent qualification* with at least 1 year practical experience gained within the last 8 years in the specialist area of service design, in either public, private or voluntary sectors.

OR

- 1b) GCE 'A' level passes in 3 separate subjects or equivalent qualification* with at least 4 years practical experience gained within the last 8 years in the specialist area of service design, in either public, private or voluntary sectors.

AND

- 2) **Practical experience in working on service design project/s or interventions in any 2 of the 5 areas below**. The experience must be gained within the last 8 years and include the impact/result achieved:

- Contributing to initiatives to build knowledge, capacity and skills in Service Design within an organisation / business areas;
- Application of service design tools for example service blueprints, user journeys and personas developing recommendations for service improvement, supported by a robust evidence base and business case;
- Undertaking and completing a wide range of user research activities including ethnographic/user research, to inform service improvements;
- Designing, prototyping, testing and evaluating new ideas or products; **or**
- Experience in facilitating workshops and co-design events with a variety of stakeholder and end users to develop recommendation for service improvement

Applications will also be considered from applicants with relevant formal qualifications considered by the selection panel to be of an equivalent or higher standard to those stated.

* **Relevant** or **equivalent** qualifications: give the type of qualification and date awarded (the date awarded is the date on which you were notified of your result by the official awarding body). If you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied etc so that a well-informed decision can be made.

SHORTLISTING CRITERIA

In addition applicants should be aware that after an eligibility sift, should it be necessary to shortlist candidates to go forward to the next stage of selection, the following shortlisting criteria will be used;

1. The number of areas that the relevant experience will be required in at eligibility criterion 2 will be increased to 3 of the 5 areas listed.

The Panel will complete this assessment against the information provided under eligibility criterion 2.

Please note:

- **You should ensure that you provide evidence of your experience in your application form, giving length of experience, examples and dates as required.**
- **It is not sufficient to simply list your duties and responsibilities.**
- **The selection panel will not make assumptions from the title of the applicant's post or the nature of the organisation as to the skills and experience gained.**
- **If you do not provide sufficient detail, including the appropriate dates needed to meet the eligibility criteria, the selection panel will reject your application.**
- **The examples you provide should be concise and relevant to the criteria. This is very important as the examples which you provide may be explored at interview and you may need to be prepared to talk about these in detail if you are invited to interview. It is your unique role the panel are interested in, not that of your team or division.**
- **Write down clearly your personal involvement in any experience you quote. Write "I" statements e.g. I planned meetings, I managed a budget, I prepared a presentation. It is how you actually carried out a piece of work that the panel will be interested in.**
- **ONLY the details provided by you in your application form (the employment history and eligibility criteria) will be provided to the selection panel for the purpose of determining your eligibility for the post. Please do not include your name in the employment history or eligibility criteria sections.**
- **The NICS Competency framework can be accessed via www.nicsrecruitment.org.uk**

ASSESSMENT PROCESS

Applicants will be expected to display the following qualities and skills at interview:

PRESENTATION

As part of the selection process candidates will be required to make a presentation relevant to the responsibilities of the post lasting no longer than 7 minutes. This will be followed by questions from a member of the panel. Candidates will be advised of the presentation topic when they report for interview and 30 minutes preparation time will be given. Candidates should therefore report for interview at least 45 minutes earlier than their scheduled interview appointment to allow time to prepare their presentation.

Writing materials will be available to assist with preparations. No personal documentation or electronic devices or materials may be brought into the pre-interview room and you will not be permitted to provide any handout or other materials to the panel. The only materials candidates will be permitted to bring into the interview will be those prepared in the pre-interview room.

The presentation will be used to assess the **‘Seeing the Big Picture’** and **‘Leading and Communicating’** competencies.

Seeing the Big Picture is about having an in-depth understanding and knowledge of how your role fits with, and supports, organisational objectives and the wider public needs. For all staff, it is about focusing your contribution on the activities which will meet Departmental and Programme for Government goals and deliver the greatest value.

Marks available: 30

1. 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.

Marks available: 20

2. 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.

Marks available: 30

3. 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.

Marks available: 20

4. Leading and Communicating

At all levels, 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.

Marks available: 20

5. 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.

Marks available: 20

Total Marks Available: 140

Overall Pass Mark: 84 (60%)

COMPETENCE BASED INTERVIEWS

Selection panels will design questions to test the applicant's knowledge and experience in each of the above areas and award marks accordingly.

No notes or personal documentation may be brought into the interview room.

INTERVIEWS

It is intended that interviews for this post will take place in Belfast during week commencing Monday 10th June 2019.

NICS COMPETENCY FRAMEWORK

The selection process will assess candidates against the NICS competency framework at level 3.

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.

The Northern Ireland Civil Service competency framework can be accessed via www.nicsrecruitment.org.uk

It is important that all candidates familiarise themselves with the competency framework as this forms the basis of selection process. Should you require assistance in accessing the competency framework please contact HRConnect.

GUIDANCE FOR APPLICANTS

APPLICATION FORM

Please refer to the Candidate Information Booklet before making your application and retain a copy 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. **All** parts of the application form **must** be completed by the applicant 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, unless it is specifically requested in the application form and candidate information booklet.
- 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;
- Do not use acronyms, complex technical detail etc. Write for the reader who may not know your employer, your branch or your job.
- Only the employment history, eligibility and shortlisting sections will be made available to the panel.
- 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.

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, tel. 0044 (0)28 71 377709, text phone 0044 (0) 28 71 372077

GUIDANCE FOR APPLICANTS

INTERVIEW PREPARATION

If this is your first experience of a competence-based interview, bear in mind that 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;
- 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.

For professional and technical posts, questions may be framed in the context of professional elements of the post.

GENERAL INFORMATION

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.

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

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 in 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 do not form any part of the selection process.

Merit List

HRConnect will allocate a candidate (or candidates) to a vacancy (or vacancies) in the order listed. 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.

Disability Requirements

We will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend 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.

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 an invitation to attend for assessment.

You will be required to bring documentary evidence of your qualifications / professional membership to 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:

- (i) A UK national; or
- (ii) A Commonwealth citizen; or
- (iii) A British Protected Person; or
- (iv) An EEA national; or
- (v) A Swiss National; or
- (vi) 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

1. Baseline Personnel Security Standard

For this post in the NICS the level of vetting is a Baseline Standard. 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.

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;

Basic Disclosure Certificate

You should not 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 interview/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.

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.

The Northern Ireland Civil Service is an Equal Opportunities Employer.

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

Feedback

The Northern Ireland Civil Service 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 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**