Candidate Information Booklet

IRC238241

ICT Placement Students Northern Ireland Executive

Northern Ireland Civil Service (NICS)
Police Service of Northern Ireland (PSNI)
Armagh Observatory & Planetarium (AOP)

Completed Application Forms must be submitted to HRConnect no later than 12 noon (UK time) on *Friday 26th April 2019*

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

Northern Ireland Executive

Northern Ireland Civil Service (NICS)
Police Service of Northern Ireland (PSNI)
Armagh Observatory & Planetarium (AOP)

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.

Contents

FOREWORD

Thank you for your interest in an ICT student placement supporting the work of the Northern Ireland Executive. If you are a career minded individual who is studying towards a technology focused qualification and are keen to gain and/or expand your technical abilities, then hopefully this booklet will inspire you to take that interest further and take the time to complete and submit an application form.

If you follow the news you will be aware of the very tight budgetary restrictions on the public sector moving forward. It is generally recognised that IT will be invaluable in helping us deal with this difficult situation.

This year three organisations are offering placements through this competition:

Northern Ireland Civil Service (NICS)
Police Service of Northern Ireland (PSNI)
Armagh Observatory & Planetarium (AOP)

We all share one broad objective: To use technology to do our business better and to provide the best possible service to our "customers".

We all believe that the employment of committed, professional staff is essential to helping us achieve this and we make a substantial investment to ensure that this is the case. Consequently, we are looking for IT students who are keen to contribute to the design, development and delivery of robust, cost effective and secure business solutions for our organisations, or to contribute to the support of the underlying ICT infrastructure and ICT services. If you are successful you will join a team of IT Professionals responsible for delivering unique or specific ICT support and services in one of the Departments or Agencies in the NICS or within the NI Assembly or PSNI.

We look forward to welcoming you on-board!

Caron Alexander

Director of Digital Shared Services and NICS ICT Head of Profession

BACKGROUND

Northern Ireland Executive

IT is a vital component of practically every aspect of work in the Northern Ireland Executive. From the delivery of services to the public and other stakeholders, to the management of internal resources, the work of the NICS, PSNI and AOP touches on aspects of life for the people who live and do business in Northern Ireland.

As IT continues to develop rapidly, there are new opportunities to strengthen IT provisions to ensure both internal and external customers benefit fully from modern technology and best practice. Ultimately we all want to continuously improve how we engage with citizens and stakeholders to develop better policies, deliver better services and to overhaul business processes. In order to achieve this, we are committed to exploring how departments might take full advantage of emerging technologies to transform and modernise processes and services. By exploiting technology wherever possible to help reduce costs we aim to ensure that maximum value for money is extracted from any expenditure on ICT itself.

We all believe that the employment of highly skilled and committed IT Professionals is essential to helping us achieve this and we all make a substantial investment to ensure this is the case. For example IT Professionals have access to a range of tutor-led, mentored and computer based training to ensure they have the necessary knowledge and skills to drive ICT forward. Indeed, many of our staff are accredited to the highest levels within their areas of expertise. In addition, we are increasingly focusing on developing a broad spectrum of skills in particular business, leadership, financial, project management and of course people skills.

Northern Ireland Civil Service (NICS)

The NICS continuously looks to strengthen ICT provisions in all departments to ensure both internal and external customers benefit fully from modern technology and best practice. As ICT continues to develop rapidly, there are new opportunities to improve how the NICS engages with its citizens and stakeholders to develop better policies, deliver better services and to overhaul business processes. In order to achieve this, the NICS is committed to exploring how departments might take full advantage of exploiting technology, wherever possible to help reduce costs and ensure that maximum value for money is extracted from any expenditure on ICT itself. As a result, a number of departments are strengthening their ICT provision and are seeking ICT students to join their teams.

There are currently nine Government Departments in Northern Ireland, all with specific remits and ICT Professionals are employed in each to help make the best use of technology where possible.

The Northern Ireland Departments are:-

The Executive Office
Department of Agriculture, Environment & Rural Affairs
Department for Communities
Department of Education
Department for the Economy
Department of Finance
Department for Infrastructure
Department of Health
Department of Justice

Further information on the Northern Ireland Departments can be obtained on the NI Direct website:

http://www.nidirect.gov.uk/northern-ireland-government-departments

NICS ICT Profession

The NICS ICT Profession is primarily engaged in service delivery in the following areas:

- Enterprise Shared Services
- Departmental Line of Business ICT Services

Enterprise Shared Services (ESS)

The primary function of ESS is to deliver efficient and effective customer focused services primarily to the NICS. A number of services are also provided to the wider public sector.

Enterprise Shared Services (ESS) is a directorate within the Department of Finance (DoF). ESS brings together responsibility for HR, IT and Finance Shared Services, Properties Division and Digital Transformation Service (including NI Direct) into a single organisation within DoF.

Digital Shared Services

The aim of Digital Shared Services (DSS) is to make Northern Ireland an exemplar for digital shared services.

The mission of the Digital Shared Services is to work with the public sector as a trusted partner and supplier and support the transformation and delivery of digital shared services by:-

- Providing quality compliant services in a way that meets the needs and expectations of customers;

- Innovating and investing in technology aligned to Public Sector needs;

- Demonstrating the value of investing in digital to support transformation within organisations and across traditional boundaries; and

- Developing people to lead the transformation and delivery of digital shared services.

DSS is responsible for the NI Government citizen portal www.nidirect.gov.uk (including indirect contact centre services). nidirect brings together lots of information from government departments and agencies and aims to make it easier to access government information and services. It does this by working closely with Northern Ireland departments and other public bodies to collate key information based on users' needs. Examples of subjects nidirect can help you with include booking your driving test, finding a job and finding local health services, for example doctor, dentist or optician.

Digital Shared Services has three business areas:

- Service Operations
- Digital Transformation
- Policy and Strategy

<u>Service Operations</u>

The primary function of IT Assist is the provision of common IT infrastructure services to approximately 21,000 customers in NICS Departments, Agencies and more than 40 Non Departmental Public Bodies. Its customer base has also extended to the wider public service for reasons of enhanced service quality and value for money. This service covers the supply and maintenance of desktop computing, network infrastructure, internet protocol, telephony, data centre storage facilities, server hosting/support and helpdesk function; all via an Information Technology Information Library (ITIL) based industry standard best practice model.

<u>Digital Transformation</u>

The Digital Transformation Team (DTS) is responsible for delivering the NICS Digital Transformation Programme and provides support and guidance to NICS Departments and other public sector organisations to ensure citizen facing services are transformed in a way which improves and simplifies government services. The team is working towards 'Digital First' which means new or redesigned services must be designed with online services as the primary way for citizens to interact with government. DTS is delivering a programme of projects which will increase the numbers of online transactions in line with Programme for Government targets.

<u>Policy and Strategy</u>

The Open Data Team leads and promotes the implementation of the Open Data Strategy for Northern Ireland 2015-18, which has been endorsed by the NI Executive. The team manages and maintains Northern Ireland's Public Sector Open Data web portal – OpenDataNI https://www.opendatani.gov.uk/
The portal facilitates publication of Public Sector data in non-proprietary machine-readable formats, free to re-use by the public (including for commercial applications). The team is also tasked with driving engagement with open data in Northern Ireland.

The Information Management team provides a central role in relation to advice and guidance on compliance with legislation relating to the management of records and all aspects of holding, use and disclosure of data within the NICS and on occasions the wider public sector. The team sets policy and best practice strategies to ensure good working practices in respect of records and data management.

The Information Assurance and Cyber Security Branch have responsibility for supporting the NICS in all areas of Information Assurance and Cyber Security for Digital Transformation, including developing a framework for all departments in the NI Public Sector. The framework will provide a common language for understanding, managing, and expressing cyber security risk. It will help identify and prioritise actions for reducing cyber security risk. The team will develop a tool for aligning policy, business, and technological approaches to managing that risk. The platform can be used to manage cyber security risk across the organisation.

Departmental Line of Business ICT Services (LOB)

Departmental Line of Business ICT Services teams are responsible for supplying departmental specific ICT services and products to meet business needs. This includes the full range of activities from analysis, specification, development, testing, operation through to maintenance and support of applications and systems. Other activities undertaken by these teams include IS/IT/ICT advice and guidance and contract management services on behalf of their parent department.

LOB systems are defined as unique to a department and can be either bespoke, commercial off the shelf or in some cases a mixture of both.

LOB systems typically consist of those which have been developed in-house and those which have been sourced from a third party. Many of these are business critical providing key support for departmental service delivery. These systems have been developed using a variety of technologies e.g. Visual Basic, .net, C#, SQL, Oracle etc.

Departmental Line of Business ICT Services teams are also involved in the strategic work of the NICS and provide a relationship management function between IT Assist and the customer department. The successful partnership working between IT Assist and the departmental ICT services, has led to increased cost efficiencies, improved levels of service availability, greater resilience within the ICT systems, an improved responsiveness to business change and a better balance between innovation, reliability and security. In short, more ICT is delivered for less money, without adversely affecting stakeholder confidence or end-user satisfaction.

ICT students are normally employed in the various business areas across Digital Shared Services and in a number of Government Departments including Department of Agriculture, Environment & Rural Affairs, Department for Communities, Department of Finance and Department for Infrastructure.

The NICS ICT Technical Environment

The NICS uses a secure, resilient and flexible infrastructure which includes Tier 3 data centres, a single, dedicated, high-speed, network service connecting all NICS locations, robust local networks and virtualised server farms. Access devices include PCs, encrypted laptops, tablet devices and smart phones. Many "best of breed" products and technologies are used from vendors such as Microsoft, Eir, BT, Cisco, HP, Sopra Steria and Dell etc.

The NICS uses a mix of industry standard and bespoke applications, with many of the latter being developed in-house. Programming development languages include: C#, Visual Basic, ANSI C, C++, Java, PHP, Visual Studio, and JavaScript.

Database environments include Oracle, Oracle Forms/Reports, SAP, MSSQL and MySQL.

There is an extensive range of Web Design tools/ languages in use including HTML, Sass, CSS, Javascript, ASP.NET, Visual Studio, ASP.net, PHP, Vagrant, Git, SharePoint and Drupal.

PSNI Technical Architecture

Information and Communications Services (ICS) within the Police Service of Northern Ireland (PSNI) is responsible for information and communication technology systems that support the delivery of the PSNI's aim of Keeping People Safe. The services provided by ICS also support the delivery of the targets set in the Northern Ireland Policing Plan. ICS has responsibility for:

- Desktop and mobile computing services;
- Fixed and mobile telephony;
- Provision of radio communications to the Emergency Services in Northern Ireland;
- CCTV services;
- Delivery of new services and software applications via the PSNI's ICT Strategy.

Although many of the technologies in use within NICS are also common to PSNI, the PSNI technical architecture differs in scale, complexity and security.

The technical architecture defines the hardware, software and network technologies that are the building blocks for all ICT services delivered within PSNI. Seven architectural principles shape the PSNI Technical Architecture and associated blueprints define the standardisation of these components.

1. **Common User Interface** – provides a similar look and feel across policing applications.
2. **Data Sharing** – permits police applications to share data and allows new capability to be introduced by joining together features from different applications.
3. **Centralised Auditing** – ensures that the requirements for security and integrity of PSNI systems are met.
4. **Common Software and Databases** – allows rapid deployment at lower cost and ensures maximum utilisation of software licences whilst controlling software sprawl.
5. **Infrastructure as a Service (IaaS)** – provides hardware and operating systems, allowing rapid deployment at lower cost.
6. **Optimised Network** – provides cost effective and secure bandwidth with reliability that matches the needs of the business.
7. **Security and Authentication** – strong security measures are required to protect classified data to the specific needs of PSNI, whilst authentication measures ensure data is only available to those who have a business need to access it.

As a 24/7 emergency service, PSNI's ICT must remain operational and available even in the most severe and challenging of conditions. As such, the Service's ICT portfolio is one of the most varied and extensive available in any UK public sector organisation.

Further information can be obtained on the PSNI website at:

https://www.psni.police.uk/

https://www.psni.police.uk/inside-psni/our-departments/finance-and-support-services/information-and-communications-services/

https://www.psni.police.uk/globalassets/inside-the-psni/our-departments/finance-and-support-services/documents/ict_strategy_2014_15custom.pdf

Please note that prospective PSNI employees are subject to a substance misuse test.

Armagh Observatory & Planetarium

Armagh Observatory & Planetarium (AOP) is a small organisation comprising around 35 staff and 10 full-time PhD students. As a leading astronomical research facility and technology-based visitor attraction, AOP is highly reliant on an up-to-date, reliable ICT system and a highly responsive in-house ICT function.

The ICT function supports the astronomical research, education & outreach and administrative functions of AOP. This regularly includes engagement with universities and research institutions to develop and/or configure ICT solutions and resolve issues to meet the individual research needs of astronomers.

A wide range of computer systems are used for numerical analysis, theoretical modelling, data reduction and creating multi-media content for the public. This includes software development, data visualisation and analysis, web services, backup, an extensive data archive, telephony services, CCTV services and administrative tasks.

Technologies used include:

Ubuntu (12 onwards with focus on 18.04 LTS)
Linux Fedora & SuSE
Debian & Centos 7
Mac OS X (10.6 - 10.12)
Windows 10 & Server 2016
KVM environment serving multiple OS and configuration
Unifi Networking & APs running Eduroam
Office 365 & Azure hosted Servers and Security Systems.

As a fast developing, customer focused organisation, new technology-based services are currently under development.

The AOP ICT function consists of five main strands:

1. Developing, configuring, maintaining and supporting all AOP servers and networks.
2. Research Linux environment, design, administration and support.
3. Providing a professional and responsive helpdesk facility to AOP staff and students.
4. Web design and maintenance of existing sites and systems.
5. Developing, reviewing and updating all AOP ICT related policies and procedures in conjunction with the Head of Corporate Services.

KEY RESPONSIBILITIES

TYPES OF WORK:

The following, whilst not exhaustive, will give you an idea of the variety of functions and range of roles, which depending on circumstances an ICT Student will be required to perform. This could be either in a single role or a combination of one or more of the following:

INFRASTRUCTURE AND SERVICE MANAGEMENT

ICT Professionals working in this area are predominantly based in IT Assist in the NICS, however some business areas also offer an alternative bespoke service to their customers.

<u>Service Operation</u>

Service desk and incident management

Service Desk ICT Professionals provide a single point of contact for users to make requests, raise queries, report incidents or log complaints relating to ICT services. Service Desk staff are responsible for the processing and coordination of appropriate and timely responses to these incident reports. As an ICT student your duties may include receiving and handling requests for support and promptly allocating calls as appropriate. As the IT help desk is at the frontline of service delivery and is ITIL-compliant you will be given the necessary support to ensure the agreed procedures are followed and that relevant records are maintained. As you progress and gain experience additional duties will include keeping customers informed and ultimately attempting to resolve a high proportion of queries during the first contact.

IT Operations

ICT Professionals delivering desktop services are responsible for the operation of the IT infrastructure, which includes installation and support of hardware and software (e.g. PCs, laptops, printers, MS Office, Outlook etc). The Desktop Services team also carry out routine systems refresh and equipment disposal and are responsible for identifying and handling operational incidents/problems and contributing to their resolution. Other services include preparation for new or changed service requests passed from the Service Desk. As an ICT student you will contribute, under instruction, to the maintenance, installation and problem resolution and systems operation. You will be given the necessary support to ensure agreed operational procedures are followed.

PSNI may also assign students to teams that support external ICT infrastructure. One example is the maintenance, repair and inspection of hilltop sites, which support the emergency service radio network. These sites are positioned on high terrain across the entire province.

Application Support

ICT Professionals are responsible for the provision of application maintenance and support services. Support can be provided to users of the systems and to service delivery functions, and takes the form of investigating and resolving issues. ICT students will assist in the investigation and resolution of issues relating to applications.

Network control and operation

This includes the day-to-day operation and control of all equipment within the wide and local area network infrastructure. ICT students will learn how to carry out agreed network configuration, installation and maintenance. Standard procedures and tools will be used to carry out defined system backups, responsibilities also include restoring data where necessary and using management tools to collect and report on network load and performance statistics.

Network Support

This involves the provision of network maintenance and support services. Support may be provided both to the users of the systems and to service delivery functions. ICT students assist in investigation and resolution of network problems and assist with specified maintenance procedures.

SOLUTION DEVELOPMENT AND IMPLEMENTATION

ICT Professionals working in this area are spread throughout the various government departments, the nature of their work means they provide ICT services which can be specific to their departmental business needs. Services include the provision of web-based applications, the development, maintenance and support of legacy, static and content managed websites.

<u>Systems Development</u>

Programming/software development

ICT professionals are responsible for the design, creation, testing and documenting of new and amended programs, many of which are web based .NET applications using agreed standards and meet best practice security standards. As an ICT student you may be involved in designing, coding, testing, correcting and documenting simple programs. You may also assist in the implementation of software.

Information Content Authoring

This involves the planning, design and creation of textual information, supported where necessary by graphical content, which may be delivered electronically. ICT students may assist in helping to determine the documentation needs of users and design documentation accordingly. In

collaboration with users, students may also design, create and test the content and appearance of complex information deliverables (e.g. web pages) to ensure well-engineered outcomes.

Database/repository design

ICT professionals are involved in the specification and design of databases to support business needs. ICT students will develop their capability by assisting in database management system support activities. This can include translating and implementing simple development project requirements into physical database structures and assessing and implementing proposed changes.

Database administration

ICT students will assist in database support activities; this can include the installation, configuration, upgrade, administration, monitoring and maintenance of databases.

Systems design

ICT professionals working in this area are responsible for the specification and design of information systems and their components to meet defined business needs. ICT students will undertake design of simple applications using standard templates and tools. As part of the team, students will also assist in designing components of larger systems and websites which will include web graphics.

Testing

This includes the concurrent lifecycle process to measure and improve the quality of the software being tested. Working to the specifications provided, ICT students will assist in defining test requirements, creating test scripts and supporting data. Students will learn how to interpret, execute and record simple test cases in accordance with established plans. Other duties may include analysing and reporting test activities and results and identifying and reporting issues and risks.

PERSONAL DEVELOPMENT

HELPING YOU IN YOUR JOB AND FUTURE CAREER

What will happen during the year

The NI Executive is committed to ensuring that ICT Professionals are equipped to deliver in full the Government's agenda, meet the demands of Modernising Government and develop their own careers and skills to the highest possible standards.

As a team member, you will be given guidance and support to help you do your work and also to develop a fuller awareness of the ICT business environment and how it meets the requirements of customers and as members of the general public. We also want you to enjoy your experience so that you leave feeling you have really experienced some core personal development.

Starting work

At the beginning of your placement, you will agree specific objectives with your line manager and identify subsequent development needs. The setting of these clear objectives will help you, your manager and your team to align your actions to the strategic priorities and values of your department.

Throughout your placement you will be concentrating on the achievement of these objectives and will be given the necessary support to help you understand your job. Your line manager will play a key role in helping you grow as an ICT Professional.

The NI Executive is fully committed to the training and development of its staff in line with business needs and as an ICT student you will have the opportunity to partake in a range of learning and development activities.

On completion, these activities should be discussed with your line manager to ensure your needs were met.

Measuring how far you have come

Towards the end of your placement, you and your manager will assess your achievements against these targets to evaluate your individual contribution, and perhaps identify areas of focus that will help you in your future career.

What have you learnt?

When you look back at your time in the NI Executive we hope that you will recognise you had meaningful goals and have a sense of personal satisfaction that you developed new competencies which will further your career growth.

TERMS AND CONDITIONS

There will be opportunities for ICT Placement Students (ICT Level 1) for the 2019/ 2020 academic year within several of the Northern Ireland Civil Service Departments, Agencies PSNI and AOP.

These are temporary full time positions for students who have not yet graduated but are working towards a relevant qualification.

The placements are designed for students on sandwich courses* and are open to all individuals who meet the criteria set out on page 20.

* Sandwich courses are usually courses which include a year of work experience 'sandwiched' between two or three years of concentrated study. During this year the student usually goes on relevant work experience with an employer or organisation.

Applications will not be accepted from students who have completed or will complete their qualification in 2019.

COMPETITION TIMETABLE

It is anticipated that the following timetable will apply:

Closing date for applications	26th April 2019
Invites to interview issued	13th May 2019
Interviews	June 2019
Interview results issued	2nd July 2019
Start date	2nd August 2019

This competition is being run to a very tight schedule. Candidates should therefore make themselves available for their specified interview time as changes to the timetable will only be made in exceptional circumstances.

*Correspondence will be issued to your email address as provided on your application form. 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.

NI EXECUTIVE ORGANISATION PREFERENCES

As there are four organisations offering placements, you will be asked on your application to indicate your order of preference from the options below. While every effort will be made to allocate successful candidates to their preference this may not always be possible. Any organisation not selected on the application form will mean a candidate will not be considered for that organisation.

NI Executive organisations:

1. Northern Ireland Civil Service (NICS)
2. Police Service of Northern Ireland (PSNI)
3. Armagh Observatory & Planetarium (AOP)
4. No preference

NUMBER OF POSITIONS

It is anticipated that there will be a number of posts to be filled by this competition; this may change depending on the level of demands from Departments.

LENGTH OF EMPLOYMENT

These placement student positions are temporary appointments which will last for a period of up to 51 weeks. It is anticipated that employment will commence from August 2019.

SALARY

£17,352 per annum.

ANNUAL LEAVE AND PRIVILEGE HOLIDAYS

The annual leave allowance is 25 days per annum; in addition there are 12 public and privilege holidays.

WORKING PATTERN

Subject to business requirements, a flexi-time system is in operation and this provides employees with flexibility over when they start and end their working day within core periods. It also allows employees to accrue flexi-hours as credits. These can be taken as flexi leave in addition to the annual leave and the public and privilege holiday entitlement.

Normal hours of work are full-time: 37 hours per week, Monday to Friday. We expect that most vacancies will follow this work pattern.

LOCATION

Most posts are based in the Belfast area, for example Stormont Estate, the City Centre, Greater Belfast and the Titanic Quarter, Belfast.

There will also be a limited number of posts elsewhere in Northern Ireland for example Antrim and Armagh.

Applicants should detail in their application the location in which they would prefer to work. While every effort will be made to allocate successful candidates to their preferred location, this may not always be possible.

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

FURTHER INFORMATION

Applicants wishing to learn more about the posts before deciding to apply may contact Pat Garland on 028 90163128 or Pat.Garland@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

The placements are designed for students on sandwich courses* and are open to all individuals who meet the criteria set out below.

* Sandwich courses are usually courses which include a year of work experience 'sandwiched' between two or three years of concentrated study. During this year the student usually goes on relevant work experience with an employer or organisation.

Applicants must, by the closing date for applications:

1. **<u>Be students currently studying</u>** towards:

A Degree in Computing;

<u>OR</u>

Other discipline relevant to Information Communication Technology.

(only those qualifications with a computing content of 50% or more will be considered relevant).

AND

2. Have the opportunity to undertake a one year ICT placement for the 2019 / 2020 academic year.

We are unable to accept applications from students who have completed <u>or</u> will complete their qualification in 2019.

Candidates will only be appointed if confirmation is obtained from the college/university that they are required to return and complete their course.

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.

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

The selection process will include a competence based interview.

Strategic Cluster – Setting Direction

1. 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: 25

People Cluster – Engaging People

2. 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: 25   Minimum standard: 15

3. Building Capability for All

Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it is about being open to learning and keeping their knowledge and skill set current and evolving.

Marks available: 25

Performance Cluster - Delivering Results

4. 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 appropriately and effectively to support service delivery.

Marks available: 25

Total Marks Available: 100

Overall Pass Mark: 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 will take place in Belfast in June 2019.

As indicated on page 17, invites to interview will be issued on 13th May 2019, if at any stage you are not able to attend please contact HRConnect on 0800 1 300 330 or email recruitment@hrconnect.nigov.net

This competition is being run to a very tight schedule. Candidates should therefore make themselves available on the date specified; changes to the timetable will only be made in exceptional circumstances.

Correspondence will be issued to your email address as provided on your application form. 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.

NICS COMPETENCY FRAMEWORK

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

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

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

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 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: 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 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.

Security

1. Baseline Personnel Security Standard

For ICT Placement Students posts 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. >>

Enhanced Disclosure Certificate

Barred List Checks

The Disclosure and Barring Service keeps two barred lists:

- people who are unsuitable for working with children
- people who are unsuitable for working with vulnerable adults

People on these lists are barred from regulated activity with children and vulnerable adults. It is a criminal offence for anyone who is included on a barred list to work or seek work, in regulated activity. Candidates should be aware that by submitting an application form for this post, they are confirming there is no reason why they cannot work in regulated activity.

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.

Applicants appointed to PSNI And AOP

For applicants appointed to PSNI:

PSNI HR will be responsible for carrying out all the vetting procedures and issuing the offer of employment letter to the successful applicants.

PSNI applicants require, as a minimum, Baseline Personnel Security Standard and a Counter Terrorism Check. Similar documentation is required as listed above. Once in post, a smaller number of students may require higher clearance.

2. Counter Terrorist Check (CTC): as point 1 plus check of Security Service records.

Prospective PSNI employees are also subject to a substance misuse test.

For applicants appointed to AOP:

HR Connect will be responsible for carrying out the steps indicated above, once confirmed, will be responsible for issuing the offer of employment letter to the successful applicants.

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.

As women are currently known to be under-represented in this occupation across Northern Ireland and as Roman Catholics are currently known to be under-represented in this grade in the NICS, applications from women and the Roman Catholic section of the community would be particularly welcome.

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