



Northern Ireland  
Civil Service

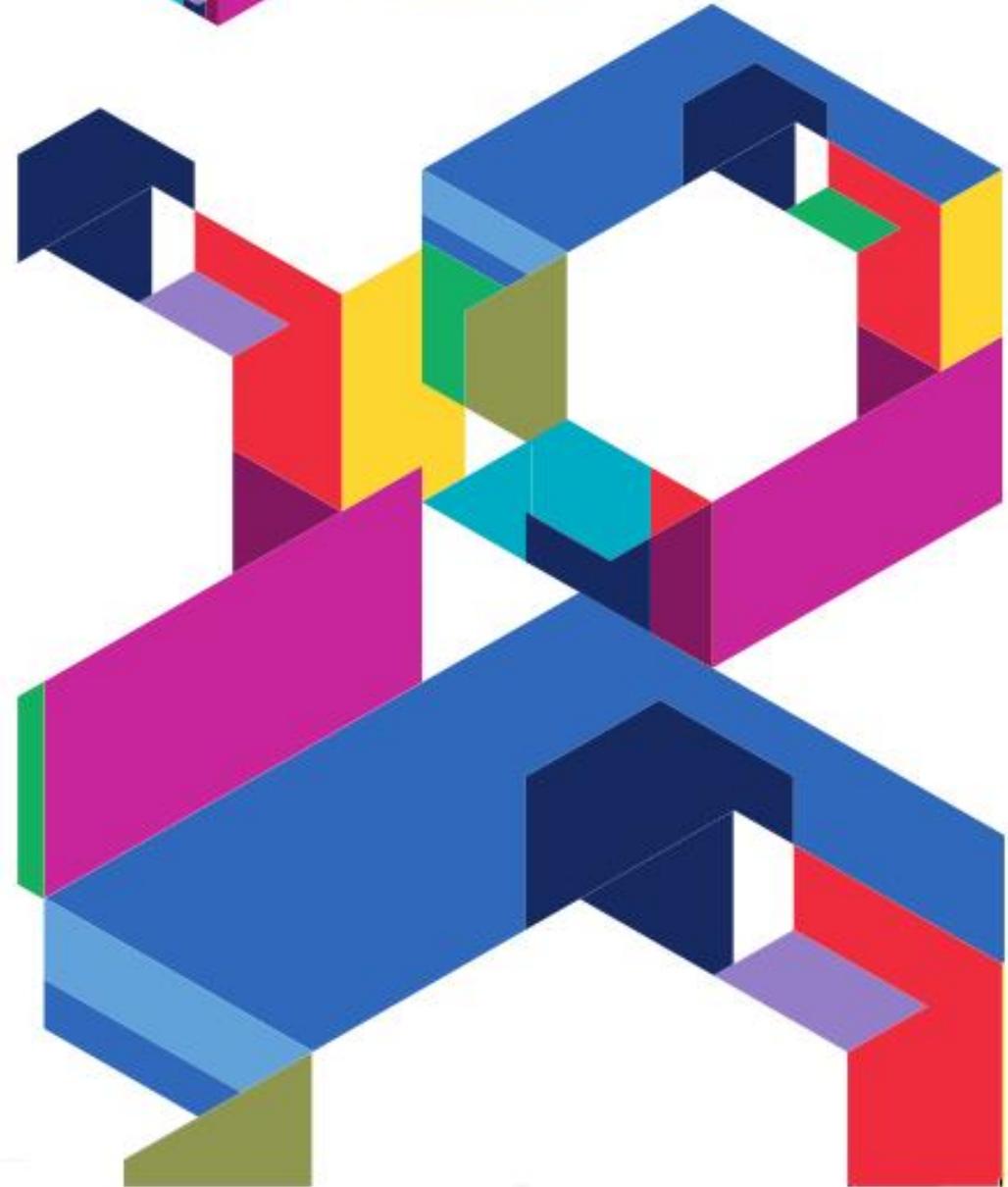
**NICS ICT  
Professionals  
IT Infrastructure  
ICT level 3  
Job roles  
(IRC245503)**

**Candidate Information Booklet**

Completed Application Forms must be  
returned to HRConnect no later than 12 noon  
(UK Time) on **Friday 6<sup>th</sup> December 2019**



Northern Ireland Civil Service  
IT Profession



# Key Information

We need ICT Professionals who can help develop business solutions and support the ICT infrastructure.

Working in partnership with numerous stakeholders, designing, developing and delivering robust and cost effective ICT services.

## Stages in competition process:

Submit your application form, undertake an ICT Aptitude test, panel will conduct an eligibility sift and interview.

Note – invitation to test does not mean you have met the eligibility requirements for these posts. Check out page 28 for the information you must provide to confirm eligibility.

## The Interview!

If you have scored the required standard in the ICT Aptitude test and have passed the eligibility sift you will be invited to a competence based interview.

You will be asked questions and your answers should provide specific examples of your experience in relation to the required competence area. Come to the interview prepared to discuss in detail a range of examples, this could be work or situations you have been involved in anything from school, university, youth organisations, charitable work, previous employment or a project you have been involved in etc.

Remember, this is an ICT post you are applying for, expect questions that relate to that area!

Most of the posts are full time and will be based in the Belfast area, however there may be a limited number of posts in other locations throughout Northern Ireland. Successful candidates must be prepared to work in any location in Northern Ireland.

Permanent employment with opportunities for career progression

Starting with 25 days annual leave, rising to 30 days annual leave allowance after 5 years service.

Plus 12 bank and public holidays each year!

Starting salary of £28,447, 00\*

\*Includes basic salary of £24,734 plus an ICT allowance of £3,713

## Foreword

### INTERESTED IN A CAREER IN ICT?

Are you a career minded individual who has a technology focused qualification and sound technical abilities?

We are looking for ICT Professionals who can help develop business solutions or support the ICT infrastructure.

Working in partnership with numerous stakeholders, ICT level 3s work across the NICS and are responsible for the design, development and delivery of robust and cost effective ICT services.

Thank you for your interest in these IT Infrastructure level 3 posts. If you are interested in joining us, I hope that this booklet will inspire you and would be delighted if you would take the time to complete and submit an application form.

If you are successful you will join a team of ICT Professionals responsible for delivering unique or specific ICT support and services in either IT Assist or in one of the Departments or Agencies.

### Caron Alexander

Caron Alexander  
Director of Digital Shared Services and NICS ICT Head of Profession



# Background

### The Northern Ireland Civil Service (NICS)

There are currently nine Government Departments in Northern Ireland, all with specific remits.

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

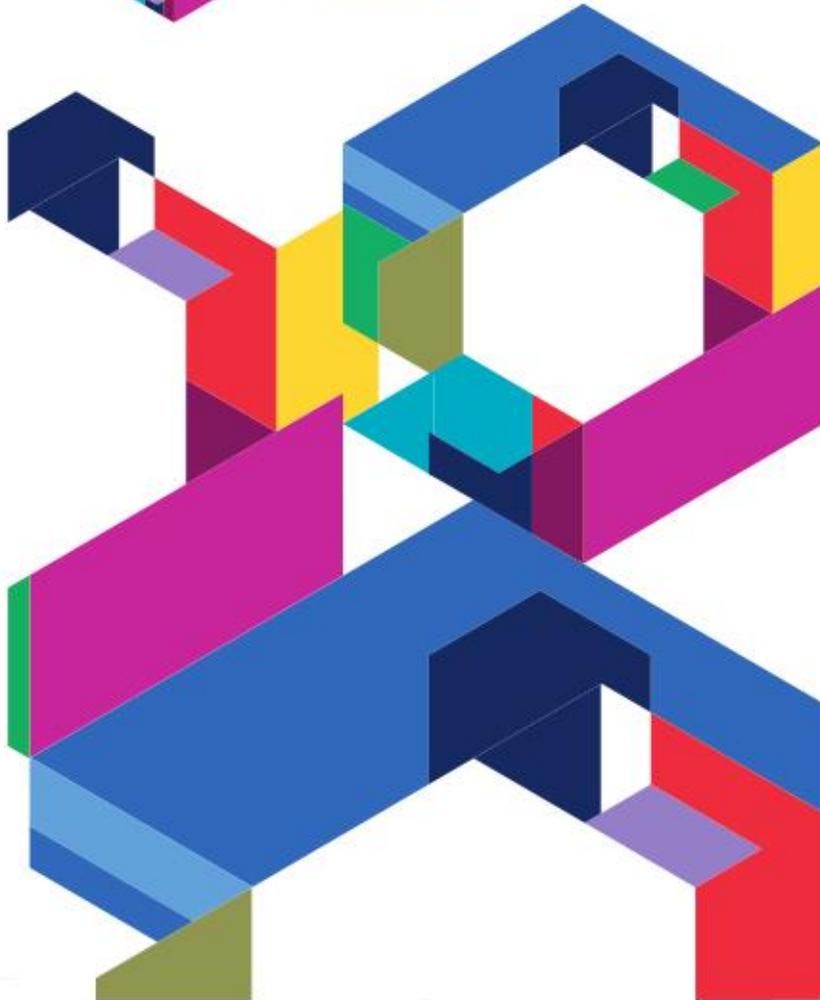
The NICS is committed to exploring how departments might take full advantage of exploiting technology wherever possible as IT is a vital component of practically every aspect of work in the NICS; from the delivery of services to the public, to the management of internal resources. Information and Communication Technology (ICT) Professionals are employed to help make the best use of technology where possible.

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

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



IT Assist staff, Digital Shared Services.



## The NICS IT Profession

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

- Departmental Line of Business ICT Services
- Enterprise Shared Services (ESS)

### 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.

Line of business 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. These 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 Digital Shared Services and the customer department. The successful partnership working between Digital Shared Services 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.

### **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 (DSS)**

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.

Digital Shared Services is responsible for the NI Government citizen portal [www.nidirect.gov.uk](http://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.

## **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.

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 languages/tools in use including Dreamweaver, (X) HTML, CSS, JavaScript, Flash, ASP.NET, Visual Studio, ASP.net, PHP and Opentext Drupal.

# Learning, Training and Development

## Developing as an ICT Professional

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 both within the Civil Service and as members of the general public.

## Starting work

At the beginning of your career as an ICT Level 3, 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 career 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.

## Learning, training and development activities

The NICS is fully committed to the training and development of its staff in line with business needs. A key part of being an ICT level 3 will be learning on the job and building up knowledge and skills. Successful candidates will also have the opportunity to partake in a range of learning and development activities, which can include tutor-led, mentored and computer based training. Successful candidates will be required to participate in a full induction and training programme and be expected to acquire recognised qualifications.

## Measuring how far you have come

In order to track progress each ICT Level 3 will have a Personal Development Plan (PDP) that will be discussed and agreed between

yourself and your line manager. You and your manager will regularly assess your achievements against your targets to evaluate your individual contribution.



Client Operations staff, IT Assist, Digital Shared Services

# Terms and Conditions

## Terms and Conditions

### Number of posts

It is anticipated that there will be a number of posts to be filled by this competition.

This competition will be used to fill current and future vacancies in NICS departments and agencies.

### Salary

The salary will be £28,447.00 per annum which is made up of £24,734.00 plus an ICT allowance of £3,713

### Location

Most of the posts are full time and will be based in the Belfast area, however there may be a limited number of posts in other locations throughout Northern Ireland. Successful candidates must be prepared to work in any location in Northern Ireland.

### Working pattern

The NICS operates subject to business requirements, a flexi-time system which 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.

The standard hours of cover for the provision of ICT services are between 8am and 6pm Monday to Friday. This arrangement may be extended beyond this, for example to cover 8am – 8pm, including Saturday and Sunday. In such circumstances members of the team may be required to provide sufficient cover for these hours on a rota basis. The relevant overtime payments will be made.

### Annual Leave and Privilege Holidays

In addition to 12 public and privilege holidays, there is an annual leave allowance of 25 days, raising to 30 days after 5 years service.

### Other Information

Some posts may require access to a form of transport, which will permit the post holder to meet the requirements of the post.

Some post holders will be expected to travel and undertake IT Support duties at NI Prison Service and other Criminal Justice Organisation locations, such as Northern Ireland Courts and Tribunal Service and Probation Board NI.

### Vetting Requirements

Successful candidates will be required to be cleared to at least Basic Check level. However, due to the nature of tasks to be carried out, there may be a requirement for the post holder to undertake security clearance vetting at a higher level such as Counter Terrorist Check (CTC) or Security Check (SC). See page 38 for more information on vetting requirements.

## **Pensions**

The NICS offers all new employees an attractive pension package. Further details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at:

<http://www.finance-ni.gov.uk/civilservicepensions-ni>

or

if you are unable to access the website please contact Civil Service Pensions as follows:

Civil Service Pensions  
Waterside House  
75 Duke Street  
Londonderry  
BT47 6FP  
Tel: 02871 319000  
Email: [cspensions.cpg@finance-ni.gov.uk](mailto:cspensions.cpg@finance-ni.gov.uk)

## NICS ICT Grade Structure

The NICS ICT grading structure below will also give you an idea of the potential of developing and progressing as an ICT Professional in the NICS.

The grading structure of the NICS ICT Profession utilises industry standards but remains aligned to the General Service grading structure, as follows:

| NICS ICT Grades         | Analogous General Service Grades |
|-------------------------|----------------------------------|
| ICT level 8             | Grade 6                          |
| ICT level 7             | Grade 7                          |
| ICT level 6             | Deputy Principal (DP)            |
| ICT level 5             | Staff Officer (SO)               |
| ICT level 4             | Executive Officer 1 (EO1)        |
| ICT level 3             | Executive Officer 2 (EO2)        |
| ICT level 2             | Administrative Officer (AO)      |
| ICT level 1 Students    | Administrative Assistant (AA)    |
| ICT level 1 Apprentices | Administrative Assistant (AA)    |

## Probationary Period

Confirmation of your appointment will be dependent upon the satisfactory completion of a probationary period of 1 year.

If your performance, conduct or attendance during this period is not satisfactory your appointment may be terminated. All appointees will be expected to demonstrate a track record of effective service within this period.

## Pre-employment checks

Successful candidates will be required to satisfy nationality and vetting requirements. Please refer to page 38 for details.

### Further Information

Applicants wishing to learn more about the posts before deciding to apply may contact Nikki Kean by email [nikki.kean@finance-ni.gov.uk](mailto:nikki.kean@finance-ni.gov.uk) or telephone on 028 90 163124.

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

# Key Responsibilities

## Key Responsibilities

The Northern Ireland Civil Service is recruiting for level 3 IT Infrastructure roles.

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 level 3 will be required to perform. This could be either in a single role or a combination of one or more of the following:

### **Infrastructure Operations and Service Management**

ICT Professionals working in this area are responsible for the delivery of common ICT systems and services to support business objectives and are predominantly based in IT Assist.

This involves responsibility for design, deployment, support, maintenance and management of the infrastructure underpinning common secure ICT systems and services to meet business objectives.

ICT Professionals employed in this area tend to be involved in the development and support of key elements of the ICT infrastructure, including data centres, security, networks and access devices.

Other services include, but are not limited to, the provision of web hosting, contract / procurement / service / account management activities, service desk and providing ICT technical advice and guidance.

### **Service desk and incident management**

IT Assist provides a Service Desk which acts as the single point of contact for End Users who use IT services. The IT Assist customer service desk is available 8am to 6pm Monday to Friday excluding Bank Holidays. Outside these hours, IT Assist run an emergency service which is covered by a rotation of staff through on-call arrangements. Some post holders will be asked to volunteer to undertake these duties.

The Service Desk log all calls and endeavour to resolve the call at first point of contact. If not it will be assigned to the next tier (for example Desktop Support Resolver Group). The Service Desk is also responsible for closure in all incidents to full user satisfaction.

There are three channels of communication to Service Desk – Telephone, Web Browser and Email. In addition, voice mail will be available for out of hours contact.

Service Desk IT 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 incident reports via telephony or email, including channelling requests for help to appropriate functions for resolution.

### **IT Support Services**

IT Professionals working in IT Support Services are responsible for ensuring the customer's operational needs are met. This includes support of Windows and Office applications, Printing, Records Management and general IT support. Furthermore, staff in this area will work closely with the support teams across the organisation to implement and ensure the success of both internal and externally managed ICT projects.

### **NICS ICT Professional Capability**

Successful candidates will be learning from day one what it takes to become an ICT Professional.

The capability of an ICT Professional spans 3 main areas:

Competencies, business skills and technical skills.

As well as gaining fundamental technical skills, ICT level 3s will also be expected to develop and gain knowledge, skills and experience as follows:

- Understand and use appropriate methods, tools and applications.
- Absorb and apply technical information.
- Work to required standards.
- Develop ability to command technical credibility with stakeholders in order to contribute to the conversion of business requirements into IT specifications.
- Develop an appreciation of the wider field of information systems, and how own role relates to other roles and to the business of the customer / end user.

- Develop analytical and research skills – develop the ability to obtain, review and assess the completeness, accuracy and impact of data from a range of sources; interpret information from a range of sources; analyse issues and identify options for action.
- Develop an analytical and systematic approach to problem solving and contribute to resolving a range of problems in own work area. By analysing the causes, ICT Apprentices can learn from them and contribute to implementing appropriate improvements.
- Apply interpersonal skills, including communicating effectively with technical and non-technical staff both verbally and through written communication.
- Gain an understanding of the principles of the employing Department and develop knowledge of specific business areas.
- Develop the ability to explain problems and solutions clearly to non-technical staff.
- Have a high attention to detail, be patient and have a methodical approach to work.
- Have the ability to deal tactfully and positively with a range of internal and external customers and be committed to seeking continuous improvement to the services provided.
- Plan, schedule and monitor own work, competently within limited deadlines and according to relevant legislation and procedures.
- Contribute to the work of the team by taking responsibility for personal performance.
- Take action to address identified personal development areas.
- Develop and expand ICT skills and knowledge, with a commitment to keeping up-to-date with ICT developments.
- Develop and maintain good working relationships with stakeholders.
- Adhere to the corporate values and culture of the organisation through the development and implementation of relevant policies and procedures, and appropriate personal behaviour.
- Contribute to overall corporate and integrated governance processes to ensure compliance with public sector values and codes of conduct, operations and accountability.

- Participate in the NICS Performance Management System.
- Participate in NICS Managing Attendance procedures.
- Promoting policies on equality of opportunity through his/her own actions.

### **Training**

To enable the successful candidates to carry out the full range of assigned duties they must attend training as deemed appropriate by management.

### **Please note:**

**As the remit of the NICS is very diverse, the above list is not meant to be exhaustive but aims to give a good indication of the main duties of the post. The emphasis on particular duties will vary over time according to business needs and as directed by Line Management.**

# STAGES IN THE COMPETITION PROCESS

The competition will comprise of the following key elements for candidates:

### **Stage 1: ICT Aptitude Test**

Applicants will undertake an ICT aptitude test.

Further information is detailed on page 25.

It is intended that aptitude tests will take place in Belfast, week commencing 6<sup>th</sup> January 2020.

Candidates are expected to make themselves available for their allocated time as it is unlikely that additional tests will be scheduled.

**Please note: Invitation to test does not mean that you have successfully met the eligibility requirements for these posts. Only candidates who meet the required standard at the Aptitude Test will proceed to the next stage of the competition process.**

### **Stage 2: Eligibility Sift**

Candidates who successfully meet the required standard in the Aptitude Test will have their application forms assessed, to confirm that they meet the eligibility requirements for these posts.

### **Stage 3: Competence Based Interview**

All applicants who meet the requirements of the previous stages will be required to attend a competence based interview.

It is intended that interviews will take place in Craigantlet Buildings, Stormont week commencing 10<sup>th</sup> February 2020.

Please note it will not be possible to arrange dates for interview outside of this time period.

Further details regarding the interview process can be found on pages 33 of this booklet.

# ICT APTITUDE TEST

The test will have the following four components:

- **Verbal reasoning** – measures the ability to interpret written information set in a technical context.

(Time limit: 25 mins).

- **Number series** – measures high level numerical reasoning skills, in particular, recognition of relationship between numbers.

(Time limit: 15 mins).

- **Syntax checking** – measures speed and accuracy in the checking of contextual information while following a set of rules.

(Time limit: 10 mins).

- **Diagrammatic reasoning** – assesses the ability to infer rules from a symbolic system and to apply these rules to new situations.

(Time limit: 35 mins).

A sample test is available to view online, please visit our recruitment website at [www.nicsrecruitment.gov.uk](http://www.nicsrecruitment.gov.uk) and click on the relevant link against the advertised post. You should note that only the 4 components listed above will be tested. The remaining components as detailed in the sample tests will NOT be used.

## TEST SCORES

Only those candidates who reach the required standards in each of the four components of the test will progress to the next stage of the recruitment process.

Depending on the number of applications it is likely that only those candidates who attain the highest score at test will be invited to interview in the first instance. –

The pool of those who pass the test may then be revisited and further interviews held at a later date.

**Candidates' scores on this test will stand for a 12 month period. Therefore, if candidates apply for any other ICT competitions within the NICS during this period where the ICT aptitude test forms part of the selection process, the results obtained in this competition will be used.**

# Eligibility Criteria

## Eligibility Criteria

Applicants must, by the closing date for applications:

- 1 Be in possession of at least a Higher National Certificate (HNC) in Computing or other discipline relevant to Information Systems / Information Technology (only those courses with a computing content of 50% or more will be considered relevant).

AND

- 1 a) Have one years' relevant experience within the last 5 years\*\*.

OR

- 2 Have three years' relevant experience within the last 5 years\*\*

\*\*Relevant experience is defined as providing or supporting information and communications technology systems in an Infrastructure and Service Management environment.

“Infrastructure and Service management environment” in this context includes working in first line / second line / third line support including resolution of incidents, responding to service requests and providing information to enable problem resolution.

This area also covers the maintenance and support of communication networks hardware and facilities including routers, switches, firewalls and other similar hardware; the installation and maintenance of system software such as operating systems, data management products, office automation products and other utility software.

### Relevant or equivalent qualifications

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.

**Applicants must demonstrate on their application form how the qualifications they have provided are equivalent, in level, to those qualifications requested above. 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**

Candidates will be required to provide evidence of their qualifications at interview. Please note that if you do not produce these documents you may not be permitted to participate in the interview. Should you currently not be in possession of your qualification certificates, we would advise that you make immediate arrangements to obtain these.

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.
- 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.
- Further information on the Core Competences for this grade can be accessed through [www.nicsrecruitment.org.uk](http://www.nicsrecruitment.org.uk)

# Application Guidance

## Application Guidance

### Competition Timetable

Interviews for these posts will take place in Belfast from week commencing 10<sup>th</sup> February 2020

Candidates should make themselves available for these dates as reschedule requests outside these dates will not be accommodated.

It is anticipated that the following timetable will apply:

|                               |                                    |
|-------------------------------|------------------------------------|
| Closing date for applications | 6 <sup>th</sup> December 2019      |
| Interviews                    | W/C 10 <sup>th</sup> February 2020 |
| Interview results issued      | W/C 24 <sup>th</sup> February 2020 |
| Start date                    | W/C 6 <sup>th</sup> April 2020     |

### Communication between HRConnect and you

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

You should therefore check your email account to make sure that you don't miss any important communications in relation to this competition.

Please make sure you also check your email account's Spam and Junk folder.

### Information on the Interview Process

#### Competences

Competencies are the skills, knowledge and behaviours that lead to successful performance.

Competence is about what people actually do, it is about how you apply or demonstrate the knowledge and skills whilst carrying out your tasks.

Demonstrated competence is observable and measurable.

ICT level 3 is analogous to E02 in the NICS.

It is important that all candidates familiarise themselves with the competency framework as this forms the basis of the interview criteria as outlined on the next page.

Further information on what is expected for this grade can be accessed through [www.nicsrecruitment.gov.uk](http://www.nicsrecruitment.gov.uk)

Direct link:

[Northern Ireland Civil Service Competency Framework](#)

## Interview Criteria

In addition to satisfying the eligibility criteria and shortlisting criteria, the following competences will be tested at interview. Applicants will be expected to display qualities and skills at interview.

### **Performance Cluster – Delivering Results**

#### **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 30      Minimum Standard 18**

### **Strategic Cluster – Setting Direction**

#### **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 20**

### **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.

**Marks available 20**

### **People Cluster – Engaging People**

#### **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**

### **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. At senior levels, it is about ensuring a diverse blend of capability and skills is identified and developed to meet current and future business needs. It is also about creating a learning and knowledge culture across all levels in the organisation to inform future plans and transformational change.

**Marks available 20**

**TOTAL MARKS AVAILABLE: 110**

**OVERALL PASS MARK: 66**

### **Interview 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.

### **Selection Process**

#### **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](http://www.nicscommissioners.org).

#### **Merit List**

The order of merit is valid for 1 year.  
Candidates who do not obtain the minimum pass mark at interview will not be considered.

#### **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](mailto:info@niuse.org.uk), tel. 0044 (0)28 71 377709, text phone 0044 (0) 28 71 372077

## **NICSHR Privacy Notice**

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

## **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 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](http://www.nicsrecruitment.org.uk).

### **Security**

The Northern Ireland Civil Service operate at a number of security levels, the requirements of which are listed below

1. Baseline Personnel Security Standard

For the Baseline Standard you will be required to provide the following:

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

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

We will organise a Criminal Record Check on all applicants to be carried out by AccessNI. The category of AccessNI check required 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](http://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.

- 2. Counter Terrorist Check (CTC): as point 1 plus check of Security Service records.
- 3. Security Check (SC): as point 2 plus credit reference check.

### **Equal Opportunity Monitoring Form**

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

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

As women are currently known to be under-represented in this occupation across Northern Ireland, 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.

**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**

Completed application forms should be sent to the HRConnect Recruitment Team:

HRConnect  
PO Box 1089  
2<sup>nd</sup> Floor  
The Metro Building  
6-9 Donegall Square South

Belfast  
BT1 9EW

NOTE: Late applications or applications received by fax or by email will not be accepted.

Contact Details:

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

Email: [Recruitment@HRConnect.nigov.net](mailto:Recruitment@HRConnect.nigov.net)

Tel: 0800 1 300 330

Fax: 028 9024 1665

