

**Candidate
Information
Booklet**

**IRC255408
Higher TG
Assistant Warden – Dunluce Castle
and Carrickfergus Castle
Department for Communities (DfC)**

**Completed Application Forms
must be submitted to
HRConnect no later than 12
noon (UK time) on
*Friday 22nd January 2021***

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

Department for Communities

**Supporting People, Building Communities,
Shaping Places**

Communication between HRConnect and you

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

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BACKGROUND

The Department for Communities (DfC), established in May 2016 following the restructuring of the NI Departments plays a vital role in Northern Ireland, **by supporting people, building communities and shaping places.**

DfC is the largest of the nine NICS Departments and works with 15 Arm's Length Bodies and a number of Advisory Groups. Around 8,500 people are employed by the Department, accounting for one third of NICS employees. It has an annual budget of almost £7 billion, including expenditure of £5.9 billion on social security and pension payments. The Department plays an important role in the lives of many people and communities in Northern Ireland.

Groups

The Department is made up of five Business Groups:

- Engaged Communities Group;
- Housing, Urban Regeneration & Local Government Group;
- Strategic Policy & Professional Services Group;
- Work & Health Group; and
- Supporting People Group.

Role of the Department

The Department's main functions include:

- The promotion of a healthy housing market and the provision of decent, affordable, sustainable homes and housing support services.
- A social welfare system including focused support to the most disadvantaged areas.
- Providing training and support to jobseekers and employers.
- Bringing divided communities together by creating urban centres which are sustainable, welcoming and accessible to live, work and relax in peace.
- Supporting Local Government to deliver effective public services.
- Maximising public benefits from the culture, arts and leisure sectors.
- Tackling disadvantage and promoting equality of opportunity by reducing poverty, promoting and protecting interests of children, older people, people with disabilities, and other socially excluded groups; addressing inequality and disadvantage.

The vacant post is located within Historic Environment Division under the business group **Engaged Communities**.

Historic Environment Division

Historic Environment Division (HED) surveys, records and maintains an archive about the historic environment and designates our most important features as: Monuments in State Care, Scheduled Monuments, Listed Buildings and Historic Parks and Gardens.

Historic Environment Division works in collaboration with a very wide range of individuals and organisations in the public, private and third sectors to ensure that, together, we record, protect, conserve and promote our heritage in ways which support and sustain our economy and our communities. HED provides expertise and skills, seeking to improve the understanding, caring for and appreciation of our heritage, and to ensure a suitable balance between respecting a rich past and building a successful future.

The Division includes Heritage Records and Designation Branch; Heritage Development and Change Branch; Heritage Advice and Regulation Branch; Heritage Buildings Designation Branch; State Care Heritage Branch; State Care Operations Branch; Central Administration and Projects Branch. HED is part of Engaged Communities Group.

The Assistant Warden post sits within State Care Operations Branch. The main purpose of State Care Operations Branch is the maintenance, conservation and operation of State Care Monuments. This includes the presentation, enhancement and interpretation of State Care sites; managing resources; establishing and maintaining relationships with Borough Councils, local authorities, landowners and others; working in partnership with others to manage SCMs; and contributing to events management and activities at SCMs.

Responsibilities relevant to the current vacancy arise primarily from **The Historic Monuments and Archaeological Objects (NI) Order 1995**, which provides for the acquisition and guardianship of historic monuments, their care and presentation to the public.

KEY RESPONSIBILITIES

Reporting directly to the PTO Warden; these posts are full time and the office location is Carrickfergus Castle or Dunluce Castle although the duties of the post will require some travel to other State Care sites across Northern Ireland.

The main duties relate to the management, presentation and maintenance of State Care Monuments with a particular focus on Carrickfergus Castle or Dunluce Castle and an allocated number of sites.

The main role of the Assistant Warden is to:

- Assist with managing the presentation and maintenance of State Care Monuments with a particular focus on Carrickfergus/Dunluce Castle and an allocated number of sites;
- Assist the PTO Warden in facilitation of events and activities at monuments within their geographical area, as required and in agreement with the Front of House Manager
- Support the PTO Warden in undertaking Premises Officer duties required for monuments within their geographical area.
- Direct line management responsibility for a team comprised of Industrial Rangers and Seasonal temporary staff.

The main duties and responsibilities of the post-holder will include:

1. Management of Staff and Resources

- Line management responsibility, including performance and absence management duties, for a team currently comprised of rangers (Industrial) and seasonal temporary staff.
- Supervision, inductions/training, and preparation of work schedules and daily rotas for industrial staff and/or contract workers.
- Undertaking of administrative duties appropriate to the grade such as the ordering of goods and maintaining relevant records in accordance with current Procurement Policy.
- Undertaking ordering of gift shop stock, including identifying relevant suppliers in accordance with current Procurement Policy, maintaining adequate stock levels, carrying out regular stock checks and monitoring of sales. Undertaking cash handling, banking, reconciliation and other till management duties.
- Assisting the Warden in monitoring the condition, safety, and integrity of sites.
- Accurately recording and monitoring spreadsheets tracking maintenance of vehicles, equipment and machinery. Following up any queries, and tracing missing receipts or records.

2. Visitor Servicing

- Management and maintenance of booking systems, including tour groups and educational bookings.
- Assisting the PTO Warden in the presentation of assigned sites to visitors through giving talks/presentations where necessary.
- Assisting the PTO Warden by developing interpretative materials, displays and exhibitions. Undertaking regular checks and monitoring of the condition of interpretative material.
- Assisting the PTO Warden in the delivery of events and enhanced experiences at designated sites.

3. Health and Safety

- Assisting the PTO Warden in ensuring regular checks are undertaken to ensure sites and premises are maintained to the required standard and are safe for staff and visitors.
- Assisting the PTO Warden with the undertaking and reviewing of risk assessments for all activities and sites on a rolling programme.
- Assisting the PTO Warden in risk assessing for various work activities to ensure staff are in a safe working environment.
- Carrying out site inspections across specified area, reporting of any issues and maintaining accurate records.
- Responding to and remedying issues identified in H&S audits and inspections within the specified deadline.
- Carrying out regular fire and emergency risk assessments and fire evacuation drills ensuring records are kept accurately and correctly; Following up on all issues arising from risk assessments; Ensuring that all staff are aware of correct responses to an emergency situation.
- Accurate and timely recording and reporting of all accidents and near miss situations on sites.

4. Other Duties

- Assisting in the provision of logistical support to the PTO Warden in the management of assigned properties.
- Assisting the PTO Warden in representing HED in matters relating to the conservation or protection of State Care sites.
- Attendance at sites as required to facilitate access outside normal working hours.
- Use of NI Civil Service IT systems

The above list is not exhaustive but gives a good indication of the main duties of the post. The emphasis on particular duties will vary over time according to business needs.

TERMS AND CONDITIONS

There is currently 1 Assistant Warden vacancy based in Carrickfergus Castle and 1 Assistant Warden vacancy based at Dunluce Castle. Both are full time permanent vacancies.

Staff will be expected to stay in the role for a minimum of two years. Only in exceptional circumstances for example: where a promotion opportunity arises, will there be any variation to this position.

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

Location

The current posts are located at Carrickfergus Castle and Dunluce Castle, but candidates will be required to fulfil site inspections and other duties deemed relevant to the grade at various locations throughout N. Ireland.

Candidates should note that, though they will be asked to state their preference, HED will decide to which post each successful candidate will be appointed, therefore candidates must be willing to work in all areas listed.

Please note that it is NICS policy that, except in very exceptional circumstances, candidates will only receive one offer of appointment from a competition which, if not accepted, will result in the candidate being withdrawn from the competition.

Salary

Salary will be within the range £25, 229 - £26, 051 (under review) within which pay progression will be performance related.

Starting salary will be at the minimum of the scale. If the successful candidate is an existing civil servant, normal pay on promotion/re-grading arrangements will apply. Please refer to the Pay and Grading Chapter of the Staff Handbook.

Allowances

Applicants should note that due to the special nature of the duties and the operational requirements in managing properties and the visitors to them a requirement of this post involves being available to work outside of, and in addition to, normal office hours. This can include:

- early, late and occasional night work;
- weekend working;
- responding to emergency call out situations; and
- being available for work outside normal office hours (including public and privilege holidays with approval.)

An All Hours Worked Allowance of 20% of the basic salary is payable to the post-holder for this purpose.

Overtime is only accrued for hours worked on public and privilege Holidays

This allowance is currently under review.

Applicants must confirm that they can commit to the requirements of the post in full.

Pensions

The NICS offers all employees an attractive pension package. Further details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at www.finance-ni.gov.uk/civilservicepensions-ni

Holidays

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

Hours of Work

Hours for this post are referred to as 'unconditioned' as attendance depends on the special nature of the duties and no conditioned hours are agreed. This post involves regular weekend working, public and privilege holiday working, occasional evening or night work and responding to emergency call out situations.

Travel

The successful candidate must have a full valid Category B UK driving licence to enable them to meet the requirements of the post in full. Some of the duties may require the driving of Departmental vehicles and the post holder will be required to travel to various sites throughout Northern Ireland.

Medical

Prior to appointment being offered, the successful candidate will be required to pass a drivers' medical.

Vetting

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

Probation

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

Terms of Appointment

The successful candidate will be required to undertake ongoing training in conservation methods and other aspects of the job role to ensure that their knowledge is up to date.

Career Development

The NICS is committed to career development and offers attractive career prospects across a wide variety of roles and professions. Career development is an integral part of the performance management system. Personal Development Plans identify learning and development needs with a view to enhancing skills and capabilities. NI Civil Servants have access to a wide range of internal job opportunities, including secondments with external organisations and are encouraged and supported in proactively managing their career.

Conflict of Interest

It is a basic requirement of all Civil Servants that their private activities should not bring them in to conflict with their official duties.

Conflict of Interest is not limited to the individual's own private, financial or other interests, as family, friends and associates may also have dealings which affect the Department's business directly or indirectly. Therefore to avoid any conflict or potential conflict and to demonstrate impartiality to the public at all times, an officer must not, without prior approval, engage in any activity which could be considered to be in conflict with official business.

Further Information

Applicants wishing to learn more about the post before deciding to apply may telephone Philip O'Neill on 028 9081 9293 or email Philip.O'Neill@communities-ni.gov.uk

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

ELIGIBILITY CRITERIA

Applicants must, by the closing date for applications, be able to demonstrate that they:

1. Possess an ONC/D or BTEC National Certificate/Diploma, or equivalent or higher qualification, in a subject the primary content of which is related to one or more of the following topics:
 - Heritage management;
 - The use and management of property or land as public amenity open space;
 - The use and management of property and land for countryside recreation;
 - The preservation or presentation of the built heritage;
 - Property and premises management;
 - Tourism and visitor management

AND

2. Have at least 1 years' cumulative experience undertaking or assisting with at least 3 of the following areas of work:
 - The management of sites for built heritage or nature conservation, for public access and recreation, or as protected landscapes.
 - The assessment of development proposals on the built or natural environment.
 - The management of scheduled or historic monuments in state care.
 - The management of historic monuments for public safety.
 - Survey and monitoring of the built heritage.
 - Work associated with delivering policy relating to conserving the built heritage or the countryside.
 - The supervision and preparation of work programmes for industrial staff
 - Dealing with financial matters such as managing a budget, placing orders and authorising payments within stipulated limits.
 - The promotion of built heritage to visitors including the giving of talks, running events and assisting in the preparation of interpretative material.
 - The delivery of guided tours, talks and interpretation at heritage sites

AND

3. Be able to commit to the requirement to be available to be on call and work outside of normal office hours.

AND

4. Have a full valid Category B UK Driving licence that will enable them to carry out the duties of the post in full.

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.

Those applicants whose application forms do not clearly demonstrate that they meet all the essential requirements will not be invited to interview.

SHORTLISTING CRITERIA

In addition applicants should be aware that after an eligibility sift, should it be necessary to shortlist candidates to go forward to interview, the following shortlisting criteria will be used in the order listed:

1. One years' experience of visitor management at sites designated for public access and recreation
2. One years' experience of management of health and safety including assisting with risk assessments of historic monuments.

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.**
- **State clearly your personal involvement in any experience you quote. State "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.

1. Making Effective Decisions

Effectiveness in this area is about being objective, using sound judgement, evidence and knowledge to provide accurate, expert and professional advice. For all staff, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well-reasoned, justifiable decisions.

Marks available: 20

2. Changing and Improving

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

Marks available: 30

3. 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

4. Leading and Communicating

At all levels, effectiveness in this area is about leading from the front and communicating with clarity, conviction and enthusiasm. It is about supporting principles of fairness of opportunity for all and a dedication to a diverse range of citizens.

Marks available: 30

5. 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: 20

Total Marks Available: 130
Overall Pass Mark: 78

COMPETENCE BASED INTERVIEWS

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

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

INTERVIEWS

It is intended that interviews for this post will take place remotely via Webex during week commencing 22nd February 2021.

NICS COMPETENCY FRAMEWORK

The selection process will assess candidates against the NICS competency framework at level 2.

Assistant Warden is analogous to EO2 in the NICS.

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

You can apply online at www.nicsrecruitment.org.uk.

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:

- 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 submitted 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. State 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,

GUIDANCE FOR APPLICANTS

INTERVIEW PREPARATION

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

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

A competence-based interview does however require you to:

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

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

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

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

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

GENERAL INFORMATION

The Merit Principle

In accordance with the Office of the Civil Service Commissioners' Recruitment Code, appointments to the NICS are made under the 'merit principle', where the best person for any given post is selected in fair and open competition.

Further information on the Civil Service Commissioners can be found at www.nicscommissioners.org.

NICSHR Privacy Notice

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

Offers of Employment

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

Changes in personal circumstances and contact details

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

Transgender Requirements

Should you currently be going through a phase of transition in respect of gender and wish this to be taken into consideration, in confidence, to enable you to attend any part of the assessment process please contact HRConnect. Details of this will only be used for this purpose and do not form any part of the selection process.

Merit List

HRConnect will allocate a candidate (or candidates) to a vacancy (or vacancies) in the order listed. It is presently intended that the merit list for this competition should remain extant for a period of one year. However you should be aware that circumstances may arise in the future where it will be necessary to extend the currency of the merit list for a further period. The merit list will only be extended where cogent practical reasons for doing so arise.

Disability Requirements

We will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form any part

of the selection process. If you have indicated on your application that you have a disability and are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact HRConnect.

Documentation

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

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

You should ensure that the required documents are readily available.

Right to Work and Nationality Requirements

HRConnect must ensure that you are legally entitled to work in the United Kingdom and satisfy the Nationality requirements for appointment to the NICS. Applicants must be either:

- (i) UK national; or
- (ii) National of a Commonwealth country; or
- (iii) National of the Republic of Ireland; or
- (iv) EEA nationals with (or eligible for) status under the EU Settlement Scheme; or
- (v) Relevant EEA or Turkish nationals working in the Civil Service; or
- (vi) Relevant EEA or Turkish nationals who have built up the right to work in the Civil Service; or
- (vii) Certain family members of the relevant EU & Turkish nationals

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

Security

1. Baseline Personnel Security Standard

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

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

Further information regarding the Baseline Personnel Security Standard, including other acceptable documents is available via www.gov.uk.

We will organise a Criminal Record Check on all applicants to be carried out by AccessNI. The category of AccessNI check required for this post is;

Basic Disclosure Certificate

You should not put off applying for a post because you have a conviction. We deal with all criminal record information in a confidential manner, and information relating to convictions is destroyed after a decision is made. Further information regarding policy on the recruitment of ex-offenders and the vetting process is available at www.nicsrecruitment.org.uk in Recruitment Policy and Procedures manual.

Security Policy for AccessNI Disclosure Information is available at www.nicsrecruitment.org.uk under Useful Information.

The AccessNI code of practice can be accessed via www.nidirect.gov.uk/accessni

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Those applicants who are being considered for appointment will be contacted by HRConnect, normally after interview/test, and will be asked to complete the AccessNI application form. Please note that a request to complete this form should not be seen as a guarantee of an offer of appointment.

Failure to complete the application form and return it within the specified time will be regarded as 'no longer interested in the position' and your application will be withdrawn.

Criminal Record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978.

Equal Opportunity Monitoring Form

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

For guidance on completing the Monitoring Form and to read the NICS Equal

Opportunities Policy Statement please refer to the DoF website www.finance-ni.gov.uk.

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**