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# Job description

Date: March 2022

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**Department:** Place and Economy  
**Post number:** 2078  
**Section:** Culture and Tourism  
**Job title:** **Operations Development Manager**  
**Grade:** PO9

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## Main purpose of job

Reporting to the Senior Manager - Culture and Tourism, this post will be responsible for:

- Operational and contractual management of all aspects of the operation of the Zoo, Malone House, Belfast Castle, Belfast Waterfront Hall, Ulster Hall, Belfast Bikes and any other assigned asset. This is to include all management issues relating to historical buildings and artefacts, horticulture, hospitality and tourism. This will include overseeing catering franchise agreements, the upkeep of the surrounding landscapes and the management and supervision of cross-functional teams at each location.
- Identifying and maximising commercial opportunities within the assets by developing new business opportunities to maximising revenue streams and to ensure that assets make optimum contribution to city's economic growth and regeneration agenda and to monitor the economic impact of the investment.
- Overall planning, organisation and management of the assigned assets and to act as champion in the use of effective performance management processes.
- Effective implementation and application of appropriate quality assurance systems to ensure that the highest standards of customer care, service delivery and excellence are achieved throughout the services.
- Lead the development of key relationships and strategic partnerships both internally and externally including a range of private, statutory, voluntary and community organisations to facilitate a co-ordinated approach to the development of the assets.
- Effective oversight of Health and Safety compliance.

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## Summary of responsibilities and personal duties

1. Responsible for the preparation, management, monitoring and implementation of effective business planning processes and assigned budgets, the preparation of operating programme budgets and overseeing the tracking of expenditure and revenues, and for identifying and managing risks linked to the implementation of the annual Business Plan.
2. Work in collaboration with colleagues across the service and with Marketing and Corporate Communications Section to develop and implement an effective and dynamic communications and marketing strategy for the effective promotion of the assigned portfolio.
3. Identify potential business opportunities for development of the assets, ensuring any external funding opportunities are maximised for the council; support the development of robust business proposals with a view to securing funding and sponsorship, new contracts and long term client relationships; and explore synergies and interdependencies between assets and activities in the department identifying opportunities for efficiencies, cost reduction and value for money. Work with colleagues across council to develop experience and development plans for the assets.
4. Proactively develop, implement and monitor policies and operating procedures within the Unit and lead on the implementation of corrective actions relating to the assigned facilities including security, cleaning, maintenance, site and staff equipment, health and safety, contractor management and other relevant facilities management issues.
5. Lead on activities and acting as an escalation point for addressing day to day operational support and facility management issues as they arise within the function.
6. Oversee and act as the Health and Safety competent person for the venues, be responsible for WIRES inspections and for ensuring that any actions highlighted are dealt with to ensure WIRES compliance and, in partnership with the council's Health and Safety Unit, design, implement and monitor a health and safety policy specific to the venues' environment so as to ensure compliance with all relevant health and safety legislation, policies, procedures and best practice
7. Lead on the management, effective procurement and administration of any operational equipment and stores including the development of appropriate stock control measures and expenditure monitoring.
8. Oversee the management of the budgets allocated for the discharge of the unit's functions in accordance with the council's policies, financial regulations and standing orders, to ensure that the unit's objectives are met within the budget.
9. Oversee the negotiation, management and delivery of any outsourced contracts in relation to the assets.
10. Responsible for the effective Industrial relations within the venues and to ensure the relevant representation on Health and Safety and Trade Union Forum.
11. Responsible for the effective and efficient asset management including the development and management of improvement plans and to liaise with appropriate council staff in relation to any physical improvement works.
12. Liaise with the council's Property Maintenance Unit to develop business cases for ongoing and future capital programmes in a timely manner.

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13. Lead, motivate and manage any allocated staff in accordance with all relevant council policies and procedures absence management; grievance and disciplinary; learning and development, to ensure that the essential skills are available within the section ensuring the effective delivery of services and the continued development of staff ensuring there are adequate resource provisions in place for the effective management of the assigned assets.
  14. Investigate and respond to all relevant complaints in accordance with council policies and procedures and identify and manage risks at an appropriate level across the assets in conjunction with senior management.
  15. Capture key data and performance information, and produce timely briefings, performance management, financial and committee reports and papers and to attend committees, corporate management teams, project boards etc as and when required.
  16. Represent the Senior Manager – Culture & Tourism as and when required.
  17. Participate, as required, in a range of corporate projects and initiatives and to act in accordance with all council policies and procedures.
  18. Participate in all induction and in-service training provided by Belfast City Council and in the induction and support of all newly appointed staff and other human resource management policies and procedures, as appropriate, including, absence management, disciplinary and grievance procedure.
  19. Participate as directed in the council's selection and interview process.
  20. Ensure all policy development, consultations and frameworks comply with the council's statutory duties under Section 75 of the Northern Ireland Act 1998; 1998 Human Rights Act, other applicable legislation and the council's Equality Scheme.
  21. Act in accordance with the council and departmental policies and procedures including customer care, equal opportunities, health and safety, safeguarding and any pertinent legislation.
  22. Undertake the duties in such a way as to enhance and protect the reputation and public profile of the council.
  23. Undertake any other relevant duties as may, from time to time, be required and in accordance with responsibilities of the post.

***This job description has been written at a time of significant organisational and structural change and it will be subject to review and amendments as the demands of the role and the organisation evolve. Therefore, the post holder will be required to be flexible, adaptable and aware that they may be asked to perform tasks, duties and responsibilities which are not specifically detailed in the job description but which are commensurate with the role. The post-holder should also be aware that the location of this post in the organisation structure could be subject to change in the future.***

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# Employee specification

Date: 20 May 2022

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**Department:** Place and Economy

**Post number:** 2078

**Section:** Economic Development

**Job title:** **Operations Development Manager**

**Grade:** PO9

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## Essential criteria

### Qualifications

Applicants **must**, as at the closing date for receipt of applications, have a third level qualification in a relevant subject such as Marketing, Hospitality Management, Business Studies or other equivalent qualification.

### Experience

Applicants **must**, as at the closing date for receipt of applications, be able to demonstrate, by providing personal and specific examples on the application form, at least two years' relevant experience of managing a commercial or retail facility in each of the following areas:

- a) managing facilities, ensuring health and safety compliance and developing the long term financial sustainability of the facility;
- b) managing and motivating staff, i.e. direct reports, and budgets and preparing and reporting on associated performance indicators to senior management; and
- c) developing effective customer relationships with customers or clients.

### Special skills and attributes

Applicants must be able to demonstrate the following skills and attributes which may be tested at interview:

**Strategic skills:** the ability to look ahead, assess options and advise others to make plans based on the best options and to work closely with others to secure wider objectives.

**Communication and influencing skills:** the ability to communicate effectively and persuasively at all levels in both public and private sectors, including the ability to write clear analytical reports and make convincing presentations.

**Analysis and decision-making skills:** the ability to analyse and interpret complex issues and exercise critical judgement in arriving at practical solutions.

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**Project management skills:** the ability to initiate, develop, manage and monitor complex projects and to oversee effective delivery by third party organisations.

**Partnership working skills:** the ability to establish good working relationships and work in partnership with a wide range of stakeholders across different sectors to develop and deliver a shared agenda.

**Team leadership skills:** the ability to lead a team and work with others both within and beyond traditional organisational boundaries and contribute effectively to meeting team objectives.

**Performance management skills:** the ability to establish and maintain a performance management culture and utilise objectives, targets, performance measures, benchmarking and the interpretation of best practice to ensure effective delivery of the economic development programme.

**Resource management skills:** the ability to deliver results through the effective development, deployment and management of human and financial resources.

**Political sensitivity skills:** an awareness of the need to enhance and protect the image of the council and profile of the council.

### **Short-listing criterion**

In addition to the above qualifications and experience, Belfast City Council reserves the right to short-list only those applicants who, as at the closing date for receipt of applications, can demonstrate, by providing personal and specific examples on the application form, at least three years' relevant experience in each of the aforementioned areas.

## **Belfast City Council**

### **Terms and conditions of employment**

#### **Operations Development Manager (PO9) Permanent post**

#### **Economic Development Section**

#### **Place and Economy Department**

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#### **Job applicant privacy notice**

Belfast City Council is the Data Controller under the General Data Protection Regulations (GDPR) for the personal data it processes relating to job applicants. Processing data from job applicants allows the council to manage the recruitment process, assess and confirm an applicant's suitability for employment and decide to whom to offer a job. It may also need to process data from job applicants to respond to and defend against legal claims.

If you apply for this job, you will be providing your personal data to the council whose lawful basis for processing it is for the performance of a task carried out in the public interest or in the exercise of official authority. In some cases, the council will also need to process your data to ensure it is complying with its legal obligations. For example, to monitor applicants' sensitive data for equal opportunities purposes and to check applicants' eligibility to work in the UK before employment starts. The council will collect a range of information about you, including:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, which may include benefit entitlements;
- whether or not you have a disability, or if your first language is not English, so that it can make reasonable adjustments, as required, during the recruitment process; and
- information about your entitlement to work in the UK etc.

The council will collect this information in a variety of ways for example, by application forms, through forms of assessment, from interview or from your identity documents. It may also collect personal data about you from third parties, such as references, but it will only seek this data if you have been recommended for appointment to the post and it will inform you that it is doing this. Your personal data will be shared internally within the council with staff who are involved in the recruitment process and, where necessary, between internal departments for the purpose of ensuring a fair, systematic and objective recruitment and selection process is in place. It will also be shared with external consultants for the purposes of candidate attraction and selection, where appropriate. Your personal data will not be shared or disclosed to any other organisation without your consent, unless the law permits or places an obligation on the council to do so. Your data will be stored in a range of different places including the recruitment file, the HR information management system and other IT systems such as email. It will be held and stored by the council in a safe and secure manner in compliance with Data Protection legislation and in line with the council's Records Retention and Disposal Schedule.

As a data subject, you have a number of rights. These include your right to:

- access and obtain a copy of your personal data on request;
- require the council to change incorrect or incomplete personal job applicant data; and
- require the council to delete or restrict processing your data.

If you have any queries regarding the processing of your personal data, please contact our Job Line on 028 9027 0640. If you wish to contact the council's Data Protection Officer, please write to Belfast City Council, City Hall Belfast, BT1 5GS or send an email to [records@belfastcity.gov.uk](mailto:records@belfastcity.gov.uk)

Please see further details of the terms and conditions relating to this post set out below:

### **Appointment**

The appointment will be made by the selection panel, but will be subject to ratification by the director of the relevant department.

### **There is currently one permanent, full time post.**

There may be a reserve list of applicants drawn up for this post which would last for a maximum of 12 months. Should a similar post become vacant within this time, it may be offered to those on the reserve list, in order of merit, without further interview. **These posts may be either full-time, part-time, or job share on a permanent, temporary or fixed-term basis.**

If you are offered and you accept a temporary position e.g. a temporary part-time position for 3 months, and another temporary part-time position arises from the same recruitment campaign e.g. for 1 year, regardless of whether or not you are still working in your temporary part-time position, you will not be offered any further temporary part-time position. However, in certain circumstances, when all relevant applicants on the reserve list for temporary vacancies, full-time or part-time, have been offered opportunities for which they expressed a preference on their application form, and if the timing of the reserve list is still valid and there are still temporary vacancies to fill before the reserve list expires, the council reserves the right to 'revisit' the reserve list in strict order of merit. This is the only time when an individual who has been appointed to a temporary position e.g. a temporary part-time position can be offered another temporary part-time position.

If a similar post does become vacant within this time, it will be offered to candidates on the reserve list in the following way:

1. Candidates will be initially contacted by telephone and **must** respond within three working days to accept or decline the post.
2. Candidates who cannot be contacted by telephone will be contacted by letter and **must** respond by telephone or by return of acceptance form within five working days of the date of the letter.

If candidates do not respond within the above time frames, the post will be offered, in order of merit, to the next person on the reserve list. The names of those candidates who have not responded within the above timeframes will be retained on the reserve list, in order of merit, to be considered for future vacant posts.

However, if candidates have been contacted on three separate occasions, and they have not responded within the above timeframes on these three occasions, the council will assume that they are no longer interested in the post and their names will be removed from the reserve list.

Should your contact telephone number or your address change since you submitted your application form, it is your responsibility to notify the HR Employee Resourcing Unit on 028 9027 0640 or by emailing [jobs@belfastcity.gov.uk](mailto:jobs@belfastcity.gov.uk) with your new contact details.

### **Job details**

Job description: please refer to the job description for details of the duties of the post.

Employee specification: please refer to the attached employee specification for details of any qualifications, experience, etc. which are required for the post. Should an applicant be recommended for appointment to this post, they will be required to produce official original proof of any qualifications, etc. they relied upon to support their application. Please also be advised that an applicant must provide evidence to demonstrate that they were in possession of such qualifications, etc. at the closing date for applications.

### **Remuneration**

The salary will be determined by the council in line with that determined by the National Joint Council for Local Government Services, currently Salary Scale PO9, SCP 46 to 51, £52,867

- £56,170 per annum (in normal circumstances, the starting salary is the minimum point), paid monthly by direct payment by the Bankers Automated Clearing System (BACS) to a bank or building society account of your choice.

### **Location**

The person appointed will be based initially in 9 Adelaide, 9 – 21 Adelaide Street, Belfast but will be required to work in and/or visit other locations.

**Please note, given the uncertainty of the ongoing situation with Covid 19 (Coronavirus) and the closure of council buildings, the person appointed may be asked, in the first instance, to report to a different location, work from home and/or be reassigned or redeployed to another area of work within the council.**

### **Pre-employment checks**

Prior to taking up duty the person recommended for appointment must:

- (a) Enter into an agreement which sets out the main terms and conditions of employment.
- (b) Provide evidence of the right to work and reside in the UK via an original full UK birth certificate and original proof of national insurance number (for example, via national insurance card, P45 or payslip etc). No temporary national insurance numbers can be accepted. Individuals who do not have a UK birth certificate will be asked to bring their passport and other documentation as required.
- (c) Produce official evidence of their qualifications, as required. Please be advised that candidates must provide evidence to demonstrate that they were in possession of them at the closing date for applications.
- (d) Provide details of the bank or building society account to which their salary or wage will be lodged.
- (e) Provide two satisfactory work references. If suitably satisfactory references are not received, they will not be offered the appointment.
- (f) Pass satisfactorily a medical assessment by the council's Occupational Health Service provider.
- (g) Complete the relevant Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) membership or opt out forms.
- (h) Complete a disclosure of family relationships form.
- (i) Complete a disclosure of criminal convictions form, under the Rehabilitation of Offenders (NI) Order 1978. All applicants who are recommended for appointment to a post within Belfast City Council must provide details in respect of any criminal convictions which are not regarded as 'spent' convictions. Any disclosed convictions will be taken into account only when the conviction is considered relevant to the post and will be seen in the context of the job, the nature of the offence and the responsibility for the care of existing client/customer and employees.

**If the person appointed acquires a conviction throughout the course of their employment with Belfast City Council, they must bring this to the attention of their line manager/departmental HR representative. Failure to comply with this request can result in a breach of the terms and conditions of employment and may result in sanction or dismissal. Any information will be dealt with confidentially and help is available.**

Please note that if an applicant is recommended for appointment, they must complete the pre-employment checks, outlined above, within 10 working days or consideration will be given to withdrawing the recommendation for appointment and no formal offer of appointment will be made.

### **Council policies**

The person appointed will be required to comply with all current and future council policies, procedures, guidelines, agreed working practices and any relevant collective agreements incorporated into the contract of employment.

### **Conditions**

The general conditions of service as prescribed from time to time by the National Joint Council for Local Government Services and by the council for its officers shall apply to the appointment and the



Single Status Implementation Agreement dated 2007 as renegotiated from time to time is hereby incorporated into the contract of employment.

*A copy of the council's Disciplinary Procedure and Grievance Procedure will be issued to all new employees at the council's Induction Course.*

Please note if you are an applicant with previous local authority service in England, Scotland, Wales etc., you are advised to clarify your particular situation with regard to the continuity of this service, prior to accepting an offer of appointment from Belfast City Council.

### **Service and hours of duty**

The hours of duty are 37 per week, working five days per week, Monday to Friday. Flexible working hours are in operation between 7.30am and 6.30pm, with set core times that the person appointed must be in work. However, the person appointed will be required to start and finish work at specific times that suit the operational needs of the service and they will, when advised, be required to work outside of these hours for operational reasons including on extra statutory, bank and/or public holidays.

In accordance with the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service variations to the established working week or patterns of work will be reasonable and subject to adequate notice.

### **Annual leave**

Annual leave and extra statutory, bank or public holiday entitlement is calculated in hours/minutes.

A person appointed on the standard full time hours of 37 per week will be entitled to 170.2 hours (23 days) annual leave, plus 88.8 hours (12 days) bank or other holidays.

Annual leave entitlement will be increased by 37 hours (5 days) in the case of officers who have not less than 5 years' continuous service and by a further 22.2 hours (3 days) in the case of officers who have not less than 10 years' continuous service.

Figures in brackets represent the number of days based upon a standard day of 7.4 hrs.

For individuals who do not work the standard full-time hours, annual leave and extra statutory, bank or public holiday entitlement will be calculated on pro-rata basis to their contracted hours, based on the standard full time hours of 37 per week and a standard day of 7.4 hours (i.e. 7 hrs 24 minutes).

Employees are entitled to a holiday with a normal day's pay for each of the statutory, general and public holidays as they occur. Where the balance of the employee's public / bank and statutory holiday entitlement has been exhausted, additional leave taken for public / bank and statutory holidays will be deducted from the employee's annual leave entitlement.

All employees required to work on extra statutory, bank or public holidays will be remunerated in accordance with Part 3, paragraph 2 of the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service.

The leave year commences on 1 April. If an employee starts part way through the annual leave year, the employee will receive annual leave entitlement on a pro rata basis, calculated on the number of days remaining in the current leave year from the first day of employment.

### **Sick leave**

This scheme is intended to supplement Statutory Sick Pay and Incapacity Benefit so as to maintain normal pay during defined periods of absence on account of sickness, disease, accident or assault. Absence in respect of normal sickness is entirely separate from absence through industrial disease, accident or assault arising out of or in the course of employment with a local authority. Periods of absence in respect of one shall not be set off against the other for the purpose of calculating

entitlements under the scheme. Employees are entitled to receive sick pay for the following periods:

During first year of service	one month's full pay and (after completing four months service) two months half pay
During second year of service	two months' full pay, and two months' half pay
During third year of service	four months' full pay, and four months' half pay
During fourth and fifth years of service	five months' full pay, and five months' half pay
After five years' service	six months' full pay, and six months' half pay

### **Superannuation**

The person appointed will automatically become a member of the Local Government Pension Scheme (Northern Ireland) LGPS (NI) in line with scheme regulations. They may opt out of the scheme. However, the council is required to comply with automatic enrolment provisions and will automatically enrol the person appointed at certain times. The LGPS (NI) is administered by Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) ([www.nilgosc.org.uk](http://www.nilgosc.org.uk)).

### **Canvassing**

Canvassing in any form, oral or written, direct or indirect, will disqualify an applicant for appointment. Candidates can, however, contact the relevant department for further information about the post. The person from the relevant department who provides further information should not be a member of the selection panel.

### **Notice**

The minimum period of notice to be given by an employee shall normally be the ordinary period from one payment of salary or wages to the next.

Belfast City Council may terminate an employee's employment with the council by giving the following period of notice:

<b>Continuous service</b>	<b>Period of notice</b>
One month or more but less than two years	Not less than one week
Two years or more but less than twelve years	Not less than one week for each year of continuous service
12 years or more	Not less than 12 weeks

### **Probationary period**

The person appointed may be required to complete a six month probationary period, if this is a requirement of the relevant department, and during this time one week's notice will be given by the council to terminate employment.

### **Interview expenses**

Reimbursement of interview expenses is not available.

### **Receipt of applications**

Completed applications must be received by email to [jobs@belfastcity.gov.uk](mailto:jobs@belfastcity.gov.uk) by **4pm** on **Monday, 27 June 2022**.

Please note that it is the candidate's responsibility to ensure that their application form is submitted and received in the Human Resources Section by this closing date and time. Application forms returned electronically must be submitted as an email attachment. Due to the council's Computer

Use Policy and security protocols, storage services such as SkyDrive are not accessible. Applications submitted as a link to a storage service will not be accepted. No late application forms will be considered. No application forms, or supporting information in respect of an already submitted application form, will be considered after this date and time. Applications will not be accepted by fax. **We are unable to issue or receive any hard copy application forms, either by post or hand-delivered.**

**Short-listing and interview date**

It is envisaged that short-listing for this post will take place on **Friday 1 July 2022**. Whilst no specific testing or assessment arrangements are anticipated for this post, depending on the volume of applicants, the council reserves the right to include these mechanisms as part of the selection process. It is also envisaged that interviews will be held on **Friday 8 July 2022** and **will be held via MS Teams**.

The council will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.

## Belfast City Council

Application for appointment as:

### Operations Development Manager (PO9)

(There is currently one permanent full-time post. Other full-time, part-time, job share, temporary and permanent posts may be filled from a reserve list.)

Economic Development Section

Place and Economy Department

Name of Applicant:

Address:

The closing date for applications is **4pm on Monday, 27 June 2022.**

Completed application forms should be emailed to [jobs@belfastcity.gov.uk](mailto:jobs@belfastcity.gov.uk) and you will receive an automatic reply when your application has been received. If you don't receive an acknowledgement within 30 minutes, please call 9027 0640 to confirm receipt (office hours are normally Mon-Thurs 8.30am-5pm, Fri 8.30am-4.30pm). You must confirm receipt **before** the closing date and time as we will not be able to accept applications that are sent but not received before the closing date and time.

**Please note, we are unable to issue or receive any hard copy application forms, either by post or hand-delivered. All application forms must be emailed to [jobs@belfastcity.gov.uk](mailto:jobs@belfastcity.gov.uk)**

**If you have a disability and require any reasonable adjustments, or your first language is not English and you require any assistance with any aspect of our recruitment and selection process, please call 028 9027 0640**

**Belfast City Council is an equal opportunities employer and we welcome applications from all sections of the community**



**Belfast  
City Council**

In addition to filling the immediate vacancy, we also intend to create a reserve list of successful applicants, in strict order of merit based on performance at interview. We anticipate that this list will last for 12 months, or until it is exhausted, whichever is sooner.

Therefore, should a similar post to the immediate vacancy become available within this time we may offer it to those on the reserve list, in order of merit, without further interview.

**These posts may be either on a permanent or temporary basis and may be working full-time, part-time or job share hours.**

Please indicate below whether you would be interested in a permanent or temporary (including fixed term) post working full-time, part-time or job share hours by ticking the appropriate box.

**If you are interested in both permanent and temporary positions, please tick (✓) both boxes.**

**Contract type:**

**Permanent**  **Temporary**

**Hours of work:**

**Full-time**  **Part-time**  **Job share**

You can apply for all positions and, if appointed to the reserve list, you will be considered for permanent and temporary vacancies and for full-time, part-time and job share hours.

If you apply for all positions, you can accept an offer of temporary employment without giving up your right to be considered for a permanent post. Similarly, you can accept a post working part-time hours without giving up your right to be offered a post working full-time hours.

**It is important to note: If you are placed on the reserve list, you will only be offered vacant posts on the basis of the information you have provided above. For example, if you have ticked that you are applying for a permanent position only and a temporary position becomes available, we will not offer you this temporary post. Similarly, if you have ticked that you wish to be considered for full-time hours only and a part-time post becomes available, we will not offer you this part-time post.**

**Section 1: Personal details**

Are you currently employed by Belfast City Council?

Yes  No

If yes, please enter your staff number:

Have you been previously employed by Belfast City Council?

Yes  No

If yes, please state your reason for leaving:

**1. Your details**

(a) Title: (Mr, Mrs, Ms, Miss, Mx, Dr etc)

(b) Forenames:

(c) Preferred name:

(d) Surname:

**2. Contact details**

(a) Telephone number:

(b) Email address:

(c) Address 1:

(d) Address 2:

(e) Town:

(f) County:

(g) Postcode:

**3. Other information**

National insurance number:

**Section 2: Qualifications and employment history**

**4. Qualifications**

- (a) Details of qualifications obtained (please refer to employee specification):  
 Please state name, level and grade of qualification, the year attained and the examining body or university/college which awarded your qualification as this information may be needed by the selection panel.  
**Applicants must, as at the closing date for receipt of applications, have a third level qualification in a relevant subject such as Marketing, Hospitality Management, Business Studies or other equivalent qualification.**

**Please detail your relevant qualification(s) below:**

Year:	Examining body / University / College:	Level of qualification:	Subject:	Grade or mark:

- (b) If you are applying for a post on the basis of a qualification which is not stated on the employee specification but which you consider to be equivalent, please list the main topics and modules below to demonstrate how you feel it is equivalent in terms of level, breadth, depth and content etc. Please also provide any further information which you feel supports your case.  
 (The selection panel will make the final decision on the relevance and equivalence of your qualification.)

Year:	Examining body / University/College:	Level of qualification:	Subject and modules studied:	Grade or mark

Any other support evidence as to the equivalence of the qualifications stated, for example, breadth of overlap with qualification as detailed in the employee specification:

**Employment history**

(c) Details of current employment and current position held:

Name and address of current employer (if any):	Exact date employment commenced (dd/mm/yyyy):	Position held with current employer:	Salary:

(d) Details of previous employment and positions held:

Name and address of previous employer(s):	From: (dd/mm/yyyy)	To: (dd/mm/yyyy)	Position(s) held:	Salary:



### **Section 3: Experience**

5.

**You must complete the application form in either typescript (Arial font size 11) or legible hand-writing using black ink. You must limit your text in this section, i.e. (a) to (c), to no more than one A4 page per criterion. You must not use continuation sheets. If you submit more than one page per criterion, the short-listing panel will only consider the first page of information and you may not be short-listed.**

Applicants **must**, as at the closing date for receipt of application forms, be able to demonstrate by providing personal and specific examples on the application form, that they meet the experience as stated in the employee specification.

#### **Essential criteria**

Applicants **must**, as at the closing date for receipt of applications, be able to demonstrate, by providing personal and specific examples on the application form, at least two years' relevant experience of managing a commercial or retail facility in each of the following areas:

- a) managing facilities, ensuring health and safety compliance and developing the long term financial sustainability of the facility;
- b) managing and motivating staff, i.e. direct reports, and budgets and preparing and reporting on associated performance indicators to senior management; and
- c) developing effective customer relationships with customers or clients.

#### **Short-listing criterion**

In addition to the above qualifications and experience, Belfast City Council reserves the right to short-list only those applicants who, as at the closing date for receipt of applications, can demonstrate, by providing personal and specific examples on the application form, at least three years' relevant experience in each of the aforementioned areas.

**In boxes (a), (b) and (c) please provide the following detail:**

- (a) You must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail the type of facilities you have managed; your specific management duties; how you ensured health and safety compliance; the steps you took to develop the long term financial sustainability of the facility; any issues that you faced and how these were overcome, etc.
- (b) You must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail the staff you have managed and motivated including the number and job roles; how you managed and motivated the staff for whom you have been directly responsible; any staff difficulties you encountered and how you overcame them; the size of budgets that you were responsible for; the steps you took to manage these budgets; the performance indicators that you were responsible for; how you prepared and reported on these performance indicators to senior management, etc.
- (c) You must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail the customer relationships you have developed; the customers or clients that these relationships were with; how you ensured these customer relationships were effective; any issues that you faced and how these were overcome, etc.

**(a)**

Please demonstrate in this box, by providing personal and specific examples, that you have at least two years' relevant experience of managing a commercial or retail facility including two years' experience of managing facilities, ensuring health and safety compliance and developing the long term financial sustainability of the facility.

**(Please note, Belfast City Council reserves the right to short-list only those applicants who can demonstrate at least three years' relevant experience in this area)**

Continuation sheets must not be used

**(b)**

Please demonstrate in this box, by providing personal and specific examples, that you have at least two years' relevant experience of managing a commercial or retail facility including two years' experience of managing and motivating staff, i.e. direct reports, and budgets and preparing and reporting on associated performance indicators to senior management.

**(Please note, Belfast City Council reserves the right to short-list only those applicants who can demonstrate at least three years' relevant experience in this area)**

Continuation sheets must not be used

**(c)**

Please demonstrate in this box, by providing personal and specific examples, that you have at least two years' relevant experience of managing a commercial or retail facility including two years' experience of developing effective customer relationships with customers or clients.

**(Please note, Belfast City Council reserves the right to short-list only those applicants who can demonstrate at least three years' relevant experience in this area)**

Continuation sheets must not be used

**Section 4: Other information**

6. Notice required to terminate present position:

7. If you are not currently employed by Belfast City Council, please provide the required information of two persons not related to you, to whom references may be sent. Both of your referees must be either your current or previous employers (if applicable). Both should be able to comment on your ability to carry out the particular tasks of the job. If you do not wish us to contact your present employer, please provide your most recent previous employer.

1. Current or previous employer (if any)

Name:

Job title:

Name of organisation:

Address (including post code):

Contact telephone:

Email address:

2. Other employer referee (or character reference if applicable):

Name:

Job title (if applicable):

Name of organisation (if applicable):

Address (including post code):

Contact telephone:

Email address:

I certify that the above information is correct and understand that any false or misleading information, if proved, may result in no further action being taken on this application, or, if appointed, dismissal from the service of the council.

Signed:

Date:

## Equal opportunity monitoring form

HR Reference number: 0000001588 /

Belfast City Council is committed to ensuring that all eligible persons have equality of opportunity for employment and advancement in the council on the basis of ability, qualifications and aptitude for the work. To ensure the effective implementation of the Equal Opportunities Policy all applicants are requested to complete the following questionnaire. This questionnaire will be removed from your application form and will be strictly controlled in accordance with the Code of Practice on Monitoring agreed with Trade Unions.

**This questionnaire will not be seen by either the short-listing or interview panels.**

### Personal details:

Date of birth:

### Gender Identity:

How do you define your gender?

Male  Female  Prefer not to answer

I use another term (for example, Intersex, non-binary), please specify:

### Do you consider yourself to be trans\* or transgender\*\*?

Yes  No  Prefer not to say

\* Trans can be used as an umbrella term to describe people whose gender is not the same as, nor does it sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms e.g. transgender, transsexual, gender-queer (GQ), gender-fluid, non-binary, crossdresser, genderless. The use of trans as an umbrella term may not be acceptable to all transgender people.

\*\* Someone who intends to transition, is transitioning or has transitioned from the gender they were assigned at birth.

### Family status:

Married  Single   
 Divorced  Separated   
 Widowed   
 Cohabitant  Same sex marriage   
 Civil partnership  Dissolved civil partnership   
 Prefer not to answer   
 Other, please specify

### Ethnic origins:

White  Indian   
 Pakistani  Bangladeshi   
 Chinese  Irish Traveller   
 Black African  Black Caribbean   
 Prefer not to answer   
 Black other, please specify   
 Mixed ethnic group, please specify   
 Other, please specify

Please state your nationality or citizenship (for example, British, Irish, Polish):

### Official use only:

Dob

Gender Identity

Status

Ethnic origin

Nation

**Persons with and without a disability:**

A person has a disability if they have “a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities” (Disability Discrimination Act, 1995)

**Do you, in accordance with the above, have a disability?**

Yes  No

Prefer not to answer

Disability

If yes, please state nature of disability:

**If No, have you ever had a disability?**

Yes  No

Prefer not to answer

History

While the selection panel will be made aware that you have a disability for the purposes of operating the Guaranteed Interview Scheme, they will not know the nature of your disability or if you need any reasonable adjustments as part of the recruitment and selection process unless you advise them.

Therefore, if you require any reasonable adjustments as part of the recruitment and selection process, please outline them:

If you wish to discuss any of this information further or you require any further clarification about the Guaranteed Interview Scheme, please feel free to contact our Helpline on **(028) 9027 0640** and we will be happy to help.

In addition, if you are aware of any adjustments that you will require, should you be successful in obtaining the job, please outline them:

**Official use only:**

**Persons with and without dependants:**

**If yes, please tick the relevant box(es) below- you may tick more than one box**

Do you look after or are you responsible for caring for anyone? Yes  No

Dependants

**If yes, please tick the relevant box(es) below- you may tick more than one box**

Children  Relative  A person with a disability

Prefer not to answer

Other, please specify:

**Sexual orientation:**

**What best describes your sexual orientation?**

- Bi
- Gay/lesbian
- Heterosexual/straight
- Prefer not to answer
- I use another term, please specify:

Orientation

**Religious affiliation or community background:**

The council is required by The Fair Employment and Treatment (NI) Order 1998 to monitor the perceived religious affiliation or community background of its employees and applicants. In accordance with the Monitoring Regulations 1999, we are asking you to indicate the community to which you belong by ticking the appropriate box below:

- I am a member of the Protestant community
- I am a member of the Roman Catholic community
- I am a member of neither the Protestant nor Roman Catholic communities
- Prefer not to answer

Code   
Method

**Please note:** If you do not complete this section, we are encouraged to use the 'residuary' method, which means that we can make a determination on the basis of personal information on your application form.

**Religious belief or tradition:**

Please specify your religious belief, for example, Christian, Hindu, Muslim:

Religious belief

No religious belief

Not disclosed

**Additional information:**

To monitor the effectiveness of our advertising, please indicate where you saw this job advertised:

- |   |                          |                    |                          |                              |                          |
|---|--------------------------|--------------------|--------------------------|------------------------------|--------------------------|
| Belfast Telegraph                         | <input type="checkbox"/> | Irish News         | <input type="checkbox"/> | Newsletter                   | <input type="checkbox"/> |
| Sunday Life                               | <input type="checkbox"/> | Specialist journal | <input type="checkbox"/> | LinkedIn                     | <input type="checkbox"/> |
| Council trawl                             | <input type="checkbox"/> | Council website    | <input type="checkbox"/> | Nijobfinder.co.uk            | <input type="checkbox"/> |
| Facebook                                  | <input type="checkbox"/> | Twitter            | <input type="checkbox"/> | Word of mouth                | <input type="checkbox"/> |
| Department of Learning, Jobs and Benefits | <input type="checkbox"/> | Executive search   | <input type="checkbox"/> | Localgovernmentjobsni.gov.uk | <input type="checkbox"/> |

Other, please state where: