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# Job description

**Date:** 9 March 2020

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**Department:** Place and Economy  
**Post number:** 1516  
**Section:** Planning and Building Control  
**Job title:** **Project Officer (Affordable Warmth Programme)**  
**Grade:** Scale 5

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## Main purpose of job

To be responsible to the Programme Coordinator for the preparation, planning and undertaking to complete household surveys as targeted across the council area.

To assist in the coordination and delivery of the 'Affordable Warmth Programme' and ensure its efficient delivery.

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## Summary of responsibilities and personal duties

1. To undertake programmed household surveys across the council area.
2. To assist in the preparation and planning of the survey work and the administrative requirements in this regard.
3. To report to the Programme Coordinator on a daily and weekly basis as required and provide updates on all work undertaken and identify any issues of concern which may arise as part of the survey work.
4. To assist in the effective delivery of the programme and develop such procedures as may be required to ensure compliance with the Department for Communities (DfC) project operational requirements.
5. To liaise with local Environmental Health Departments and, or Building Control Departments as may be required, to ensure the smooth running of the survey programme.
6. To maintain all appropriate written and electronic records as required, to ensure all data collected is securely held in accordance with council data protection requirements.
7. To ensure that all council procedures are correctly adhered to and such records (including photographic records) as necessary are maintained in the fulfilment of these requirements.
8. To attend weekly team meetings of the assessment project team, to update and report on survey progress and associated issues.
9. To attend public, community and other group meetings as required, giving advice and support and promoting awareness of relevant programmes and opportunities, as necessary.
10. To take part in the council's quality assurance process with regard to delivery of the project.
11. To represent the Building Control Service and council both internally and externally as directed.
12. To 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 procedures.
13. To participate as directed in the council's recruitment and selection procedures.
14. To act in accordance with the council and departmental policies and procedures including customer care, equal opportunities, health and safety, safeguarding and any pertinent legislation.
15. To undertake the duties in such a way as to enhance and protect the reputation and public profile of the council.
16. To undertake such other relevant duties as may from time to time be required.

***This job description has been written at a time of significant organisational change and it will be subject to review and amendment 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.***

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# Employee specification

**Date:** 10 June 2022

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**Department:** Place and Economy  
**Post number:** 1516  
**Section:** Planning and Building Control  
**Job title:** **Project Officer (Affordable Warmth Programme)**  
**Grade:** Scale 5

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## Essential criteria

Applicants **must**, as at the closing date for receipt of application forms and throughout the selection process, be current Belfast City Council employees or current Belfast City Council agency assignees.

## Driving licence and experience

Applicants **must**, as at the closing date for receipt of application forms:

- have a full, current driving licence which enables them to drive in Northern Ireland with a car available for official business, or have access to a form of transport which enables them to carry out the duties of the post in full<sup>1</sup>; **and**
- be able to demonstrate on the application form, by providing personal and specific examples, at least **one** year's relevant experience in each of the following areas:
  - a) working with vulnerable individuals and providing a high level of customer care;
  - b) compiling, analysing and maintaining service information; **and**
  - c) dealing with members of the public and outside bodies to resolve queries.

## Special skills and attributes

Applicants **must** be able to demonstrate that they possess the following special skills and attributes, which may be tested at interview:

**Communication skills:** Effective communication skills both oral and written, with a specific ability to deliver a suitable message about the service and the ability to write memos and letters at service level in clear, simple language.

**Information technology skills:** IT awareness and competent in the use Microsoft Office applications including Outlook, Access, Word, PowerPoint and Excel.

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<sup>1</sup> Please be advised that this alternative is a 'reasonable adjustment' specifically for applicants with disabilities who, as a result of their disability, are unable to hold a full, current driving licence. However, please be advised that, given the business need for the post holder to undertake household surveys across the council area, to attend public, community and group meetings promoting awareness and representing the council both internally and externally, the 'reasonableness' of this adjustment will be thoroughly considered prior to any appointment being made.

**Work planning and organisational skills:** Good organisational skills with the ability to effectively prioritise the work of the team ensuring the constant flow of work.

**Team working skills:** The ability to make a full contribution to team decision-making, with a track record of working with a number of teams.

**Customer care skills:** An understanding of customer care and consultation principles and the need to respond effectively to customer demands.

**Partnership working skills:** The ability to work with a diverse group of other managers and professionals, both internally and externally, to meet common objectives.

**Project management and performance management skills:** The ability to determine resource requirements for projects and demonstrate an operational understanding of the principles and methodologies of performance management.

**Decision making skills:** The ability to make operational decisions in an effective manner so that objectives are achieved.

## Shortlisting criteria

In addition to the above driving licence and experience, Belfast City Council reserves the right to short-list only those applicants who, as at the closing date for receipt of application forms:

- in the first instance, can demonstrate on the application form, by providing personal and specific examples, at least two years' relevant experience in the above-listed areas (a – c); and
- in the second instance, have at least five GCSEs (grades A-C) including English, or equivalent qualifications.

## **Belfast City Council**

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

#### **Project Officer (Affordable Warmth Programme) (Scale 5) 'Temporary project' post until 31 March 2023, subject to review**

#### **Planning and Building Control 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 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. For generic-type posts, this may include posts in another department.

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 numbers 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.

**This is a 'temporary project' post until 31 March 2023, subject to review. An existing permanent employee of Belfast City Council will, if successful, be appointed on the basis of undertaking a 'temporary project' post with the right to return to their substantive post at the conclusion of the 'temporary project' post. An existing temporary or fixed term contract employee will, if successful, be appointed on the basis of a further temporary or fixed term contract into a 'temporary project' post but with no automatic right to revert back to their original temporary or fixed term contract post. Similarly, an existing agency assignee will, if successful, be appointed on the basis of a 'temporary project' post but with no automatic right to revert back to their original agency assignment. Temporary and fixed term contract employees and agency assignees should give consideration to this prior to applying or accepting this post.**

For internally trawled permanent or temporary project/cover/review posts, candidates must remain current employees or agency assignees throughout the selection process in order to be recommended for appointment. Candidates who are no longer current employees or agency

assignees as at the short-listing, testing/assessment or interview stage will not be eligible to progress through the process; even if they were an employee or agency assignee at the closing date for receipt of applications. Similarly, if placed on the reserve list, candidates must still be current employees or agency assignees as at the point in time that a vacancy arises. Candidates who are no longer Belfast City Council employees or agency assignees will not be offered any future vacant posts from a reserve list, even if the timing of the reserve list is still valid.

### **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, licences, 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, licences 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, licences etc. at the closing date for applications.

**The employee specification for this post requires candidates to have a full, current driving licence which enables them to drive in Northern Ireland, or, “access to a form of transport which enables them to meet the requirements of the post in full”. Please be advised that this alternative is a ‘reasonable adjustment’ specifically for applicants with disabilities who, as a result of their disability, are unable to hold a full, current driving licence. Please also be advised that, given the business need for the post holder to undertake household surveys across the council area, to attend public, community and group meetings promoting awareness and representing the council both internally and externally, the ‘reasonableness’ of this adjustment will be thoroughly considered prior to any appointment being made.**

### **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 5, SCP 12 to 17, £22,571 - £24,920 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, you 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 and, or driving licence (both parts) 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.*

### **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 162.8 hours (22 days) annual leave, plus 88.8 hours (12 days) bank or other holidays.

Annual leave entitlement will be increased by 22.2 hours (3 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)).

### **Car user**

This job may require the post-holder to visit and carry out council duties in areas and locations across the city as and when required. If required to travel for official Council business, the post-holder will be reimbursed at the appropriate mileage rate.

### **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:

### **Continuous service**

One month or more but less than two years

Two years or more but less than twelve years

12 years or more

### **Period of notice**

Not less than one week

Not less than one week for each year of continuous service

Not less than 12 weeks

**It is usual to give one week's notice to terminate this 'temporary project' post arrangement. If applicable, your statutory notice periods which relate to your substantive post with the council remain unchanged.**

## **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 [jobs@belfastcity.gov.uk](mailto:jobs@belfastcity.gov.uk) by 4pm on **Tuesday, 28 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 **Thursday, 30 June 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 **Thursday, 7 July 2022**.

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:

**Project Officer (Affordable Warmth Programme) (Scale 5)**  
**'Temporary project' post until 31 March 2023, subject to review**  
**(Applicants must be current Belfast City Council employees or agency assignees as at Tuesday, 28 June 2022 and throughout the selection process)**

**Planning and Building Control Service**

**Place and Economy Department**

Name of Applicant:

Address:

The closing date for applications is **4pm on Tuesday, 28 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.**



### Section 1: Personal details

Are you currently employed by or an agency assignee of Belfast City Council

**(If you only work within Belfast City Council on a casual basis please mark your answer as No [see below])?**

Yes ☐ No ☐

Are you a current casual worker with Belfast City Council?

**(Please note: casual workers are ineligible for this post.)**

Yes ☐ No ☐

#### 1. Your details

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

(b) Forenames:

(c) Preferred name:

(d) Surname:

#### 2. Contact details

(a) Work telephone number:

(b) Mobile number:

(c) Preferred contact number:

(d) Email address:

(e) Address 1:

(f) Address 2:

(g) Town:

(h) County:

(i) Postcode:

#### 3. Other information

National insurance number:

I certify that the information that I have supplied in this form is correct and I 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:



### Section 3: Driving licence and experience

- 5.
- (a) Do you hold a full, current driving licence which enables you to drive in Northern Ireland, or, access, to a form of transport which enables you to meet the requirements of the post in full?\*
- \*Please be advised that this alternative is a 'reasonable adjustment' specifically for applicants with disabilities who, as a result of their disability, are unable to hold a full, current driving licence.**
- Yes ☐ No ☐

If you have answered yes to the above question, please also provide details of your driving licence number, start and expiry dates:

Licence number: \_\_\_\_\_ Start date: \_\_\_\_\_ Expiry date: \_\_\_\_\_

**By providing this information, you are consenting to Belfast City Council verifying your licence details with the Driver and Vehicle Agency (NI).**

**You must complete this form in either typescript (Arial font size 11) or legible hand-writing using black ink. You must limit your text in the next section to no more than one A4 page. You must not use continuation sheets. If you submit more than one page, 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 application forms, be able to demonstrate on the application form, by providing personal and specific examples, at least **one** year's relevant experience in each of the following areas:

- a) working with vulnerable individuals and providing a high level of customer care;
- b) compiling, analysing and maintaining service information; **and**
- c) dealing with members of the public and outside bodies to resolve queries.

#### Short-listing criterion

In addition to the above driving licence and experience, Belfast City Council reserves the right to short-list only those applicants who, as at the closing date for receipt of applications, in the first instance, can demonstrate on the application form, by providing personal and specific examples, at least **two** years' relevant experience in the above-listed areas (a – c).

**In boxes (a) – (c) below, 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 your job role; your experience in dealing with vulnerable individuals; the purpose of this work; any issues you have encountered; how you resolved these issues; the steps you took to provide a high level of customer care; 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 your job role; the service information you have compiled and how you have analysed and maintained this information; any systems or tools you have used to assist you with compiling and analysing service information; how and why you compiled and analysed service information; who the audience was for this services information; 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 your job role; the members of the public you have dealt with to resolve queries; the outside bodies you have dealt with to resolve queries; the frequency and nature of the contact; the types of queries you have dealt with; etc.

<b>(a)</b>	<p>Applicants <b>must</b> demonstrate here, by providing personal and specific examples, that they have at least <b>one</b> year's relevant experience of working with vulnerable individuals and providing a high level of customer care.</p> <p><b>(Please note, Belfast City Council reserves the right to short-list only those applicants who, in the first instance, can demonstrate at least two years' relevant experience in this area)</b></p>
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Continuation sheets must not be used



**(b)**

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least **one** year's relevant experience of compiling, analysing and maintaining service information. **(Please note, Belfast City Council reserves the right to short-list only those applicants who, in the first instance, can demonstrate at least two years' relevant experience in this area)**

Continuation sheets must not be used

(c)	<p>Applicants <b>must</b> demonstrate here, by providing personal and specific examples, that they have at least <b>one</b> year's relevant experience of dealing with members of the public and outside bodies to resolve queries.</p> <p><b>(Please note, Belfast City Council reserves the right to short-list only those applicants who, in the first instance, can demonstrate at least two years' relevant experience in this area)</b></p>
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Continuation sheets must not be used

**Equal opportunity monitoring form**

HR Reference number: 0000001599/

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:

**Official use only:**

Dob

Gender  
Identity**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

Status

**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

Ethnic origin

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

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:

**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 ☐**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: **Official use only:**

Dependants

  
**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 ☐