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| HR reference | 0000001083/ |

**Belfast City Council**

Application for appointment as:

**Customer Services Assistant (Scale 4)**

**(There are currently two permanent full-time posts; six ‘temporary project’ posts for six months, subject to review; and one ‘temporary cover’ post until 30 April 2022, subject to review.)**

**Customer Programme**

**Finance and Resources Department**

|  |  |
| --- | --- |
| Name of Applicant: |  |
| Address: |  |
| The closing date for applications is **4pm on Monday, 21 June 2021**.  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, as part of our COVID HR Service Recovery Plan, we are unable to issue or receive any hard copy application forms, either by post or hand-delivered, at this time.** | |

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| **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** |

In addition to filling the immediate vacancies, 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 vacancies 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 (including fixed term) basis and may be working full-time or part-time hours.**

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

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

**Contract type:**

**Permanent Temporary**

(including fixed term)

**Hours of work:**

**Full-time Part-time**

You can apply for all positions and, if appointed to the reserve list, you will be considered for permanent and temporary (including fixed term) vacancies and for full-time and part-time 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.**

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| **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 |  |
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| If yes, please state your reason for leaving: | | | | | | |
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| **1.** | **Your details** | | | | | |
| (a) | Title: (Mr, Mrs, Ms, Miss, 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: |  | | | | |
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| **3.** | **Other information** | | | | | |
|  | National insurance number: |  | | | | |

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| 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: |  |  |
| **Section 2: Employment history** | | | | | | |

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| **4. Employment history** | | | | | | | | | | | |
| (a) | 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: | |
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| (b) | 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: | |
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| **Section 3: Qualifications** | | | | | | | | | | | | |
| **5.** | | **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. | | | | | | | | | | |
|  | | **If applicable, Belfast City Council reserves the right to shortlist only those applicants who, as at the closing date for receipt of application forms, in the second instance, have at least five GCSEs (Grades A – C) including English, or equivalent qualifications or have passed the computer-based assessment test for Business Support Clerk, WPO/Clerk or Clerical Officer recruitment campaigns.**  **(For posts within Belfast City Council, existing council employees who have passed the computer based assessment test for Clerical Officer and/or WPO/Clerk recruitment campaigns will be deemed to have the equivalent of five GCSEs (grades A-C) including English.)**    **Please detail your relevant qualifications below:** | | | | | | | | | | |
| Year: | | | Examining body / University / College: | | | Level of qualification: | | Subject: | | | Grade or mark: | |
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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | (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: | | | | | |  | | | | |   **Section 4: Experience** | |
| **6.** |  |

**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:

1. providing professional customer service support to a range of internal and external customers using a variety of channels (for example online, telephone, email, social media, face to face and so on);
2. using standard IT systems, and preferably specialist CRM systems, to accurately record customer information and contribute to the effective performance management of a customer service function; and
3. assisting customers effectively by resolving a range of requests, queries and complaints by providing relevant information and, or signposting to appropriate services.

**Short-listing criteria**

In addition to the above experience, Belfast City Council reserves the right to shortlist only those applicants who, as at the closing date for receipt of application forms:

* in the first instance, can demonstrate by providing personal and specific examples on the application form, that they have at least two years’ relevant experience in each of the above-noted areas, (a–c); and
* in the second instance, have five GCSEs (grades A–C) including English or equivalent qualifications or have passed the computer-based assessment test for Business Support Clerk, WPO/Clerk or Clerical Officer recruitment campaigns.

(For posts within Belfast City Council, existing council employees who have passed the computer based assessment test for Clerical Officer and/or WPO/Clerk recruitment campaigns will be deemed to have the equivalent of five GCSEs (grades A-C) including English.)

**In boxes (a) – (c) overleaf, please provide the following detail:**

1. 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 customer service support you provided, the environment you worked in; the range of customer requests you dealt with; how you responded appropriately and professionally to these requests and how you identified solutions to any issues; how you made effective use of a variety of channels to respond to such requests, etc.
2. 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 types of information technology and specialist CRM systems you have used; how you used them to record customer information, the purpose of these records, how you obtained the customer information and recorded it accurately; and how you have contributed to effective performance management of a customer service function, etc.
3. 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 range of customer requests, queries and complaints you dealt with; how you ensured you did this effectively; the range of information you provided to the customers in response to these requests and what appropriate services you signposted customers to.

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| **(a)** | Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year’s relevant experience (as detailed in the employee specification) of providing professional customer service support to a range of internal and external customers using a variety of channels (for example online, telephone, email, social media, face to face and so on).  **(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 |
| **(b)** | Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year’s relevant experience (as detailed in the employee specification) of using standard IT systems, and preferably specialist CRM systems, to accurately record customer information and contribute to the effective performance management of a customer service function.  **(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)** | Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year’s relevant experience (as detailed in the employee specification) of assisting customers effectively by resolving a range of requests, queries and complaints by providing relevant information and, or signposting to appropriate services.  **(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 |

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| **Equal opportunity monitoring form** | | |
|  | HR Reference number: | 0000001083/ |
| 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.** | | |

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| **Personal details:** | |  | **Official use only:** | |
| **Date of birth:** |  |  | Dob |  |

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| **Gender Identity:** | | | | | | | | | | | | Gender Identity |  |
| How do you define your gender? | | | | | | | | | | | |
| Male |  |  |  | Female |  |  | Prefer not to answer | |  | |  |  |  |
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| I use another term (for example, Intersex, non-binary), please specific: | | | | | | | | |  | |  |  |  |
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| **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. | | | | | | | | | | |  |  |  |

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| **Family status:** | Married |  | |  |  | Single |  |  |  |  | Status |  |
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|  | Divorced |  | |  |  | Separated |  |  |  |  |  |  |
|  |  | | | | | | | | |  |  |  |
|  | Widowed |  |  | |  |  |  |  |  |  |  |  |
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|  | Cohabitant | | | |  | Same sex marriage | | |  |  |  |  |
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|  | Civil partnership | | | |  | Dissolved civil partnership | | |  |  |  |  |
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|  | Prefer not to answer | | | |  |  | | |  |  |  |  |
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|  | Other, please specify | | | | |  | | | |  |  |  |

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| **Ethnic origins:** | White | |  |  | Indian | | |  |  |  | | Ethnic origin | | | |
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|  | Pakistani | |  |  | Bangladeshi | | |  |  |  | |  |  | | |
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|  | Chinese | |  |  | Irish Traveller | | |  |  |  | |  | | |  |
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|  | Black African | |  |  | Black Caribbean | | |  |  |  | |  | | | |
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|  | Prefer not to answer | | |  |  | | |  |  |  | |  | | | |
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|  | Black other, please specify | | | | |  | | | |  | |  | | |  |
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|  | Mixed ethnic group, please | | | | |  | | | |  | |  | | |  |
|  | specify | | | | |  | | | |  | |  | | |  |
|  | Other, please specify | | | | |  | | | |  | |  | | |  |
| Please state your nationality or citizenship (for example, British, Irish, Polish): | | | | | | | | | |  | Nation | | | |  |
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| **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** | | | | | | | | | | | | | | |  | | Yes | |  | | |  | | | No | | | | |  | | |  | | | Disability | |  | | |
| **a disability?** | | | | | | | | | | | | | | |  | |  | | |  | | |  | | | | |  | | |
|  | | | | | | | | | | | | | | |  | | Prefer not to answer | | | | | | | | | | | | |  | | |  | | |  | |  | | |
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| If yes, please state nature of disability: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | |  | | | | |
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| **If No, have you ever had a disability?** | | | | | | | | | | | | | | |  | | Yes | | | |  | | |  | No | | | | |  | | |  | | | History | |  | | |
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|  | | | | | | | | | | | | | | |  | | Prefer not to answer | | | | | | | | | | | | |  | | |  | | |  | |  | | |
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| 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. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | |  | |  | | |
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| Therefore, if you require any reasonable adjustments as part of the recruitment and selection process, please outline them: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | |  | |  | | |
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| 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. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | |  | |  | | |
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| In addition, if you are aware of any adjustments that you will require, should you be successful in obtaining the job, please outline them: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | |  | |  | | |
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|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **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 | | | | | | | | | | | | | | | | | | |  | | Yes | | |  | | |  | | No | | | |  | | |  | | Dependants | | |
| anyone? | | | | |  | | | | |  | | |  | |  | | | | | | | | |  | | | |  | |  | | | | | | | |  | |  |
|  | | | | |  | | | | |  | | |  | |  | | | | | | | | |  | | | |  | |  | | | | | | | |  | |  |
| **If yes, please tick the relevant box(es) below- you may tick more than one box** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |  |
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|  | | Children | |  | |  | Relative | | | | |  | |  | | | A person with a disability | | | | | | | | | | | | | | |  | | |  | | |  | |  |
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|  | | | Prefer not to answer | | | | |  | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |  |
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|  | | | Other, please specify: | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | |  | | |  | |  |

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| **Sexual orientation:** | | | | | |
| **What best describes your sexual orientation?** | | | | | |
|  |  |  |  |  | |
| Bi |  |  |  | Orientation |  |
|  |  |  |  |  | |
| Gay/lesbian |  |  |  |  |  |
|  |  |  |  |  | |
| Heterosexual/straight |  |  |  |  | |
|  |  |  |  |  | |
| Prefer not to answer |  |  |  |  | |
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| I use another term, please specify: |  |  |  |  | |
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| **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 |  |  |  | Code |  |
|  |  |  |  |  | |
| I am a member of the Roman Catholic community |  |  |  | Method |  |
|  |  |  |  |  | |
| I am a member of neither the Protestant nor Roman Catholic communities |  |  |  |  | |
|  |  |  |  |  | |
| Prefer not to answer |  |  |  |  | |
|  |  |  |  |  | |
| **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 |  |  |  | Irish News |  |  |  | Newsletter | |  |  | |
|  |  |  |  |  |  |  |  |  | |  |  |  | |
| Sunday Life |  |  |  | Specialist journal |  |  |  | LinkedIn | |  |  | |
|  |  |  |  |  |  |  |  |  | |  |  |  | |
| Council trawl |  |  |  | Council website |  |  |  | Nijobfinder.co.uk | |  |  | |
|  |  |  |  |  |  |  |  |  | |  |  |  | |
| Facebook |  |  |  | Twitter |  |  |  | Word of mouth | |  |  | |
|  |  |  |  |  |  |  |  |  | |  |  |  | |
| Department of Learning, |  |  |  | Executive search |  |  |  | Localgovernmentjobsni.gov.uk | |  |  | |
| Jobs and Benefits |  |  |  |  | |  |  |  | | | | |
|  |  |  |  |  |  | | | | | | |  | |
| Other, please state where: |  |  | | | | | | |  | | |  | |