
Job description

Date: 15 September 2020

Department: Finance and Resources

Post number: 1936

Section: Customer Programme

Job title: **Project Support Officer – Customer Focus Programme**

Grade: SO 1

Main purpose of job

The post-holder will report to the Customer Services Manager and be responsible for:

- Assisting in the delivery of all projects within the Customer Focus programme including those relating to elected members, in order to establish the formation of the Customer Hub and associated customer interfaces.
- Measuring and analysing service performance data and making recommendations for service improvement which will include supporting relevant project managers with the service design process.
- Facilitating and conducting assessment of the experience customers are having with current council services, and providing insight to the project teams in regards to the design of future services.
- Building digital capacity with the customer focus team, operational teams and relevant stakeholders.

Summary of responsibilities and personal duties

1. Assist the Customer Services Manager in the design and implementation of all customer programme projects, ensuring that appropriate processes are put in place so that access to council services is provided across a variety of channels (face to face, online, telephone) to customers and staff.
2. In conjunction with the Customer Services Manager, within the customer programme projects, review and maintain the relevant service processes and procedures to support inclusivity and access to services for customers, and to make recommendations on how this can be achieved through the digital first strategy.
3. Design, implement, test and maintain telephony, IT and knowledge base tools that support the outputs of all the customer programme projects.
4. Ensure that relevant information is coordinated and consolidated across all channels and departments as required by the customer programme projects and provide advice and support on a range of project matters.
5. Undertake assessment and analysis of relevant service data and provide meaningful regular customer insights to the Customer Services Manager and project teams, of customer experiences against agreed service standards within the Customer Programme Projects.
6. Assist in the production of committee reports and other briefing documentation, performance management reports and financial returns documentation and to attend committees, CMT, project boards etc when required.
7. Undertake analysis of complex historical and real time customer experience data to identify trends against service delivery standards and targets, highlighting variances/issues and reporting on same to project teams to support project design decisions.
8. Assist with managing and leading relevant customer improvement projects, including programming own workload to meet priorities and deadlines.
9. Engage with relevant stakeholders, including internal business partners as required, to assist with the design, definition and updating of all customer related strategies to support design decisions relevant to customer programme projects.
10. Assist with the development and delivery of all corporate customer related training to ensure that all staff (including customer hub staff) are trained in the relevant customer service standards and are capable of providing the full range of services to customers.
11. Oversee the development and maintenance of an information and resource library and accurately record any key issues that are current and relevant to the projects.
12. Act in accordance with the council and departmental policies and procedures including customer care; equal opportunities; health and safety; safeguarding and any pertinent legislation.
13. Participate as directed in the council's selection interview procedure.
14. 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 procedures as appropriate.

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15. Undertake the duties in such a way as to enhance and protect the reputation and public profile of the council.
 16. 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 s/he 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.

Employee specification

Date: 25 September 2020

Department: Finance and Resources

Post number: 1936

Section: Customer Programme

Job title: **Project Support Officer – Customer Focus Programme**

Grade: SO 1

Essential criteria

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

Experience

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) assisting in the design, implementation and successful delivery of projects, ensuring appropriate processes are in place to enable effective monitoring and reporting;
- b) performance management and reporting of projects to senior management, highlighting issues and recommending service improvements; and
- c) designing, updating and maintaining IT systems with an understanding of how to build digital capacity in a customer centric environment.

Shortlisting 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 a third level qualification in a relevant subject such as Business Studies, Marketing, Communications or an equivalent qualification.

Special skills and attributes

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

Customer care skills: the ability to deal effectively with internal and external customers to create a good impression and enhance and protect the image of Belfast City Council.

Project management and work planning skills: the ability to determine priorities and resource requirements for projects and manage allocated workload on the basis of available resources and work to tight deadlines to ensure project delivery.

Performance management skills: the ability to performance manage projects including the setting of objectives and targets, monitoring criteria and evaluation performance measures.

Communication skills: the ability to verbally present and communicate in a highly effective way with the ability to influence, persuade, build rapport and gain commitment of others to secure their support in the delivery of projects. The ability to accurately prepare briefings, analytical performance management reports and financial returns documentation

Analytical and decision making skills: the ability to analyse data and take appropriate decisive action with an understanding of the possible wider corporate implications of such action.

Information technology skills: a high level of computer literacy with the ability to assist in designing, implementing and testing IT and knowledge base tools and to build digital capacity.

Political sensitivity skills: the ability to show awareness and sensitivity in operating successfully within a political environment including working effectively with elected members, partner organisations and other agencies.

Partnership working skills: the ability to deal positively with members of the public, elected members, senior management and representatives of outside bodies, working in partnership to good effect.

Belfast City Council

Terms and conditions of employment

Project Support Officer – Customer Focus Programme (SO1) ‘Temporary project’ post until 31 March 2021, subject to review

Customer Programme

Finance and Resources Department

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

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.

If you are currently placed on furlough, you will be required to return from furlough to commence in this 'temporary project' 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. For generic-type posts, this may include posts in another department.

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 with your new contact details.

This is a 'temporary project' post until 31 March 2021, 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 his or her 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 his or her 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 his or her 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, experience etc. which are required for the post. Should an applicant be recommended for appointment to this post, he or she will be required to produce official original proof of any qualifications etc. he or she relied upon to support their application. Please also be advised that an applicant must provide evidence to demonstrate that he or she was 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 SO1, SCP 23 to 25, £27,741 - £29,577 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 his or her 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 his or her salary or wage will be lodged.
- (e) Provide two satisfactory work references. If suitably satisfactory references are not received, he or she 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 his/her employment with Belfast City Council, he/she must bring this to the attention of his/her 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 he or she 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. After pre-employment checks are complete, an applicant must formally accept and commence employment in this post within four weeks.

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 she/he 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. He or she 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).

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	Period of notice
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

It is usual to give one week's notice to terminate this 'temporary project' post arrangement. 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 emailed to jobs@belfastcity.gov.uk by 4pm on **Friday, 30 October 2020**.

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.

Please note that it is the candidate's responsibility to ensure that his or her application form is submitted and received in the Human Resources Section via jobs@belfastcity.gov.uk 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.

Short-listing and interview date

It is envisaged that short-listing for this post will take place on **Tuesday, 3 November 2020**. 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 **Wednesday 11, Thursday 12 and, or Friday 13 November 2020** 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:

Project Support Officer – Customer Focus Programme (SO1)

‘Temporary project’ post until 31 March 2021, subject to review

(Applicants must be current Belfast City Council employees or agency assignees as at Friday, 30 October 2020 and throughout the selection process)

Customer Programme

Finance and Resources Department

Name of Applicant:

Address:

The closing date for applications is **4pm on Friday, 30 October 2020**.

Completed application forms should be emailed to 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.

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, 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 2: Qualifications and current position held

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.
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 a third level qualification in a relevant subject such as Business Studies, Marketing, Communications or an equivalent qualification.
If applicable, please detail your relevant qualification 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:

- (c) **Current position held:**

Current Job Title:	Grade:	Date appointed:

Section 3: Experience

5.

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) assisting in the design, implementation and successful delivery of projects, ensuring appropriate processes are in place to enable effective monitoring and reporting;
- b) performance management and reporting of projects to senior management, highlighting issues and recommending service improvements; and
- c) designing, updating and maintaining IT systems with an understanding of how to build digital capacity in a customer centric environment.

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).

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 your experience of assisting in the design, implementation and delivery of projects, outlining how you assisted, what the projects were and how you measured their success. You must also detail the processes that you put in place, how these assisted with the monitoring and reporting of projects, who you reported to, 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 performance management duties you have undertaken and how you used this information to report on projects to senior management; how your effective performance management enabled you to highlight issues and recommend service improvements; the types of recommendations that you made; who the senior management was that you reported on projects to, 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 how you have contributed to the design, update and maintenance of IT systems; what the IT systems were; your duties in respect of the systems; the system benefits that you contributed to; your understanding of building digital capacity, preferably in a large organisation, and how digital capacity can be used beneficially in a customer centric environment, etc.

(a)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience of assisting in the design, implementation and successful delivery of projects, ensuring appropriate processes are in place to enable effective monitoring and reporting.

(Please note, Belfast City Council reserves the right to short-list in the first instance, only those applicants who 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 of performance management and reporting of projects to senior management, highlighting issues and recommending service improvements.
(Please note, Belfast City Council reserves the right to short-list in the first instance, only those applicants who 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 of designing, updating and maintaining IT systems with an understanding of how to build digital capacity in a customer centric environment.

(Please note, Belfast City Council reserves the right to short-list in the first instance, only those applicants who 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: 0000000854 /

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:

Official use only:

Date of birth:		Dob	
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Gender:	Male			Female			Gender	
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Family status:	Married	<input type="checkbox"/>	Single	<input type="checkbox"/>	Status	<input type="text"/>
	Divorced	<input type="checkbox"/>	Separated	<input type="checkbox"/>		
	Widowed	<input type="checkbox"/>	Cohabitant	<input type="checkbox"/>		
	Civil partnership	<input type="checkbox"/>	Dissolved civil partnership	<input type="checkbox"/>		
	Other, please specify	<input type="text"/>				

Ethnic origins:	White	<input type="checkbox"/>	Indian	<input type="checkbox"/>	Ethnic origin	<input type="text"/>
	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>		
	Chinese	<input type="checkbox"/>	Irish Traveller	<input type="checkbox"/>		
	Black African	<input type="checkbox"/>	Black Caribbean	<input type="checkbox"/>		
	Black other, please specify	<input type="text"/>				
	Mixed ethnic group, please specify	<input type="text"/>				
Other, please specify	<input type="text"/>					

Please state your nationality or citizenship (for example, British, Irish, Polish):	<input type="text"/>	Nation	<input type="text"/>
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Persons with and without a disability:

A person has a disability if he or she has "a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities" (Disability Discrimination Act, 1995)

Do you, in accordance with the above, have a disability?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Disability	<input type="text"/>
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If yes, please state nature of disability:	<input type="text"/>
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If no, have you ever had a disability?

Yes

No

History

Persons with and without dependants:

Have you any caring responsibility?

Yes

No

Official use only:

Dependants

Children

Relative

A person with a disability

Other, please specify

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

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, please specify

Religious belief

No religious belief

Not disclosed