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# Job description

**Date:** June 2020

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**Department:** Finance and Resources

**Post number:** 1942

**Section:** Customer Programme

**Job title:** **Customer Services Team Leader**

**Grade:** Scale 6

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## Main purpose of job

As part of the Customer Hub team, the post-holder will report to the Customer Services Coordinator and be responsible for:

- Undertaking the day to day management and development of allocated Customer Services Assistants and ensuring the provision of a professional customer service to a range of internal and external customers, including elected members, across a variety of channels.
- Effectively dealing with customer requests for service delivery and resolving customer enquiries at the first point of contact where appropriate, including identifying and helping to mitigate instances of service failure and ensuring that the relevant guidelines are in place for dealing with customer issues, including complaints.
- Acting as an advocate for the customer at all times and contributing to the delivery of an enhanced customer service experience which promotes digital first and supports the development of a customer centre of excellence within the council.
- Providing a comprehensive support role for the Customer Hub, including ensuring that policies and processes are fit for purpose and that procedural change is identified and implemented where necessary.
- Participation is required to support the provision of a reactive emergency response service and this may require some out of hours working.

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## Summary of responsibilities and personal duties

### Customer Contact

1. To ensure that the range of requests, queries and issues from customers (face to face, telephone, online) are processed in a professional and timely manner that effectively addresses the concern/query raised, whilst managing customer expectations in line with relevant service standards.
2. To assist with the effective development and implementation of all relevant processes and procedures, including regular maintenance of the service catalogues, to ensure they meet business and service level requirements and support customer access to services.
3. To ensure that customers are provided with the relevant information to resolve their enquiry using a variety of different sources and educate them on other relevant services and initiatives or signpost to other service providers or agencies where appropriate.
4. To ensure the effective use of CRM to accurately record all customer information to contribute to the effective performance management of the overall customer service function, supporting the shift to digital channels.
5. As directed by the Customer Services Coordinator and in line with corporate protocol and agreed processes and procedures, update online and social media content in a timely manner in response to service delivery issues and/or external events, mitigating the need for direct customer contact.
6. To effectively provide assistance to customers including digital assistance in completing relevant forms and applications in line with service processes and procedures.
7. To deal with customer complaints in a professional and timely manner, in accordance with any relevant council guidelines and procedures, dealing with escalated complaints/issues as appropriate.
8. To ensure that the relevance, accuracy and consistency of customer related information is maintained and consolidated across all channels and departments, escalating to the Customer Services Coordinator when updates are required.
9. Through a dedicated telephone number, provide the first point of contact for key stakeholder groups including elected members handling requests/issues and queries through to resolution, keeping members informed of progress and escalating issues as appropriate. Using the 'portal' services designed for elected members, providing up to date information on their individual cases and area based information.

### Performance and Service Improvement

10. Through the use of customer feedback, identify appropriate solutions to resolve issues and ensure the ongoing delivery of an enhanced customer experience.

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11. To ensure that corporate targets for first call resolution and other key metrics including service performance data, are being adhered to.
  12. To collate and analyse real time and historical customer service data and provide daily update reports to the Customer Services Coordinator, highlighting issues or areas of concern which may impact on service delivery.
  13. To engage effectively with relevant stakeholders to enhance the delivery of customer service throughout the organisation and ensure that the service adapts to the needs of our customers - both internal and external.
  14. To effectively use and interrogate all relevant IT systems appropriate to the post-holder's area of work, ensuring that the accuracy and quality of data is maintained at all times and ensure that all staff have access to the relevant IT equipment .
  15. To make recommendations and suggestions to management on areas where customer related service improvements could be undertaken, highlighting real-time issues or problems to help prevent repeat occurrences.
  16. To support the design, definition and updating of customer surveys to deliver effective and quality customer services.
  17. To share service knowledge and assist with the development and delivery of relevant training to internal or external stakeholders, to enable an efficient, effective and joined up delivery of customer service across the organisation.
  18. To support the Customer Services Coordinator in the identification, development and provision of training for staff and elected members and share knowledge in the relevant customer processes.
  19. To accurately process financial transactions for customers in line with Belfast City Council's Financial Regulations, which are relevant to the customer service portfolio.
  20. To manage and motivate all staff assigned to the post-holder to ensure effective and professional service delivery.

### **General**

21. 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.
22. 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..
23. To participate as directed in the council's recruitment and selection procedures.
24. To undertake the duties in such a way as to enhance and protect the reputation and public profile of the council.

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25. 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:** 16 November 2020

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**Department:** Finance and Resources

**Post number:** 1942

**Section:** Customer Programme

**Job title:** **Customer Services Team Leader**

**Grade:** Scale 6

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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.

## 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) working in a busy customer services environment, responding appropriately to customer requests and identifying solutions to issues, making effective use of available information technology systems;
- (b) managing and motivating staff on a daily basis, including delegating tasks and coordinating staff development; and
- (c) assisting in developing processes, procedures and information technology systems to enhance customer service.

## 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.

**Customer care skills:** good interpersonal skills with the ability to act as an advocate for the customer and to respond effectively to both internal and external customers, including elected members, to create a good impression and enhance and protect the image of the council.

**Communication skills:** a high standard of literacy with the ability to update online and social media content and assist customers in completing forms, as well as communicating effectively verbally.

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**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.

**Team working and leadership skills:** the ability to lead and motivate team members and build and develop high levels of communication and cooperation between team members in order to achieve objectives.

**Systems and processes development skills:** the ability to assist in the review and implementation of systems and processes required to maintain effective operational procedures and to deliver current management information; and the ability to assist in developing effective administrative processes and procedures.

**Work planning skills:** the ability to forward plan and to effectively prioritise the work of a team, taking into account short and medium term goals, service demands and the availability of resources.

**Performance management skills:** the ability to deliver a value for money service and continuous improvement by ensuring corporate targets are met, using customer feedback to identify and resolve issues and by highlighting areas of concern which may impact on service delivery.

### **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 applications:

- in the first instance, can demonstrate on the application form, by providing personal and specific examples, that they have at least two years' relevant experience in each of the aforementioned 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**

#### **Customer Services Team Leader (Scale 6) 'Temporary cover' post until 28 February 2023, subject to review**

#### **Customer Programme**

#### **Finance and Resources 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 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 cover' post until 28 February 2023, subject to review.** An existing permanent employee of Belfast City Council will, if successful, be appointed on the basis of undertaking a 'temporary cover' post with the right to return to their substantive post at the conclusion of the 'temporary cover' 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 cover' 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 cover' 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, 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 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 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 6, SCP 18 to 22, £25,419 - £27,514 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.

**Please note**, the person appointed may be required to undertake work outside the normal office hours (as detailed under Service and hours of duty) and to provide occasional cover for out of hours services. Any such work will be on an occasional basis and will attract additional payments.

### **Location**

The person appointed will be based initially in the Cecil Ward Building, 4-10 Linenhall Street, Belfast but will be required to work in and/or visit other locations.

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

### **Pre-employment checks**

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

- (a) Enter into an agreement which sets out the main terms and conditions of employment.
- (b) Provide evidence of the right to work and reside in the UK via an original full UK birth certificate and original proof of national insurance number (for example, via national insurance card, P45 or payslip etc). No temporary national insurance numbers can be accepted. Individuals who do not have a UK birth certificate will be asked to bring their passport and other documentation as required.
- (c) Produce official evidence of their qualifications as required. Please be advised that candidates must provide evidence to demonstrate that they were in possession of them at the closing date for applications.
- (d) Provide details of the bank or building society account to which their salary or wage will be lodged.
- (e) Pass satisfactorily a medical assessment by the council's Occupational Health Service provider.
- (f) Complete the relevant Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) membership or opt out forms.
- (g) 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 to ensure cover is provided across the opening times of the Customer Hub. The Customer Hub will operate from 8am to 6pm, Monday to Friday and cover for these times will be arranged through a rota in advance.

The person appointed will also, when advised, be required to work outside of these hours for operational reasons including on extra statutory, bank and/or public holidays.

The person appointed may be required to undertake work outside the normal office hours above and to provide occasional cover for out of hours services. Any such work will be on an occasional basis and will attract additional payments.

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)).

### **Canvassing**

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

### **Notice**

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

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

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

**It is usual to give one week's notice to terminate this 'temporary cover' 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 email to [jobs@belfastcity.gov.uk](mailto:jobs@belfastcity.gov.uk) by **4pm on Thursday, 26 May 2022** .

**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 their application form is **submitted and received in the Human Resources Section via [jobs@belfastcity.gov.uk](mailto: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, 31 May 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 **Thursday, 9 June 2022 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:

**Customer Services Team Leader (Scale 6)**  
**'Temporary cover' post until 28 February 2023, subject to review**  
**(Applicants must be current Belfast City Council employees or agency assignees as at Thursday, 26 May 2022 and throughout the selection process)**

**Customer Programme**

**Finance and Resources Department**

Name of Applicant:

Address:

The closing date for applications is **4pm on Thursday, 26 May 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, 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, 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 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.  
**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.**  
**Please detail your relevant qualifications 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) working in a busy customer services environment, responding appropriately to customer requests and identifying solutions to issues, making effective use of available information technology systems;
- (b) managing and motivating staff on a daily basis, including delegating tasks and coordinating staff development; and
- (c) assisting in developing processes, procedures and information technology systems to enhance customer service.

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

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 applications, in the first instance, can demonstrate on the application form, by providing personal and specific examples, that they have at least two years' relevant experience in each of the aforementioned areas (a-c).

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

- (a) You must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail the type of busy customer services environment you have worked in; the range of customer requests you dealt with; how you responded appropriately to these requests and how you identified solutions to any issues; how you made effective use of available information technology systems to respond to such requests, 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 range and number of staff you were responsible for; the steps you took to manage and motivate these staff on a daily basis; what methods you used; how you delegated tasks; identified areas for staff development, how you coordinated this, etc.
- (c) You must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail the range of processes, procedures and information technology systems that you have assisted in developing and how these enhanced customer service; how you assisted in developing these processes, procedures and information technology systems to enhance customer service, etc.



**(a)**

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience of working in a busy customer services environment, responding appropriately to customer requests and identifying solutions to issues, making effective use of available information technology systems.

**(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 of managing and motivating staff on a daily basis, including delegating tasks and coordinating staff development.

**(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 of assisting in developing processes, procedures and information technology systems to enhance customer service.

**(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

**Equal opportunity monitoring form**

HR Reference number: 0000001556/

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

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

**Personal details:****Date of birth:****Gender Identity:**

How do you define your gender?

Male

Female

Prefer not to answer

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

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

Yes

No

Prefer not to say

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

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

**Family status:**

Married

Single

Divorced

Separated

Widowed

Cohabitant

Same sex marriage

Civil partnership

Dissolved civil partnership

Prefer not to answer

Other, please specify

**Ethnic origins:**

White

Indian

Pakistani

Bangladeshi

Chinese

Irish Traveller

Black African

Black Caribbean

Prefer not to answer

Black other, please specify

Mixed ethnic group, please

specify

Other, please specify

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

**Official use only:**

Dob

Gender Identity

Status

Ethnic origin

Nation

**Persons with and without a disability:**

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

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

Yes  No   
Prefer not to answer

Disability

If yes, please state nature of disability:

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

Yes  No   
Prefer not to answer

History

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

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

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

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

**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:

No religious belief

Not disclosed

Religious belief