
Job description

Date: 15 December 2016

Department: Place and Economy

Post number: 1686

Section: Markets

Job title: **Markets and Customer Services Attendant**

Grade: Scale 3

Main purpose of job

To be responsible through the relevant manager for:

- Setting-up and setting-down appropriate equipment, stallages and displays;
- Acting as first point of contact for market traders and customers;
- Providing the highest standards of customer care and service delivery to Traders and members of the public
- Carrying out cleaning and basic maintenance of the markets as required
- Acting as caretaker for the building during normal working hours, and
- Collect income and oversee the operation of the self-payment kiosk

Summary of responsibilities and personal duties

1. To support the relevant manager in ensuring that all markets income is collected on time and kept secure, oversee and support traders in the operation of the self-payment kiosk, and to issue receipts and lodge monies as required in line with council and departmental financial procedures.
2. To ensure that all markets are opened and closed at the proper times, that they are marshalled and secured and that at all times the market bye-laws, regulations, agreements, permits are observed as directed by the supervisors.
3. To be proactive in responding to enquiries and complaints from customers, traders, retailers, promoters etc. in person or by telephone, by providing relevant information, advice and assistance in line with council procedures or referring them to the relevant manager as necessary to enhance the profile and reputation of the markets. This includes manning the customer information desk as required.
4. To carry out routine maintenance work to support the effective functioning of the market.
5. To carry out daily cleaning of the buildings including using electrical and mechanical cleaning and polishing equipment, for example, sweeping, mopping, and polishing of all public areas, toilets and other areas as required.
6. To prepare the venue for events, concerts, shows, exhibitions, awards and fairs; to set-up and set-down of equipment, stands, displays and other equipment as directed.
7. To undertake duties during markets and events as required. To monitor the CCTV equipment.
8. To operate the markets computer equipment as required.
9. To assist in maintaining good public relations actively promoting the markets' image and facilities.
10. To work within current health and safety at work legislation and council regulations concerning safe working practices, to act as fire warden and adhere to the fire evacuation policy as and when required.
11. To assist as required in street market activities as they arise.
12. To assist in the monitoring of the work of contractual cleaning staff as required.
13. 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 procedure.
14. To act in accordance with the council and departmental policies and procedures including customer care, equal opportunities, child protection and any pertinent legislation.
15. To undertake the duties in such a way as to enhance and protect the reputation and public profile of the city council.
16. To undertake such other relevant duties as may from time to time be required.

This job description has been written at a time of significant organisational change and it will be subject to review and amendment as the demands of the role and the organisation evolve. Therefore, the post-holder will be required to be flexible, adaptable and aware that 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: 20 December 2018

Department: Place and Economy

Post number: 1686

Section: Markets

Job title: **Markets and Customer Services Attendant**

Grade: Scale 3

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, by providing personal and specific examples on the application form, at least one year's relevant experience of:

- (a) working in a customer service environment, including effectively dealing with customer complaints;
- (b) carrying out cleaning duties, such as sweeping, mopping, polishing, which must include experience of using cleaning equipment, such as brushes, mops and polishing equipment; and
- (c) carrying out basic maintenance tasks, such as setting up stalls, tables and basic equipment.

Special skills and attributes

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

Team working skills

The ability to work as a member of a team and also on their own initiative.

Customer care skills

The ability to demonstrate a sound awareness of customer care procedures, and respond appropriately to the needs of internal and external customers.

Communication and interpersonal skills

Effective communication and interpersonal skills and the ability to provide information and advice to other members of staff and the general public.

Analysis and decision making skills

The ability to make operational decisions in an effective manner which contribute to the achievement of operational objectives and take into account the views of others.

Health and safety awareness

An understanding of the health and safety responsibilities attached to the post to ensure the safety of members of the public.

Information technology skills

The ability to input, locate, retrieve and print data from relevant information systems, etc.

Short-listing criteria

Belfast City Council reserves the right to shortlist only those applicants who, as at the closing date for receipt of application forms, can demonstrate on the application form by providing personal and specific examples, that they have at least two years' relevant experience in the three areas outlined above (a)-(c).

Belfast City Council

Terms and conditions of employment

Markets and Customer Service Attendant (Scale 3)

There are currently two 'temporary cover' part-time posts, one until 31 January 2022 and one until 31 March 2022, subject to review

Markets Section

Place and Economy 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.

There are currently two 'temporary cover' part-time posts

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.

There are currently two 'temporary cover' part-time posts, one until 31 January 2022 and one until 31 March 2022, 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 his or her 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 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 cover' 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.

These are part-time posts and the terms and conditions will be applied on a pro rata basis.

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 experience which are required for the post.

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 3, SCP 5 to 7, £19,312 - £20,092 per annum (pro rata to hours worked) plus 16% flexibility allowance (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.

Applicants should note that the above salary is based on a 37 hour working week. Payment for this post will be on a pro rata basis that is, the salary will be based only on the contractual number of hours worked (as outlined below under Hours of duty).

Location

The person appointed will be based initially in St George's Market, East Bridge Street, Belfast but will be required to work in and/or visit other locations, including other markets within Belfast.

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

Pre-employment checks

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

- (a) Enter into an agreement which sets out the main terms and conditions of employment.
- (b) Provide evidence of the right to work and reside in the UK via an original full UK birth certificate and original proof of national insurance number (for example, via national insurance card, P45 or payslip etc). No temporary national insurance numbers can be accepted. Individuals who do not have a UK birth certificate will be asked to bring their passport and other documentation as required.
- (c) Provide details of the bank or building society account to which his or her salary or wage will be lodged.
- (d) Pass satisfactorily a medical assessment by the council's Occupational Health Service provider.
- (e) Complete the relevant Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) membership or opt out forms.
- (f) 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.

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.

Hours of duty

The current vacancies are Markets and Customer Attendant 2 (part-time) (18.5 hours per week) and Markets and Customer Attendant 8 (part-time) (16 hours per week) as per the following rota:

Week1	Sunday	Hrs	Monday	Hrs	Thursday	Hrs	Friday	Hrs	Saturday	Hrs	Total Hrs
Attendant 2	08.30-18.00	9							08.00-18.00	9.5	18.5
Attendant 8							09.30-18.00	8	09.30-18.00	8	16

Week 2	Sunday	Hrs	Monday	Hrs	Thursday	Hrs	Friday	Hrs	Saturday	Hrs	Total Hrs
Attendant 2	08.30-18.00	9					08.00-18.00	9.5			18.5
Attendant 8	09.30-18.00	8							09.30-18.00	8	16

Week 3	Sunday	Hrs	Monday	Hrs	Thursday	Hrs	Friday	Hrs	Saturday	Hrs	Total Hrs
Attendant 2							08.00-18.00	9.5	08.30-18.00	9	18.5
Attendant 8	09.30-18.00	8					09.30-18.00	8			16

Please note this rota is subject to change. It is anticipated that 20 working days' notice will be given prior to any changes being made to this rota. The person appointed may be required to work outside these hours.

Other part-time posts may be filled which have other shift rotas or hours.

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

Sick pay will be paid on a pro rata basis in accordance with the scheme.

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

One month or more but less than two years

Two years or more but less than twelve years

12 years or more

Period of notice

Not less than one week

Not less than one week for each year of continuous service

Not less than 12 weeks

It is usual to give one week's notice to terminate this temporary cover 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, 24 September 2021**.

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, 5 October 2021**. 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 **Tuesday, 12 October 2021 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:

Markets and Customer Service Attendant (Scale 3)

(There are currently two 'temporary cover' posts, one until 31 January 2022 and one until 31 March 2022, subject to review. Applicants must be current Belfast City Council employees or agency assignees as at Friday, 24 September and throughout the selection process)

Markets Section

Place and Economy Department

Name of Applicant:

Address:

The closing date for applications is **4pm on Friday, 24 September 2021**.

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



Hours of duty

The current 'temporary cover' hours of duty are either 18.5 hours per week (Attendant 2) or 16 hours per week (Attendant 8) on the shift patterns outlined below. Please find these current shift rotations for St Georges Market below. Please note that this rota is subject to change.

Please indicate below whether you would be interested in working 18.5 hours per week (Attendant 2) or 16 hours per week (Attendant 8) by ticking the appropriate box. There may be a reserve list and other temporary posts of either 16 or 18.5 hours per week may be filled from this reserve list.

If you are interested in either 18.5 hours (Attendant 2) or 16 hours (Attendant 8) please tick (✓) both boxes.

18.5 hours
(Attendant 2)

16 hours
(Attendant 8)

Week1	Sunday	Hrs	Monday	Hrs	Thursday	Hrs	Friday	Hrs	Saturday	Hrs	Total Hrs
Attendant 2	08.30-18.00	9							08.00-18.00	9.5	18.5
Attendant 8							09.30-18.00	8	09.30-18.00	8	16

Week 2	Sunday	Hrs	Monday	Hrs	Thursday	Hrs	Friday	Hrs	Saturday	Hrs	Total Hrs
Attendant 2	08.30-18.00	9					08.00-18.00	9.5			18.5
Attendant 8	09.30-18.00								09.30-18.00	8	16

Week 3	Sunday	Hrs	Monday	Hrs	Thursday	Hrs	Friday	Hrs	Saturday	Hrs	Total Hrs
Attendant 2							08.00-18.00	9.5	08.30-18.00	9	18.5
Attendant 8	09.30-18.00	8					09.30-18.00	8			16

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: Current position held

4.

(a) 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 by providing personal and specific examples on the application form, that they have at least one year's relevant experience of:

- (a) working in a customer service environment, including effectively dealing with customer complaints;
- (b) carrying out cleaning duties, such as sweeping, mopping, polishing, which must include experience of using cleaning equipment, such as brushes, mops and polishing equipment; and
- (c) carrying out basic maintenance tasks, such as setting up stalls, tables and basic equipment.

Short-listing criteria

In addition to the above experience, 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 have at least **two** years' relevant experience in the three areas outlined above (a)-(c).

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

(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 customer service environment you have worked in; the range of customers you have dealt with; the type of complaints you have dealt with; how you resolved any complaints, 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 of cleaning duties you have carried out; the type of environment in which you have carried out these duties; the range of cleaning equipment you have used; what you used this equipment for; 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 maintenance tasks you have carried out; how you set up stalls, tables and basic equipment; the range of functions you carried this out for; detail how you ensured personal safety when moving furniture and equipment, etc.

(a)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have one year's relevant experience of working in a customer service environment, including effectively dealing with customer complaints

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

Continuation sheets must not be used

(b)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have one year's relevant experience of carrying out cleaning duties, such as sweeping, mopping, polishing, which must include experience of using cleaning equipment, such as brushes, mops and polishing equipment.

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

Continuation sheets must not be used

(c)

Applicants must demonstrate here, by providing personal and specific examples, that they have one year's relevant experience of carrying out basic maintenance tasks, such as setting up stalls, tables and basic equipment.

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

Continuation sheets must not be used

Equal opportunity monitoring form

HR Reference number: 0000001191/

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 specific:

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