
Job description

Date: 26 February 2020

Department: Finance and Resources
Post number: 1940
Section: Customer Programme
Job title: **Customer Services Assistant**
Grade: Scale 4

Main purpose of job

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

- Ensuring the provision of a professional customer service to a range of internal and external customers, including elected members, across a variety of channels (including online, telephony, email and web chat and face to face).
- Interacting with and assessing customer's needs in relation to service delivery, delivering information in relation to customer enquiries and resolving customer enquiries at the first point of contact where appropriate, including identifying and helping to mitigate instances of service failure.
- 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.
- Participation is required to support the provision of a reactive emergency response service and this may require some out of hours working.

Summary of responsibilities and personal duties

Customer Contact

1. To process and respond to a range of requests, queries and issues from customers (face to face, telephone, online) in a professional and timely manner that effectively addresses the concern/query raised, while managing customer expectations in line with relevant service standards.
2. To regularly update and maintain the service catalogues as directed, ensuring they meet current business and service level requirements.
3. To provide customers 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. To effectively provide assistance to customers including digital assistance in completing relevant forms/applications in line with service processes and procedures.
6. To deal with any customer complaints in a professional and timely manner, in accordance with any relevant council guidelines and procedures, escalating complaints/issues as appropriate.
7. To 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

8. To encourage customer feedback and assist in identifying solutions to resolve issues and ensure the delivery of an enhanced customer experience.
9. To ensure that corporate targets for first call resolution and other key metrics are being adhered to, within post-holders sphere of responsibility.
10. To assist with the collation and analysis of both real time and historical customer experience data to identify trends and / or risks against service delivery standards and escalate any issues through the agreed channels.
11. To effectively utilise 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.

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12. 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.
 13. To support the Customer Service Team Leader with the design, definition and updating of customer surveys to deliver effective and quality customer services.
 14. To share service knowledge and participate in the development and delivery of relevant training across the team and to other internal or external stakeholders, to enable an efficient, effective and joined up delivery of customer service across the organisation.
 15. To accurately process financial transactions for customers in line with Belfast City Council's Financial Regulations, which are relevant to the customer service portfolio.

General

16. To work collaboratively with relevant stakeholders to enhance the delivery of customer service throughout Belfast City Council.
17. 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.
18. 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 procedures as appropriate.
19. To undertake the duties in such a way as to enhance and protect the reputation and public profile of the council.
20. 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: 26 February 2020

Department: Finance and Resources

Post Number: 1940

Section: Customer Programme

Job Title: **Customer Services Assistant**

Grade: Scale 4

Essential criteria

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

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 five GCSEs (grades A – C) including English or equivalent qualifications or have passed the computer-based assessment test for Business Support Clerk, WPO/Clerk or Clerical Officer recruitment campaigns.

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

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: excellent interpersonal skills with 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.

Communication skills: the ability to communicate effectively both orally and in writing with members of the public and internal and external customers.

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 use a range of standard Microsoft programmes and specialist CRM systems.

Team working skills: an effective team member who works enthusiastically with others to exceed agreed targets and objectives.

Work planning and organisational skills: the ability to plan workloads for self and others to ensure that tasks are completed within appropriate timescales, ensuring constant flow of work.

Belfast City Council

Terms and conditions of employment

Customer Services Assistant (Scale 4)

Two permanent, full-time posts; six 'temporary project' posts for six months, subject to review; and one 'temporary cover' post until 30 April 2022, subject to review

Customer Programme

Finance and Resources Department

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 is currently:

two permanent, full-time posts;

six 'temporary project' posts for six months, subject to review;

one 'temporary cover' post until 30 April 2022, subject to review

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. **These posts may be either full-time or part-time on a permanent, temporary, fixed-term or job-share basis.**

If you are offered and you accept a temporary position e.g. a temporary part-time position for 3 months, and another temporary part-time position arises from the same recruitment campaign e.g. for 1 year, regardless of whether or not you are still working in your temporary part-time position, you will not be offered any further temporary part-time position.

However, in certain circumstances, when all relevant applicants on the reserve list for temporary vacancies, full-time or part-time, have been offered opportunities for which they expressed a preference on their application form, and if the timing of the reserve list is still valid and there are still temporary vacancies to fill before the reserve list expires, the council reserves the right to 'revisit' the reserve list in strict order of merit. This is the only time when an individual who has been appointed to a temporary position e.g. a temporary part-time position can be offered another temporary part-time position.

If a similar post does become vacant within this time, it will be offered to candidates on the reserve list in the following way:

1. Candidates will be initially contacted by telephone and **must** respond within three working days to accept or decline the post.
2. Candidates who cannot be contacted by telephone will be contacted by letter and **must** respond by telephone or by return of acceptance form within five working days of the date of the letter.

If candidates do not respond within the above time frames, the post will be offered, in order of merit, to the next person on the reserve list. The names of those candidates who have not responded within the above timeframes will be retained on the reserve list, in order of merit, to be considered for future vacant posts.

However, if candidates have been contacted on three separate occasions, and they have not responded within the above timeframes on these three occasions, the council will assume that they are no longer interested in the post and their names will be removed from the reserve list.

Should your contact telephone numbers or your address change since you submitted your application form, it is your responsibility to notify the HR Employee Resourcing Unit on 028 9027 0640 or by emailing jobs@belfastcity.gov.uk with your new contact details.

For the 'temporary project' and 'temporary cover' posts, an existing permanent employee of Belfast City Council will, if successful, be appointed on the basis of undertaking a 'temporary project/cover/review' post with the right to return to his or her substantive post at the conclusion of the 'temporary project/cover/review' 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/cover/review' 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/cover/review' 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.

Existing council employees who are currently placed on furlough, will be required to return from furlough to commence in a post.

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.

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

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 4, SCP 7 to 11, £20,092 - £21,748 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 physical location for the Customer Hub has not yet been decided; the person appointed will be informed once this is known. The person appointed 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) 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.
- (h) 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. An employee currently undertaking a temporary project/cover/review post will not be able to continue working for the remaining duration of this temporary post prior to taking up a permanent post, even if this temporary post is of a higher grade.

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 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. 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

For 'temporary project /cover/ review' posts it is usual to give one week's notice to terminate this 'temporary project/ cover/ review' 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 Monday, 21 June 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 **Thursday, 24 June 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 **Thursday 1, Friday 2 and/or Monday 5 July 2021, and will be held via MS Teams**.

The council will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview dates but it is under no obligation to do so.

Belfast City Council

Application for appointment as:

Customer Services Assistant (Scale 4)

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

Customer Programme

Finance and Resources Department

Name of Applicant:

Address:

The closing date for applications is **4pm on Monday, 21 June 2021**.

Completed application forms should be emailed to jobs@belfastcity.gov.uk 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



In addition to filling the immediate vacancies, we also intend to create a reserve list of successful applicants, in strict order of merit based on performance at interview. We anticipate that this list will last for 12 months, or until it is exhausted, whichever is sooner.

Therefore, should a similar post to the immediate vacancies become available within this time we may offer it to those on the reserve list, in order of merit, without further interview.

These posts may be either on a permanent or temporary (including fixed term) basis and may be working full-time or part-time hours.

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

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

Contract type:

Permanent **Temporary**
(including fixed term)

Hours of work:

Full-time **Part-time**

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

If you apply for all positions, you can accept an offer of temporary employment without giving up your right to be considered for a permanent post. Similarly, you can accept a post working part-time hours without giving up your right to be offered a post working full-time hours.

It is important to note: If you are placed on the reserve list, you will only be offered vacant posts on the basis of the information you have provided above. For example, if you have ticked that you are applying for a permanent position only and a temporary position becomes available, we will not offer you this temporary post. Similarly, if you have ticked that you wish to be considered for full-time hours only and a part-time post becomes available, we will not offer you this part-time post.

Section 1: Personal details

Are you currently employed by Belfast City Council?

Yes No

If yes, please enter your staff number:

Have you been previously employed by Belfast City Council?

Yes No

If yes, please state your reason for leaving:

1. Your details

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

(b) Forenames:

(c) Preferred name:

(d) Surname:

2. Contact details

(a) Telephone number:

(b) Email address:

(c) Address 1:

(d) Address 2:

(e) Town:

(f) County:

(g) Postcode:

3. Other information

National insurance number:

I certify that the above information is correct and understand that any false or misleading information, if proved, may result in no further action being taken on this application, or, if appointed, dismissal from the service of the council.

Signed:

Date:

Section 2: Employment history

4. Employment history

(a) Details of current employment and current position held:

Name and address of current employer (if any):	Exact date employment commenced (dd/mm/yyyy):	Position held with current employer:	Salary:

(b) Details of previous employment and positions held:

Name and address of previous employer(s):	From: (dd/mm/yyyy)	To: (dd/mm/yyyy)	Position(s) held:	Salary:

Section 3: Qualifications

5. Qualifications

(a) Details of qualifications obtained (please refer to employee specification):
Please state name, level and grade of qualification, the year attained and the examining body or university/college which awarded your qualification as this information may be needed by the selection panel.

If applicable, Belfast City Council reserves the right to shortlist only those applicants who, as at the closing date for receipt of application forms, in the second instance, have at least five GCSEs (Grades A – C) including English, or equivalent qualifications or have passed the computer-based assessment test for Business Support Clerk, WPO/Clerk or Clerical Officer recruitment campaigns. (For posts within Belfast City Council, existing council employees who have passed the computer based assessment test for Clerical Officer and/or WPO/Clerk recruitment campaigns will be deemed to have the equivalent of five GCSEs (grades A-C) including English.)

Please detail your relevant qualifications below:

Year:	Examining body / University / College:	Level of qualification:	Subject:	Grade or mark:

(b) If you are applying for a post on the basis of a qualification which is not stated on the employee specification but which you consider to be equivalent, please list the main topics and modules below to demonstrate how you feel it is equivalent in terms of level, breadth, depth and content etc. Please also provide any further information which you feel supports your case. (The selection panel will make the final decision on the relevance and equivalence of your qualification.)

Year:	Examining body / University/College:	Level of qualification:	Subject and modules studied:	Grade or mark

Any other support evidence as to the equivalence of the qualifications stated, for example, breadth of overlap with qualification as detailed in the employee specification:

Section 4: Experience

6.

You must complete this form in either typescript (Arial font size 11) or legible hand-writing using black ink. You must limit your text in the next section to no more than one A4 page. You must not use continuation sheets. If you submit more than one page, the short-listing panel will only consider the first page of information and you may not be short-listed.

Applicants **must**, as at the closing date for receipt of application forms, be able to demonstrate by providing personal and specific examples on the application form, that they meet the experience as stated in the employee specification.

Essential criteria

Applicants **must**, as at the closing date for receipt of application forms, be able to demonstrate on the application form, by providing personal and specific examples, at least one year's relevant experience in each of the following areas:

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

Short-listing criteria

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

- in the first instance, can demonstrate by providing personal and specific examples on the application form, that they have at least two years' relevant experience in each of the above-noted areas, (a–c); and
- in the second instance, have five GCSEs (grades A–C) including English or equivalent qualifications or have passed the computer-based assessment test for Business Support Clerk, WPO/Clerk or Clerical Officer recruitment campaigns. (For posts within Belfast City Council, existing council employees who have passed the computer based assessment test for Clerical Officer and/or WPO/Clerk recruitment campaigns will be deemed to have the equivalent of five GCSEs (grades A-C) including English.)

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

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

(a)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience (as detailed in the employee specification) of providing professional customer service support to a range of internal and external customers using a variety of channels (for example online, telephone, email, social media, face to face and so on).
(Please note, Belfast City Council reserves the right to short-list only those applicants who, in the first instance, can demonstrate at least two years' relevant experience in this area)

Continuation sheets must not be used

(b)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience (as detailed in the employee specification) of using standard IT systems, and preferably specialist CRM systems, to accurately record customer information and contribute to the effective performance management of a customer service function.

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

Continuation sheets must not be used

(c)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience (as detailed in the employee specification) of assisting customers effectively by resolving a range of requests, queries and complaints by providing relevant information and, or signposting to appropriate services.

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

Continuation sheets must not be used

Equal opportunity monitoring form

HR Reference number: 0000001083/

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

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

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

Official use only:

Dob

Gender Identity

Status

Ethnic origins:

White

Indian

Pakistani

Bangladeshi

Chinese

Irish Traveller

Black African

Black Caribbean

Prefer not to answer

Black other, please specify

Mixed ethnic group, please specify

Other, please specify

Ethnic origin

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

Nation

Persons with and without a disability:

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

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

Yes

No

Prefer not to answer

Disability

If yes, please state nature of disability:

If No, have you ever had a disability?

Yes

No

Prefer not to answer

History

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

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

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

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

Official use only:

Persons with and without dependants:

If yes, please tick the relevant box(es) below- you may tick more than one box

Do you look after or are you responsible for caring for anyone? Yes No

Dependants

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:

Sexual orientation:

What best describes your sexual orientation?

Bi

Gay/lesbian

Heterosexual/straight

Prefer not to answer

I use another term, please specify:

Orientation

Religious affiliation or community background:

The council is required by The Fair Employment and Treatment (NI) Order 1998 to monitor the perceived religious affiliation or community background of its employees and applicants. In accordance with the Monitoring Regulations 1999, we are asking you to indicate the community to which you belong by ticking the appropriate box below:

I am a member of the Protestant community

I am a member of the Roman Catholic community

I am a member of neither the Protestant nor Roman Catholic communities

Prefer not to answer

Code

Method

Please note: If you do not complete this section, we are encouraged to use the 'residuary' method, which means that we can make a determination on the basis of personal information on your application form.

Religious belief or tradition:

Please specify your religious belief, for example, Christian, Hindu, Muslim:

Religious belief

No religious belief

Not disclosed

Additional information:

To monitor the effectiveness of our advertising, please indicate where you saw this job advertised:

Belfast Telegraph Irish News Newsletter

Sunday Life Specialist journal LinkedIn

Council trawl Council website Nijobfinder.co.uk

Facebook Twitter Word of mouth

Department of Learning, Jobs and Benefits Executive search Localgovernmentjobsni.gov.uk

Other, please state where: