
Job description

Date: 29 June 2018

Department: City and Neighbourhood Services

Post number: 1778

Section: Directorate Support

Job title: **City Services Manager**

Grade: PO12

Purpose of the role:

The post holder will report to the Operational Director and will be responsible for:

Effectively managing the development and delivery of the City Service portfolio and working in collaboration with peers and senior managers for effective service delivery within City and Neighbourhood Services.

Supporting the Operational Directors in all assigned duties, providing strong leadership in relation to city and operational management, championing, and delivering the council's strategic priorities, deputising as and when required within post holder's sphere of responsibility.

Supporting the service area contribution to the strategic direction of city management through positive internal and external engagement with key stakeholders and ensuring an integrated approach to decision making alongside the broader policy development responsibilities of City and Neighbourhood Services.

Providing professional and technical advice and ensuring effective financial management and high quality, responsive and integrated, customer focussed services for the assigned portfolio of service.

Managing, developing and motivating staff allocated to the service area, and making a contribution to the management and business improvement of the department.

Summary of primary responsibilities

1. Work collaboratively as a senior manager to lead and direct the operational delivery of all functions within the assigned service area (including all statutory and non-statutory responsibilities). With specific responsibility for the areas below:
 - i. Manage, plan and implement effective and integrated city and city centre regulatory, enforcement and compliance activities that achieve and exceed service standards (for example, frontline response service, Port Health, Food Safety, Dog and Pest Control, etc.)
 - ii. Manage the delivery of a high quality, efficient and cost effective Bereavement and Cemeteries Service ensuring the provision of a professional, customer focused approach.
 - iii. Direct the functions associated with the service, deploying resources across the city as required to meet service standards and performance targets that support the Belfast Agenda.
 - iv. Provide the leadership and coordination for the delivery of the portfolio of services within the 'Living Here' aspect of the Belfast Agenda to deliver on improvements as set out within Belfast Agenda.
 - v. Continually seek ways to deliver improved services to the ratepayers and the wider community.
 - vi. Work in partnership both externally and internally with other senior managers to effectively and efficiently deliver integrated services and ensure a cohesive approach to deployment and decision making alongside the broader policy development responsibilities of City and Neighbourhood Services.
 - vii. Create a high performance culture through effective leadership, resource and people management. Motivate operational managers to exceed performance and service delivery standards our customers expect.
2. Be responsible for the day to day management and performance of frontline public services as allocated, demonstrating visible leadership and developing and deploying resources in a flexible and responsive way aligned to operational plans.
3. Be responsible for effective financial management including planning and budgetary control, including identification of alternative funding mechanisms.
4. Be responsible for the management of performance within the service area remit and lead on the development of strategic and operational plans and performance indicators to embed a culture of continuous improvement and ensure targets and customer service standards are met.
5. Ensure high performing, professional, customer focused, and technically competent services are delivered across the city.
6. Provide professional advice and support, developing and delivering policies, strategies and frameworks which realise positive outcomes for residents, the council and its stakeholders / partner organisations.

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7. Work in partnership with other senior City and Neighbourhood Services managers and other council officers to effectively and efficiently deliver high quality services based on area priorities and specific need.
 8. Work with the internal and external stakeholders to develop sustainable solutions to area specific problems, developing new partnering and commissioning arrangements across internal services and externally.
 9. Provide specialist advice and guidance to colleagues across the organisation around statutory requirements and compliance with legislation.
 10. Assist the Operational Directors to support city wide and area committees and relevant structures to deliver their objectives, working with them to create annual plans that reflect area needs, council priorities and strategic objectives.
 11. Be responsible for embedding a positive, commercial, customer service focussed approach to all business processes and activities addressing the different needs of diverse clients and stakeholders.
 12. Develop effective working relationships with the council's elected members, officers, statutory and non-statutory bodies, and all other relevant stakeholders, to enhance the reputation of the council and present a positive profile for the city.
 13. Be an ambassador for the service area and for the council as a whole, playing a leadership role where appropriate with partner organisations.
 14. Be responsible for forecasting, deploying and monitoring appropriate budgets for the service area and developing effective pricing policies in accordance with council policies, financial regulations and standing orders.
 15. Produce timely reports, briefings and key performance information as required.
 16. Participate, as required, in a range of corporate projects and initiatives and to act in accordance with all council policies and procedures.
 17. Demonstrate a high level of political awareness engaging with senior management to resolve local issues and link strategies for continuous improvement.
 18. Lead, develop and manage employees across the service area as assigned.
 19. Comply with Health and Safety legislation as identified in the Health and Safety Policy including the carrying out of regular risk assessments and supporting the council's Risk Management Strategy.
 20. Be aware of responsibilities under the Emergency Plan and prepare and maintain a Business Continuity Plan within your remit and implement as required.
 21. Motivate and manage any staff that may be assigned to the postholder to ensure effective service delivery and to be responsible for reviewing and implementing a proper staff training and development programme.
 22. 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.

23. Participate as directed in the council's recruitment and selection procedures.
24. Act in accordance with council and departmental policies and procedures including customer care, equal opportunities, health and safety, safeguarding and any pertinent legislation.
25. Undertake the duties in such a way as to enhance and protect the reputation and public profile of the city council.
26. 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 and structural change and it will be subject to review and amendments 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.

Employee specification

Date: 27 August 2021

Department: City and Neighbourhood Services

Post number: 1778

Section: Directorate Support

Job title: **City Services Manager**

Grade: PO12

Essential criteria

Qualifications and experience

Applicants **must**, as at the closing date for receipt of application forms, have a third level qualification in a relevant subject, such as business management, public administration, business development and innovation, environmental health, regulation or compliance, etc. or an equivalent qualification.

Applicants **must** also, as at the closing date for receipt of application forms, be able to demonstrate on the application form, by providing personal and specific examples that they have at least three years' relevant management experience of:

- a) effectively leading and managing the delivery of a multi-disciplinary range of service areas¹ to the public and providing high level technical and professional advice at a senior level within their organisation on complex or sensitive service delivery matters;
- b) successfully negotiating to achieve effective citywide relationships with stakeholders and integrated approaches to decision making, and managing complex partnerships to realise the best possible mutual outcomes for citizens and businesses;
- c) successfully delivering regulatory and compliance activities that are customer focused and results driven; and
- d) leading and motivating multi-disciplinary staff² in accordance with the principles of performance management and personal development and managing them successfully through times of change and transformation.

Short-listing criteria

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

¹ **Multi-disciplinary range of service areas** will be defined as responsibility for a range of service areas which includes 50 staff or more.

² **Multi-disciplinary staff** will be defined as responsibility for 50 staff or more.

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- in the first instance, leading multi-functional teams and developing and monitoring performance indicators and targets and engaging and negotiating with trade unions on change to ensure positive customer service standards are delivered and continuously improved; and
 - in the second instance, dealing with elected politicians or non-executive board level members on a range of strategic and operational planning matters.

Special skills and attributes

Applicants must be able to demonstrate evidence of the following skills and attributes which will be tested at the preliminary and final interview stage:

1 Strategic leadership in the political context.

Component factors:

- Strategic leadership and direction in developing and delivering neighbourhood and city services.
- Leading organisational change, overseeing transformation initiatives and dealing with resistance.
- Engendering partnership working in service delivery to ensure the best use of resources.
- Acting as a strong advocate for the council.
- Improving communications.
- Recognising issues of political sensitivity and retaining a high degree of probity and integrity.
- Risk management.
- Embracing diversity.

2 Service delivery, including partner, stakeholder and customer focus.

Component factors:

- Strong business planning skills setting out inter-related programmes of work.
- Continuous review, improvement and innovation in service delivery.
- Customer targets and feedback.
- Delivery of excellent customer care.
- The ability to build relationships with existing and new partners to gain buy in, sustain momentum and improve neighbourhood and city services
- Strong stakeholder management skills

3 Resource management, including financial and people management.

Component factors:

- Financial planning and budgetary control skills, including identification of alternative funding mechanisms.
- Good organisation of people skills to deliver outcomes with rigorous emphasis on securing mutual benefits.
- Staff leadership and motivation skills, including effective employee development, robust and fair resolution of underperformance issues and succession planning.

4 Project management.

Component factors:

- Effective delivery of projects.
- Analytical and problem solving skills.
- Reputation, risk and compliance skills

5 Personal impact.

Component factors:

- Excellent listening and communications skills with highly effective negotiation skills that can influence and persuade a range of people, both orally and in writing, promote ideas, inspire and motivate others.
- Exceptional relationship building skills, inside and outside the organisation.
- Ability to inspire trust and confidence.
- Resilient and committed.
- Recognises and embraces diversity.
- Sound judgement in challenging situations, including issues of political sensitivity
- Relationship building, inside and outside the organisation
- Effective judgement in challenging situations, including political management

Belfast City Council

Terms and conditions of employment

City Services Manager (PO12) Permanent Post

City Services Section

City and Neighbourhood Services 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 one permanent, full time post.

There may be a reserve list of applicants drawn up for this post which would last for a maximum of 12 months. Should a similar post become vacant within this time, it may be offered to those on the reserve list, in order of merit, without further interview. **These posts may be either full-time or part-time and on a permanent, temporary or fixed-term 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.

Job details

Job description: please refer to the job description for details of the duties of the post.

Employee specification: please refer to the attached employee specification for details of any qualifications, experience, etc. which are required for the post. Should an applicant be recommended for appointment to this post, he or she will be required to produce official original proof of any qualifications, etc. he or she relied upon to support their application. Please also be advised that an applicant must provide evidence to demonstrate that he or she was in possession of such qualifications, etc. at the closing date for applications.

Remuneration

The salary will be determined by the council in line with that determined by the National Joint Council for Local Government Services, currently Salary Scale PO12, SCP 56 to 59, £60,584 - £63,818 per annum (in normal circumstances, the starting salary is the minimum point), paid

monthly by direct payment by the Bankers Automated Clearing System (BACS) to a bank or building society account of your choice.

Location

The person appointed will be based initially in 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 his or her qualifications as required. Please be advised that candidates must provide evidence to demonstrate that they were in possession of them at the closing date for applications.
- (d) Provide details of the bank or building society account to which his or her salary or wage will be lodged.
- (e) Provide two satisfactory work references. If suitably satisfactory references are not received, he or she will not be offered the appointment.
- (f) Pass satisfactorily a medical assessment by the council's Occupational Health Service provider.
- (g) Complete the relevant Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) membership or opt out forms.
- (h) Complete a disclosure of family relationships form.
- (i) Complete a disclosure of criminal convictions form, under the Rehabilitation of Offenders (NI) Order 1978. All applicants who are recommended for appointment to a post within Belfast City Council must provide details in respect of any criminal convictions which are not regarded as 'spent' convictions. Any disclosed convictions will be taken into account only when the conviction is considered relevant to the post and will be seen in the context of the job, the nature of the offence and the responsibility for the care of existing client/customer and employees.

If the person appointed acquires a conviction throughout the course of his/her employment with Belfast City Council, he/she must bring this to the attention of his/her line manager/departmental HR representative. Failure to comply with this request can result in a breach of the terms and conditions of employment and may result in sanction or dismissal. Any information will be dealt with confidentially and help is available.

Please note that if an applicant is recommended for appointment he or she must complete the pre-employment checks, outlined above, within 10 working days or consideration will be given to withdrawing the recommendation for appointment and no formal offer of appointment will be made.

Council policies

The person appointed will be required to comply with all current and future council policies, procedures, guidelines, agreed working practices and any relevant collective agreements incorporated into the contract of employment.

Conditions

The general conditions of service as prescribed from time to time by the National Joint Council for Local Government Services and by the council for its officers shall apply to the appointment and the

Single Status Implementation Agreement dated 2007 as renegotiated from time to time is hereby incorporated into the contract of employment.

A copy of the council's Disciplinary Procedure and Grievance Procedure will be issued to all new employees at the council's Induction Course.

Please note if you are an applicant with previous local authority service in England, Scotland, Wales etc., you are advised to clarify your particular situation with regard to the continuity of this service, prior to accepting an offer of appointment from Belfast City Council.

Service and hours of duty

The hours of duty are 37 per week, working five days per week, Monday to Friday. Flexible working hours are in operation between 7.30am and 6.30pm, with set core times that the person appointed must be in work. However, the person appointed will be required to start and finish work at specific times that suit the operational needs of the service and she/he will, when advised, be required to work outside of these hours for operational reasons including on extra statutory, bank and/or public holidays.

In accordance with the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service variations to the established working week or patterns of work will be reasonable and subject to adequate notice.

Annual leave

Annual leave and extra statutory, bank or public holiday entitlement is calculated in hours/minutes.

A person appointed on the standard full time hours of 37 per week will be entitled to 170.2 hours (23 days) annual leave, plus 88.8 hours (12 days) bank or other holidays.

Annual leave entitlement will be increased by 37 hours (5 days) in the case of officers who have not less than 5 years' continuous service and by a further 22.2 hours (3 days) in the case of officers who have not less than 10 years' continuous service.

Figures in brackets represent the number of days based upon a standard day of 7.4 hrs.

For individuals who do not work the standard full-time hours, annual leave and extra statutory, bank or public holiday entitlement will be calculated on pro-rata basis to their contracted hours, based on the standard full time hours of 37 per week and a standard day of 7.4 hours (i.e. 7 hrs 24 minutes).

Employees are entitled to a holiday with a normal day's pay for each of the statutory, general and public holidays as they occur. Where the balance of the employee's public / bank and statutory holiday entitlement has been exhausted, additional leave taken for public / bank and statutory holidays will be deducted from the employee's annual leave entitlement.

All employees required to work on extra statutory, bank or public holidays will be remunerated in accordance with Part 3, paragraph 2 of the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service.

The leave year commences on 1 April. If an employee starts part way through the annual leave year, the employee will receive annual leave entitlement on a pro rata basis, calculated on the number of days remaining in the current leave year from the first day of employment.

Sick leave

This scheme is intended to supplement Statutory Sick Pay and Incapacity Benefit so as to maintain normal pay during defined periods of absence on account of sickness, disease, accident or assault. Absence in respect of normal sickness is entirely separate from absence through industrial disease, accident or assault arising out of or in the course of employment with a local authority. Periods of absence in respect of one shall not be set off against the other for the purpose of calculating

entitlements under the scheme. Employees are entitled to receive sick pay for the following periods:

During first year of service	one month's full pay and (after completing four months service) two months half pay
During second year of service	two months' full pay, and two months' half pay
During third year of service	four months' full pay, and four months' half pay
During fourth and fifth years of service	five months' full pay, and five months' half pay
After five years' service	six months' full pay, and six months' half pay

Superannuation

The person appointed will automatically become a member of the Local Government Pension Scheme (Northern Ireland) LGPS (NI) in line with scheme regulations. He or she may opt out of the scheme. However, the council is required to comply with automatic enrolment provisions and will automatically enrol the person appointed at certain times. The LGPS (NI) is administered by Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) (www.nilgosc.org.uk).

Car user

This job may require the post-holder to visit and carry out council duties in areas and locations across the city as and when required. If required to travel for official Council business, the post-holder will be reimbursed at the appropriate mileage rate.

Canvassing

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

Notice

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

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

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

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 via email to jobs@belfastcity.gov.uk by 4pm on **Monday 27 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 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 **29 September 2021**. It is also envisaged that a presentation exercise and interviews will be held on **11 and/or 12 October 2021** and will be held **via MS Teams** or in person depending on public health advice in place.

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:

City Services Manager (PO12)

City Services Section

City and Neighbourhood Services Department

Name of Applicant:

Address:

The closing date for applications is **4pm on Monday, 27 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



**Belfast
City Council**

In addition to filling the immediate vacancy, 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 vacancy become available within this time we may offer it to those on the reserve list, in order of merit, without further interview.

These posts will be on a fixed term/temporary basis and may be working full-time or part-time hours.

Please indicate below whether you would be interested in working full-time or part-time hours by ticking the appropriate box.

If you are interested in both full-time and part-time positions, please tick (✓) both boxes.

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 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 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:

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.
Applicants must, as at the closing date for receipt of application forms, have a third level qualification in a relevant subject, such as business management, public administration, business development and innovation, environmental health, regulation or compliance, etc. or an equivalent qualification.

Please detail your relevant qualification below:

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

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

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

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

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Employment history

- (c) 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:

(d) 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: 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 that they have at least three years' relevant management experience of:

- a) effectively leading and managing the delivery of a multi-disciplinary range of service areas¹ to the public and providing high level technical and professional advice at a senior level within their organisation on complex or sensitive service delivery matters;
- b) successfully negotiating to achieve effective citywide relationships with stakeholders and integrated approaches to decision making, and managing complex partnerships to realise the best possible mutual outcomes for citizens and businesses;
- c) successfully delivering regulatory and compliance activities that are customer focused and results driven; and
- d) leading and motivating multi-disciplinary staff² in accordance with the principles of performance management and personal development and managing them successfully through times of change and transformation.

Short-listing criteria

In addition to the essential qualifications and experience, Belfast City Council reserves the right to shortlist only those applicants who, as at the closing date for receipt of application forms also have relevant experience of:

- e) in the first instance, leading multi-functional teams and developing and monitoring performance indicators and targets and engaging and negotiating with trade unions on change to ensure positive customer service standards are delivered and continuously improved; and
- f) in the second instance, dealing with elected politicians or non-executive board level members on a range of strategic and operational planning matters.

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

- (a) You must clearly state the start and end dates of your relevant management experience including the number of years' experience you have in this area. You must clearly detail the organisation you worked for; the range of service areas you were responsible for; the number of staff within these service areas; the city you were delivering services for; how you led and managed this area of work; how your leadership and management ensured successful delivery, the range of high level technical and professional advice you provided within your organisation; the service delivery areas you provided advice on; who you provided advice to at a senior level; what made these matters complex or sensitive; how your advice helped to resolve the matters, etc.
- (b) You must clearly state the start and end dates of your relevant management experience including the number of years' experience you have in this area. You must clearly detail the range of internal and external stakeholders you engaged and successfully negotiated with; the integrated approaches to decision making that you achieved; how you maintained these relationships; the complex partnerships you managed; how you managed these; the mutual outcomes for citizens and businesses you achieved, etc.
- (c) You must clearly state the start and end dates of your relevant management experience including the number of years' experience you have in this area. You must clearly detail the regulatory and compliance activities you successfully delivered; the customers these activities affected; how these were results driven; the results you achieved, etc.
- (d) You must clearly state the start and end dates of your relevant management experience including the number of years' experience you have in this area. You must clearly detail the number of multi-disciplinary staff you led; how you motivated these staff; the performance management principles you used; how you managed staff through change and transformations; the challenges you encountered and how you overcame them, etc.

¹ **Multi-disciplinary range of service areas** will be defined as responsibility for a range of service areas which includes 50 staff or more.

² **Multi-disciplinary staff** will be defined as responsibility for 50 staff or more.

If applicable, please provide the following detail in boxes (e) and (f):

- (e) 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 multi-functional teams you led; how you developed and monitored performance indicators; how you set and agreed targets; how you negotiated with trade unions on change and any outcomes; how you measured performance and its impact on positive customer service standards, etc.
- (f) 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 environment you worked in; the range of issues you were responsible for; how you managed the politicians or non-executive board members; any problems you encountered and how you overcame them etc.

(a)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have three years' relevant management experience of effectively leading and managing the delivery of a multi-disciplinary range of service areas to the public and providing high level technical and professional advice at a senior level within their organisation on complex or sensitive service delivery matters.

Continuation sheets must not be used

(b)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have three years' relevant management experience of successfully negotiating to achieve effective citywide relationships with stakeholders and integrated approaches to decision making, and managing complex partnerships to realise the best possible mutual outcomes for citizens and businesses.

Continuation sheets must not be used

(c)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have three years' relevant management experience of successfully delivering regulatory and compliance activities that are customer focused and results driven.

Continuation sheets must not be used

(d)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have three years' relevant management experience of leading and motivating multi-disciplinary staff in accordance with the principles of performance management and personal development and managing them successfully through times of change and transformation.

Continuation sheets must not be used

(e) **Short-listing criterion:** If applicable, applicants **must** demonstrate here, by providing personal and specific examples, that they have relevant experience of leading multi-functional teams and developing and monitoring performance indicators and targets and engaging and negotiating with trade unions on change to ensure positive customer service standards are delivered and continuously improved.

Continuation sheets must not be used

(f)

Short-listing criterion: If applicable, applicants **must** demonstrate here, by providing personal and specific examples, that they have relevant experience of dealing with elected politicians or non-executive board level members on a range of strategic and operational planning matters.

Continuation sheets must not be used

Section 4: Other information

6. Notice required to terminate present position:

7. If you are not currently employed by Belfast City Council, please provide the required information of two persons not related to you, to whom references may be sent. Both of your referees must be either your current or previous employers (if applicable). Both should be able to comment on your ability to carry out the particular tasks of the job. If you do not wish us to contact your present employer, please provide your most recent previous employer.

1. Current or previous employer (if any)

Name:

Job title:

Name of organisation:

Address (including post code):

Contact telephone:

Email address:

2. Other employer referee (or character reference if applicable):

Name:

Job title (if applicable):

Name of organisation (if applicable):

Address (including post code):

Contact telephone:

Email address:

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:

Equal opportunity monitoring form

HR Reference number: 0000001179/

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:

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: