
Job description

Date: 12 September 2022

Department: Legal and Civic Services

Post number: 1680

Section: Facilities Management

Job title: **Team Leader/Reception Administrator (Tours and Exhibitions)**

Grade: Scale 4

Main purpose of job

To be responsible to the Function and Exhibitions Officer for:-

- The provision of an effective front of house operation, including the day-to-day supervision of allocated part-time and casual tours and exhibitions reception staff throughout the facility's hours of operation, including evenings and weekends;
- providing a receptionist, concierge and visitor guide service for all users, including members, staff, customers, contractors, tourists and the general public to the City Hall exhibition area;
- operating the retail area and all systems and services in relation to bookings, ticketing, refunds, deposits, issue/return of headsets etc.;
- ensuring a high quality image of the council is always maintained by providing the highest levels of professionalism and customer care in dealing with visitors.

Summary of responsibilities and personal duties

1. To plan and supervise the work of all part-time and casual staff at the tours and exhibitions reception and to provide an initial point of contact for visitor queries.
2. To carry out the relevant duties at the exhibition reception desk on the basis of the rotas developed by the unit and to provide the highest levels of professionalism and customer care to tourists, visitors, the public, members of council and staff.
3. To undertake a 'Concierge' role including:
 - having responsibility for 'meeting and greeting' all visitors;
 - acting as a single point of contact for all exhibition and tour enquiries and general visitor enquiries;
 - providing general information on the exhibition themes, tours, the City Hall building and other local tourist attractions.
4. To be responsible for the handling and security of cash, cheque, voucher, credit and debit card payments relating to personal sales and transactions including cashing up, reconciliation and banking procedures.
5. To be responsible for the issuing, monitoring and control of exhibition headsets and for ensuring that sufficient supplies of headsets are available to meet demand.
6. To open and close the exhibition area each day and ensure all of the displays are presentable and that all systems and services are fully functional, and to report any faults promptly to the Function and Exhibitions Officer.
7. To maximise customer spend in the exhibition area through the hiring of multi-lingual headsets, merchandise, souvenir booklets and mobile apps etc.
8. To deal with all reception desk enquiries, including the display, holding and issuing of relevant council information, and as required to issue information on special council events and initiatives.
9. To manage and promote the merchandise areas, including the display, sale, rotation, replenishment and stock-taking of merchandise.
10. To operate any software and information systems supplied, including the point of sale and booking systems.
11. To provide a customer ticket sales and information service in person, email, post, and by telephone using the box office system including the issuing of tickets, reservations, refunds and exchanges and to aid patrons with special requirements.
12. To assist in recording all visitors entering and leaving the exhibition and to issue and receive passes.
13. To record statistical information and carry out other administrative duties as required.

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14. To assist with the wider operations of the Civic HQ unit as required, including reception cover, general administration and the provision of a telephone answering service.
 15. To assist in the provision of a range of routine business related administrative activities including but not restricted to customer support, data input and extraction, compilation of relevant statistical information and general administration tasks as required.
 16. To compile and update relevant information on services provided by Belfast City Council and external bodies and provide this on request to tourists, visitors and members of the public.
 17. To monitor customer numbers and behaviour informing the management team of any potential situation or incidents which may require restricting access or the removal of visitors etc.
 18. To assist in the emergency evacuation of the area if so required.
 19. To report accidents, liaising with AED/First Aid Providers ensuring casualties are assisted quickly and effectively.
 20. To carry out light cleaning duties in the public reception and exhibition area when required in order to ensure that high standards are maintained.
 21. To assist with the induction and training of new staff and temporary cover workers on the duties and responsibilities of the post.
 22. To carry out any other relevant duties as directed by members of the Civic HQ management team.
 23. To participate in all induction and in-service training provided by Belfast City Council and in the induction and support of all newly appointed staff and other human resource management policies and procedures, as appropriate, including, absence management, disciplinary and grievance procedure.
 24. 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.
 25. To undertake the duties in such a way as to enhance and protect the reputation and public profile of the council.
 26. 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 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: 13 September 2022

Department: Legal and Civic Services

Post number: 1680

Section: Facilities Management

Job title: **Team Leader/Reception Administrator (Tours and Exhibitions)**

Grade: Scale 4

Essential criteria

Experience

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

- (a) supervising a small team of staff including the planning of workloads, assigning tasks, etc.;
- (b) working in a visitor attraction providing customer service support to both local and international visitors and dealing effectively with members of the public including difficult customers in person and over the telephone;
- (c) working in a visitor attraction dealing with ticketing, cash handling and reconciliation, merchandising sales, provision of information to visitors, handling of queries and taking group bookings; and
- (d) using standard office IT systems and point of sale systems.

Special skills and attributes

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

- **Communication skills:** The ability to communicate effectively both orally and in writing with members of the public and internal and external customers.
- **Customer care skills:** Good presentational skills and the ability to deal effectively with both internal and external customers including those for whom English is not a first language, to create a good impression and enhance and protect the image of Belfast City Council.
- **Organisational and work planning skills:** The ability to prioritise workloads to achieve team objectives.

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- **Team working skills:** The ability to make decisions about their own work or methods of working. To be able to work effectively both independently and as leader of a team, to be able to think creatively about methods and service improvements and to have a clear style of exposition.
 - **Information technology skills:** The ability to use a basic range of standard Microsoft Office packages.
 - **Health and safety:** a good understanding and awareness of basic health and safety responsibilities.

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:

- (a) in the first instance, can demonstrate on the application form, by providing personal and specific examples, at least two years' relevant experience in each of the above noted areas, (a) – (d); and
- (b) in the second instance, have at least five GCSEs (grades A – C) including English, or equivalent qualifications.

Belfast City Council

Terms and conditions of employment

Team Leader/Reception Administrator (Tours and Exhibitions) (Scale 4) Permanent post

Facilities Management Section

Legal and Civic Services Department

Job applicant privacy notice

Belfast City Council is the Data Controller under the UK General Data Protection Regulation (UK 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 consensually 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.

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 or eligibility to work in the UK.

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 may also be shared with external consultants appointed by the Council for the purposes of candidate attraction and selection, or for the purpose of language interpretation 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.

The Council is also required to collect more sensitive personal data (known as special category personal data) in order to monitor applications for equal opportunities purposes. The equality monitoring information is removed from your application pack before your job application is considered, and is retained in compliance with the council's Records Retention and Disposal Schedule. Your sensitive personal data will not be shared without your consent unless the law permits or places an obligation on the Council to do so.

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 dataprotection@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. For generic-type posts, this may include posts in another department. **These posts may be either full-time, part-time or job-share 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.

If applicable, for fixed term or temporary 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 their 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 their 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 their original agency assignment. Temporary and fixed term contract employees and agency assignees should give consideration to this prior to applying or accepting this post.

Job details

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

Employee specification: please refer to the attached employee specification for details of any qualifications, experience etc. which are required for the post. Should an applicant be recommended for appointment to this post, they will be required to produce official original proof of any qualifications etc. they relied upon to support their application. Please also be advised that an applicant must provide evidence to demonstrate that they were in possession of such qualifications 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 4, SCP 7 to 11, £20,444 - £22,129 per annum plus weekend enhancement, where appropriate (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 City Hall, Donegall Square, Belfast but will be required to work in and/or visit other locations.

Pre-employment checks

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

- (a) Enter into an agreement which sets out the main terms and conditions of employment.
- (b) Provide evidence of the right to work and reside in the UK via an original full UK birth certificate and original proof of national insurance number (for example, via national insurance card, P45 or payslip etc). No temporary national insurance numbers can be accepted. Individuals who do not have a UK birth certificate will be asked to bring their passport and other documentation as required.
- (c) Produce official evidence of their qualifications as required. Please be advised that candidates must provide evidence to demonstrate that they were in possession of them at the closing date for applications.
- (d) Provide details of the bank or building society account to which their salary or wage will be lodged.
- (e) Provide two satisfactory work references. If suitably satisfactory references are not received, they 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 their employment with Belfast City Council, they must bring this to the attention of their line

manager/departmental HR representative. Failure to comply with this request can result in a breach of the terms and conditions of employment and may result in sanction or dismissal. Any information will be dealt with confidentially and help is available.

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

Council policies

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

Conditions

The general conditions of service as prescribed from time to time by the National Joint Council for Local Government Services and by the council for its officers shall apply to the appointment and the Single Status Implementation Agreement dated 2007 as renegotiated from time to time is hereby incorporated into the contract of employment.

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

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 hours per week, as per the following three week shift rota:

WEEK ONE						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
9.30am - 5pm	OFF	9am - 5pm	9am - 5pm	9am - 5pm	9am - 5pm	OFF
WEEK TWO						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
OFF	9am - 5pm	9am - 5pm	9am - 5pm	9am - 5pm	OFF	9.30am-5pm
WEEK THREE						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
9.30am - 5pm	OFF	9am - 5pm	9am - 5pm	9am - 5pm	9am - 5pm	OFF

When advised, you will be required for operational reasons to work outside of these hours 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 162.8 hours (22 days) annual leave, plus 88.8 hours (12 days) bank or other holidays.

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

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

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

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

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

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

Sick leave

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

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

Superannuation

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

Uniform

Uniform clothing will be issued by the relevant department. The wearing of such uniform clothing will be a pre-requisite of appointment and it must only be worn whilst on duty. Only in exceptional circumstances will items be replaced. All items of clothing and other issued equipment will remain the property of the relevant department. Facilities for changing and storage will be available.

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 by jobs@belfastcity.gov.uk by 4pm on **Monday, 3 October 2022**.

Please note that it is the candidate's responsibility to ensure that their 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. **We are unable to issue or receive any hard copy application forms, either by post or hand-delivered.**

Short-listing and interview date

It is envisaged that short-listing for this post will take place on **Tuesday, 11 October 2022**. Whilst no specific testing or assessment arrangements are anticipated for this post, depending on the volume of applicants, the council reserves the right to include these mechanisms as part of the selection process. It is also envisaged that interviews will be held on **Tuesday, 18 October and, or Wednesday, 19 October 2022 via MS Teams**.

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

Belfast City Council

Application for appointment as:

Team Leader/Reception Administrator (Tours and Exhibitions) (Scale 4)
(There is currently one permanent, full-time post. Other full-time, part-time, job share, temporary and permanent posts may be filled from a reserve list.)

Facilities Management Section

Legal and Civic Services Department

Name of Applicant:

Address:

The closing date for applications is **4pm on Monday, 3 October 2022.**

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 we are unable to issue or receive any hard copy application forms either by post or hand delivered. All application forms must be emailed to jobs@belfastcity.gov.uk

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 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 basis and may be working full-time, part-time or job share hours.

Please indicate below whether you would be interested in a permanent or temporary (including fixed term) post working full-time, part-time or job share 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** **Job share**

You can apply for all positions and, if appointed to the reserve list, you will be considered for permanent and temporary vacancies and for full-time, part-time hours and, or job share 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, Mx, 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 employment history

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.
Please note, Belfast City Council reserves the right to short-list 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. If applicable, 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:

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

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

Essential criteria

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

- (a) supervising a small team of staff including the planning of workloads, assigning tasks etc.;
- (b) working in a visitor attraction providing customer service support to both local and international visitors and dealing effectively with members of the public including difficult customers in person and over the telephone;
- (c) working in a visitor attraction dealing with ticketing, cash handling and reconciliation, merchandising sales, provision of information to visitors, handling of queries and taking group bookings; and
- (d) using standard office IT systems and point of sale systems.

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 on the application form, by providing personal and specific examples, at least two years' relevant experience in each of the above noted areas, (a) – (d); and in the second instance, have at least five GCSEs (grades A – C) including English, or equivalent qualifications.

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

In box (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. Please detail the teams you have supervised; the number of staff you supervised; any personnel issues you may have encountered and how you resolved these; how you planned staff workloads fairly and effectively; how you assigned tasks to your team and ensured their completion; what kind of tasks you assigned to team members, etc.

In box (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. Please detail your experience of working in a visitor attraction; detail the range of visitors you dealt with (both local and international); how you interacted with visitors and provided a good level of customer service; how you have dealt with customer queries both over the telephone and in person, etc.

In box (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. Please detail your experience of working in a visitor attraction; detail your experience of issuing and booking tickets and taking group bookings for visitors; merchandising a visitor shop/reception area; providing information to visitors about the attraction or other useful information; etc.

In box (d) you must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. Please detail your experience of using a range of standard office IT packages; what you used them for; how you ensured information they contained was accurate; point of sale systems that you have used; what the systems were used for etc.

(a)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience of supervising a small team of staff including the planning of workloads, assigning tasks, etc.

(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' experience in this area)

Continuation sheets must not be used

(b) Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience of working in a visitor attraction providing customer service support to both local and international visitors and dealing effectively with members of the public including difficult customers in person and over the telephone.
(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' experience in this area)

Continuation sheets must not be used

(c) Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience of working in a visitor attraction dealing with ticketing, cash handling and reconciliation, merchandising sales, provision of information to visitors, handling of queries and taking group bookings.
(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' experience in this area)

Continuation sheets must not be used

(d)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience using standard office IT systems and point of sale systems. **(Please note, Belfast City Council reserves the right to short-list only those applicants who, in the first instance, can demonstrate at least two years' experience in this area)**

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: 0000001744/

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

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

Personal details:

Date of birth:

Gender Identity:

How do you define your gender?

Male Female Prefer not to answer

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

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

Yes No Prefer not to say

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

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

Family status:

Married Single

Divorced Separated

Widowed

Cohabitant

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 | <input type="checkbox"/> | Irish News | <input type="checkbox"/> | Newsletter | <input type="checkbox"/> |
| Sunday Life | <input type="checkbox"/> | Specialist journal | <input type="checkbox"/> | LinkedIn | <input type="checkbox"/> |
| Council trawl | <input type="checkbox"/> | Council website | <input type="checkbox"/> | Nijobfinder.co.uk | <input type="checkbox"/> |
| Facebook | <input type="checkbox"/> | Twitter | <input type="checkbox"/> | Word of mouth | <input type="checkbox"/> |
| Department of Learning, Jobs and Benefits | <input type="checkbox"/> | Executive search | <input type="checkbox"/> | Localgovernmentjobsni.gov.uk | <input type="checkbox"/> |

Other, please state where: