

Guide for Applicants

Estates, Information Technology and Records Officer

Key dates for applicants:

Closing date: 2:00pm, Monday 10 June 2024

Interviews are expected to take place late June.

Contents

Prior to completing the application form we recommend that applicants familiarise themselves with the contents of this guide, which includes:

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1. A message from John French, Chief Executive

Dear Applicant,

Thank you for taking the time to read this Guide for Applicants for the job of Estates, Information Technology and Records Officer at the Utility Regulator.

This is an exciting time to join us, as we are expanding as an organisation so we can fully support Northern Ireland in meeting the challenges of climate change, the cost-of-living crisis and ensuring the continuity of energy and water supplies. Electricity, gas and water are essential services that support all homes and businesses in Northern Ireland. As an economic regulator, it is our role to enable, incentivise and hold energy and water companies to account for providing the very best levels of service and price for consumers both now and in the future.

We are ambitious about the future of the Utility Regulator. It is essential that we can enthusiastically and professionally support Northern Ireland in its transition to a net-zero carbon economy, whilst ensuring affordable and good quality electricity, gas and water services for all.

We want the Utility Regulator to be the best possible organisation to work for. We need passionate people who have the skills, potential and motivation to make a difference to the lives of people in Northern Ireland and its economy. We are looking for people who share these goals and will pursue these with the highest standards of professionalism. For the Utility Regulator to be successful, we will recruit the best candidates from a range of diverse backgrounds. If you strive to provide the highest levels of service for the greater good and your professional values accord with our organisational values, working here will be exactly what you are looking for in the next step in your career path.

We are an employer of choice as we are committed to staff wellbeing, inclusion and excellence. Over the last three years we have been awarded Best Companies 'Ones to Watch – Good to Work For' status. We have also been successful in gaining the Investors in People Silver award, together with the Diversity Mark and Disability Committed accreditations.

In this role, you will play a key part in providing services and supplies to the office and contributing to a safe office environment. As such, you will play an active part in our role of supporting government initiatives as part of the net-zero climate change transition.

This is a permanent, full-time role.

Thank you for your interest in joining the Utility Regulator. We very much look forward to receiving your application.



John French, Chief Executive

2. About us, Northern Ireland's Utility Regulator

Who we are

The Utility Regulator (UR/our/we) is an independent non-ministerial government department. This means that we are accountable to the Northern Ireland Assembly and not to another government department. This is an important distinction as it protects our independence in carrying out our regulatory duties. Our purpose is to regulate Northern Ireland's electricity, gas, water and sewerage industries to protect the short and long-term interests of consumers.



We are governed by a Board and accountable to the Northern Ireland Assembly through financial and annual reporting obligations. Along with the Chief Executive's Office, we are organised into four directorates, under two Executive Directors:

1. Consumer and Business Protection;
2. Price Controls;
3. Markets; and
4. Networks and Energy Futures.

Our Diversity Statement

Be UR Self

We recognise and value that everyone is unique and that we all have different minds. We want to use your difference so that we can harness your unique talent. To that end, we are

a diverse and inclusive organisation as we put the 'you are' into 'UR'. Our success is based on the diversity and uniqueness that each of us brings and on the willingness of staff to accept and value one another. This approach helps us protect consumers by making a positive difference to all households and businesses in Northern Ireland.

Equality Welcoming Statement

Northern Ireland continues to have an under-representation of women across STEM (Science, Technology, Engineering and Mathematics) industries. We are an equal opportunities and 'Disability Confident' employer. As people with a disability, people from ethnic minority communities and women are currently under-represented in our workforce, we would welcome applications from these groups.

What we do

Our statutory objectives are to:

- Protect the short and long-term interests of electricity, gas, water and sewerage consumers with regard to price and quality of service;
- Promote a robust and efficient water and sewerage industry, where appropriate, to deliver high quality services;
- Promote competition, where appropriate, in the generation, transmission and supply of electricity; and
- Promote the development and maintenance of an economic and coordinated natural gas industry.

Our work involves:

- Issuing and maintaining licences for gas, electricity, and water companies to operate in Northern Ireland;
- Making sure that these companies meet relevant legislation and licence obligations;
- Challenging these companies to keep the prices they charge as low as they can be;
- Encouraging regulated companies to be more efficient and responsive to customers;
- Working to encourage competition in the gas, electricity, water, and sewerage services markets;
- Setting the standards of service which regulated companies provide to customers in Northern Ireland; and
- Acting as an adjudicator on certain customer complaints, disputes, and appeals.

We hold concurrent competition law powers and are Northern Ireland's competition authority for its electricity, gas, water and sewerage industries. We have quasi-judicial powers to determine certain complaints, disputes, and appeals.

In order to help us protect the interests of electricity, gas and water consumers in Northern Ireland, we work with a range of partner organisations. These include:

- Northern Ireland Executive and Assembly;
- Northern Ireland government departments;
- Energy and water utility companies;
- The Consumer Council for Northern Ireland;

- Government departments and bodies in Great Britain and Ireland, including Ofgem, Ofwat, the Water Industry Commission for Scotland, and the Commission for Regulation of Utilities; and
- Non-governmental organisations.

3. About the role

Role: Estates, Information Technology and Records (EIR) Officer
Directorate: Chief Executive's Office
Line manager: Estates, Information Technology and Records Analyst

Terms and conditions:

Contract: Permanent.
Hours: 37 hours per week.
Salary: £30,181 to £33,043 per annum.
Pension: Northern Ireland Civil Service (NICS) pension arrangements.
Holidays: 25 days per annum (rising to 30 days after two years), and an additional 12 public and privilege days.

We may create a reserve list from this competition to fill any additional suitable, similar Officer roles. Candidates placed on reserve lists will be appointed to roles in order of merit and as roles become vacant.

Role purpose:

Working as an EIR Officer, you will be responsible for working closely with the Administrative Assistant (AA) in managing calls and visitors, supplies and stores and crucially, maintaining a safe working environment through taking forward our approach to health and safety.

You will have the opportunity to work with teams across a variety of functions and actively contribute to the delivery of our aims and objectives. This role is ideally suited for someone with a keen eye for detail, strong customer service and communication skills, a thorough approach to keeping records and a desire to do the right thing in the right way.

Main responsibilities

Your main responsibilities are set out below. **Please note that this list is not exhaustive and will change over time according to organisational need and evolution.**

You will:

- Display our values and those of the NICS Code of Ethics;
- Demonstrate good teamworking drive;
- Demonstrate keen attention to detail and want to work to high quality standards; and
- Display excellent organisational and prioritisation skills.

The work will involve supporting your team in the following ways:

- Provide administrative support to the EIR team.
- Work closely with the AA to run our reception desk and switchboard, making sure we have cover during normal working hours and that the reception waiting area is clean and tidy.
- Manage visitors, liaison with ground floor security and teams organising meetings.
- Ensure the following is managed in line with our information management policy:
 - Open, distribute and as needed, record incoming correspondence;
 - Support management and storage of our registered files; and
 - Maintain and update wireless wi-fi guest accounts.
- Oversee and promptly log maintenance issues using the Department of Finance system including repairs, defects and security issues using the appropriate priority rating and follow up same until complete.
- Oversee and promptly log service requests with IT Assist, checking all necessary approvals have been secured by the requestor and follow up same until complete.
- Manage our cleaning and recycling contracts including secure disposal of materials.
- Undertake daily, weekly and periodic health and safety walkarounds identifying and following up on issues with staff or, as needed, through maintenance requests.
- Maintain effective filing and data storage including emails and retrieval systems ensuring our needs are met.
- Build and maintain strong working relations with stakeholders including contractors and suppliers.

In addition, you will support our values by:

- Resolving conflicts proactively and effectively to obtain a satisfactory resolution/outcome;
- Identifying possible areas of improvement within our processes;
- Contributing to a performance-driven culture in line with corporate vision and values;
- Developing and embedding a customer focused culture;
- Helping team members deliver by building a supportive, inclusive team environment based on trust, transparency, professionalism and inclusivity;
- Having a proactive approach with an excellent attention to detail; and
- Contributing to a professional and positive organisational culture that promotes our values and inspires, guides and develops staff.

Our statutory remit and organisational structure is continuing to evolve. It is therefore quite possible that the scope of the advertised role will evolve with consequential changes to the job description.

Development

Developing your skills and expertise will be a core part of the employment package offered and you will operate in a team environment helping you to progress. We will actively support your professional development by offering focused training along with opportunities to collaborate with other teams across the organisation when possible.

Your career

You may apply for roles which we externally advertise and which will require you to demonstrate how you meet the essential criteria through the application process.

4. Selection criteria

Please note you will be required to **demonstrate fully** the following criteria on the **application form** to be shortlisted for the interview stage of the process.

Essential criteria

You must demonstrate, by way of example, your proven experience of:

1. Providing a high standard of communication and customer service to internal colleagues and external callers or visitors in a confident and sensitive manner where required.
2. Strong administrative and organisational skills including confident use of Microsoft Office (Excel, Outlook and Word) to manage processes effectively.
3. A strong grasp of health and safety requirements, and managing implementation of same, in a busy office environment; and
4. Successfully managing competing demands on your time including effective prioritising of tasks and communicating these as necessary to senior colleagues.
5. Evidence of displaying values which are in-line with our values* and NI Civil Service Code of Ethics.

* Our mission, vision and values can be found on page 4 of this pack.

Desirable criteria

Hold a National Examination Board in Occupational Safety and Health (NEBOSH) qualification of at least Work Award level **or** be willing to commit to successful completion of same (please note, this qualification is an essential requirement of the role and the postholder must attain the qualification within the first 12 months of the appointment).

Key skills and competencies

In addition to satisfying the above essential criteria, **applicants will be expected to display the following competencies and skills at interview and assessment stages.**

Professional knowledge/skills	<ul style="list-style-type: none"> • Ability and willingness to build relevant 'subject expert' knowledge and skills. • Strong digital skills and IT skills. • Plan work well and deliver it with limited supervision.
Analytical rigour	<ul style="list-style-type: none"> • Good use of analytical tools (e.g. spreadsheets). • High level of attention to detail and accuracy.
Governance	<ul style="list-style-type: none"> • Building understanding of best practice and importance of following policy, governance and legal requirements.

People	<ul style="list-style-type: none">• Strong communication and interpersonal skills.• Positive alignment with our values.• Strong verbal and writing/drafting skills.
Relationship management	<ul style="list-style-type: none">• Develop and build positive and trusted relationships.• Positively ask questions to understand a subject.• Work collaboratively within a team.
Strategic thinking and delivery	<ul style="list-style-type: none">• Work proactively with minimum supervision.• Think creatively and problem solve.• Contribute to delivery of projects.
Managing resources	<ul style="list-style-type: none">• Strong organisational and time management skills to balance priorities effectively and meet deadlines.

Competency Framework

You may wish to consider our Competency Framework when completing your application. A copy can be downloaded alongside this recruitment pack.

5. The recruitment and selection process

How to apply

Completed application forms must be received by **2:00pm, Monday 10 June 2024**.

Please submit your application by email, in MS Word format. A typed or scanned signature will be accepted. Please submit your completed equal opportunities monitoring form in a separate email labelled clearly 'Monitoring Form' in the subject line.

The onus is on you to ensure your application is received before the closing date and we will use the time it is received according to our computer systems, and not the time sent from your email account.

Applications and queries must be emailed to recruitment@uregni.gov.uk

If you have a disability and require assistance, we will facilitate this on request. If you wish to receive this information pack in an accessible format, please advise of your requirements as soon as possible as the closing date is the same for all applicants.

Monitoring Form

We monitor applications for employment in terms of community background, sex, disability and race. You should note that this information is regarded as part of your application and failure fully to complete and return it will result in disqualification.

The use and confidentiality of community background information is protected by the Fair Employment and Treatment (Northern Ireland) Order 1998. It will be used only for monitoring, investigations or proceedings under the requirements of the above legislation.

We are committed to equality of opportunity and welcome applications from all suitably qualified applicants irrespective of age, sexual orientation, marital status/civil partnership, dependants, religious belief, political opinion, gender reassignment, race, sex or disability.

Job applicant's privacy notice

We are the data controller for the personal information you provide as an individual seeking employment. This means we determine the purposes for which, and the manner in which, any personal information relating to your application and the recruitment procedure generally is processed. We are required under the General Data Protection Regulation (GDPR) to notify you of the information contained in our Job Applicant's Privacy Notice. This notice describes how we collect and use personal information during the recruitment process and afterwards in accordance with GDPR and can be downloaded, in full, from <https://www.uregni.gov.uk/publications/gdpr-privacy-notices>

Applications

In order to help you make this application and ensure that each applicant is provided with the same opportunity, the following advice is offered:

- Do not use acronyms, complex technical detail, etc. Write for the reader who will probably not know your employer or your job. Include concise examples and be sure you can expand on these at interview.

- Listing the titles of the various jobs which you have held will not show how you meet the criteria. The panel will not make assumptions about skills and experience gained from these or the nature/name of the organisation.
- Write down clearly your personal involvement in any experience you quote. Write 'I' statements, for example, I planned meetings, I managed a budget, I prepared a presentation. It is how you actually carried out the piece of work that the panel will be interested in.
- Identify relevant examples – this is very important as examples you provide may be checked out at interview and you need to be prepared to talk about them in detail if invited to interview. It is your unique role the panel is interested in, not your team's.

An application form is designed to ensure you provide the necessary information to determine how you meet the eligibility/short listing criteria required for this post. The panel may decide to interview only those applicants who appear, from the information provided on your application, to be most suitable in terms of relevant experience and ability.

Please note to ensure equality of opportunity for all applicants:

- On the application form you have been advised of the maximum space available for each question. This is the same for all applicants and must not be altered (except to delete spaces created when you type in your answer);
- CVs, letters, additional pages or any other supplementary material in place of, or in addition to, completed application forms will not be accepted;
- Information in support of your application will not be accepted after the closing deadline. Incomplete application forms will not be considered. Application forms received after the closing deadline or reformatted will not be accepted;
- Please note that the time of receipt of emailed applications will be defined by our computer systems, not the time and date sent; and
- Only details provided by you on your application form (employment history and eligibility criteria) will be provided to the selection panel for the purpose of determining eligibility and shortlisting for the post.

Assessing your application

After the closing date, the first stage in the selection process will be a sift of completed application forms against the essential criteria. You must demonstrate on the relevant page of the application form how you meet each criteria stated. If you do not fully demonstrate by example how you meet each of the criteria, you will not progress to the next stage. Please note, where the criteria requires experience for a minimum length of time, the panel will not refer to the employment history section to demonstrate this. You must state the dates in your answer.

You will be notified of the outcome (successful/unsuccessful) by email.

Interview

Following shortlisting, it is intended that the selection process will involve an interview against **the criteria, key skills and competencies** for the role. Panels may test any aspect of either the essential criteria or key skills.

We intend that the interview process will take place at Queens House in Belfast. You will be informed of interview arrangements closer to the time and notified of the outcome (successful or unsuccessful) by email.

Disability requirements at interview

We ask on this application form if you require any reasonable adjustments (special requirements), due to disability, to enable you to attend interview. Details of any disability are only used for this purpose and do not form any part of the selection process.

If you have indicated that you have a disability and are successful in the selection process and being considered for appointment, you may be required to outline any adjustments you consider needed to take up an appointment. If you wish to discuss your disability requirements further, please email recruitment@uregni.gov.uk.

Further information

Further information about the work of the Utility Regulator can be found at www.uregni.gov.uk

Should you have any further queries about the recruitment and selection process then please email recruitment@uregni.gov.uk

Checklist for applicants

- Application form (emailed by closing date)
- Equality monitoring form (emailed in a separate email)

6. Benefits of working for us

These headline terms will be included (amongst others) in a written contract of employment.

Key employee benefits

Your salary

This is a permanent, full-time post. The starting base salary will be in the range of £30,181 to £33,043 per annum. If you are successful, you will normally be offered the first point on the scale. You will be paid monthly in arrears via Bankers Automated Clearing Service (BACS).

Your pension

If you are successful, you will be employed as a civil servant and, as such, automatically enrolled into the NICS pension arrangements. **Employer's contribution for this salary range is 34.25%.** This is a generous, defined benefit pension scheme. Information about pensions can be found at www.finance-ni.gov.uk/topics/working-northern-ireland-civil-service/civil-service-pensions-ni

Your holiday entitlement

Holiday entitlement will be pro-rated based on **25 days per annum (increasing to 30 days after two years' continuous service) and 12 public and privilege holidays.** If, in your current role, you have already attained 30 days' leave by dint of service with the Northern Ireland or Great Britain Civil Service, your entitlement will be 30 days from your start date (pro-rated).

Non-salary benefits

We offer a range of non-salary benefits including a supportive family friendly environment, flexible working in a hybrid setting, generous leave including special leave, maternity and paternity entitlement, wellbeing and employee programme (Inspire), supported learning and development, Cycle to Work Scheme, season ticket loan, payroll giving, volunteering opportunities and a culture that supports diversity and inclusion.

Hours of work

This is a full-time appointment, the postholder will be required to work closely with the team Administrative Assistant to ensure in-house reception cover between the hours of 9:00am – 5:00pm. Our offices are open for business between 7:00am and 7:00pm (Monday to Friday).

Place of work

If appointed, you will be our employee and based at Queens House, Queen Street, Belfast. We operate a hybrid office arrangements. However, due to the nature of your post, you will normally be required to be based in the office.

Mobility

Excluding secondment opportunities, employment does not confer any right of mobility or transfer to a position in any other part of NICS (including any government department or agency) or to any non-departmental public body or other public body.

Probationary period

There will be a probationary period of six months and continued employment is dependent on the outcome of this. During the probationary period, your performance will be regularly monitored and we reserve the right to extend it for such further period or periods as considered reasonably necessary to assess your performance further.

Additional information

If you are being considered for appointment, we will ask you to complete the AccessNI application form for a **basic disclosure certificate**. Full details will be provided with an offer of employment. Instructions can be found at www.nidirect.gov.uk/accessni.

You should not be put off applying because you have a conviction. We deal with all criminal record information in a confidential manner and information relating to convictions is destroyed after a decision is made. Criminal record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978.

As an Utility Regulator employee, you will be subject to various office policies, for example, rules on shareholdings, conflicts of interest and future appointments.

Right to work and nationality requirements

Offers of employment will be made on merit but we must ensure you are legally entitled to work in the UK. Offers will be made on condition of proof of right to work and pre-employment checks will be conducted. You will need to show one of the following:

- Passport;
- National Identity Card or Home Office registration certificate; and
- UK Border Agency work document if you need permission to work.

As an employer, we can face unlimited fines if we employ illegal workers and so must make sure no one we employ is working illegally. However, to protect against discrimination laws, we should treat all job applicants equally. So do not be offended if you are asked to prove your nationality as even UK nationals will be asked to provide proof. For further support on working in Northern Ireland, please visit www.nidirect.gov.uk/articles/working-northern-ireland or www.gov.uk/browse/visas-immigration/what-you-need-to-do

Please note that, if your application is shortlisted for interview, you will be asked to provide one of the above documents. Should you fail to do so, you may not be eligible to proceed. The successful candidate will be required to produce the same document in its original format before commencing employment.