

**Candidate
Information
Booklet**



CCNI/0001/CEO
Chief Executive
The Consumer Council

**Completed Application Forms must be returned
to recruitment@consumercouncil.org.uk
no later than 5pm (UK time) on
Wednesday 28 October 2020**

The Consumer Council

Contents

Background

Job Description

Person Specification

Selection Process

General Information

THE CONSUMER COUNCIL BACKGROUND

The Consumer Council is a non-departmental public body (NDPB) established through the General Consumer Council (Northern Ireland) Order 1984. Our principal statutory duty is to promote and safeguard the interests of consumers in Northern Ireland.

The Order also sets out that The Consumer Council has a duty to:

- Consider any complaint made to it relating to consumer affairs and, where it appears to The Consumer Council to be appropriate having regard to any other remedy which may be available to the complainant, investigate the complaint and take such further action in relation thereto as The Consumer Council may determine;
- Carry out, or assist in the carrying out of, inquiries and research into matters relating to consumer affairs;
- Promote discussion of, and the dissemination of information relating to, consumer affairs; and
- Report to a Northern Ireland department on any matter relating to consumer affairs which is referred to The Consumer Council by that department.

In addition to The Order, The Consumer Council also has further specific statutory duties in relation to:

- energy;
- postal services;
- transport;
- water and sewerage;
- food; and
- financial services.

In the areas of energy, postal services, transport, and water and sewerage The Consumer Council has additional statutory responsibilities to have particular regard to consumers:

- Who are disabled or chronically sick;
- Of pensionable age;
- With low incomes; or
- Who reside in rural areas.

Further to this, The Consumer Council is a designated body under both the Rural Needs Act 2016 and Section 75 of the Northern Ireland Act 1998. This gives The Consumer Council a responsibility to have due regard for rural needs and promote equality of opportunity and good relations across a range of equality categories.

In addition, The Consumer Council is a designated consumer body under the Enterprise Act 2002 and the Financial Services and Markets Act Order 2013. Under both these acts, The Consumer Council can, if it believes a market in the

UK is, or appears to be, significantly harming the interests of consumers, raise a supercomplaint to UK and Northern Ireland regulators.

The Consumer Council is governed by a board whose nine members are appointed by the Minister for the Economy. The Board is supported by a team of around 45-50 staff.

The Consumer Council's core funding is provided through the Department for the Economy (DfE). Our role in relation to specific markets is funded by:

- Energy – a levy on energy companies (administered through DfE);
- Water – a levy on NI Water (administered through the Department for Infrastructure);
- Postal Services – A levy on postal operators (administered through the Department for Business, Energy and Industrial Strategy (BEIS)); and
- Illegal Money Lending – A levy on payday lenders (administered through HM Treasury).

The Consumer Council has achieved the following accreditations:

- Customer Service Excellence;
- Investors in People (Silver);
- Diversity Charter Mark (Bronze);
- Every Customer Counts;
- Disability Confident Employer (Committed);
- Cycle Friendly Employer (Bronze);
- Mental Health Charter; and
- Jam Card.

In addition, it has achieved the following awards:

- CIPFA Northern Ireland Public Finance Team of the Year 2018 and 2019; and
- UK Complaints Handling Awards 2020 (Silver) and 2019 (Silver and Bronze).

THE CONSUMER COUNCIL MISSION

The Consumer Council is committed to promoting and safeguarding the interests of consumers in Northern Ireland by empowering them and providing a strong representative voice to policy-makers, regulators, and service providers.

THE CONSUMER COUNCIL VALUES

1. **Ambition** – We seek to deliver the best possible deal for consumers in NI;
2. **Excellence** – We will ensure our work is robust and considered, and bears comparison with the best;
3. **Commitment** – We will provide consumers in NI with the best possible service;

4. Fairness – We will listen to everyone and respect all consumers’ concerns;
5. Teamwork – We will work in a collegiate manner;
6. Honesty – We will operate openly and transparently;
7. Integrity – We seek to be trustworthy and trusted; and
8. Objectivity – We will base our conclusions in evidence.

JOB DESCRIPTION

The job of the Chief Executive Officer (CEO) is to lead and manage the work of The Consumer Council in partnership with the Chairperson and Board members who are appointed by the Minister for the Economy.

The CEO is responsible for the development and delivery of strategies and policies, and implementing programmes which promote and protect the consumer interest in Northern Ireland.

The CEO will ensure the efficient and effective management and running of The Consumer Council in line with its statutory remit and the strategic objectives of The Consumer Council’s Corporate Plan, and the Government’s Programme for Government (PfG).

As Accounting Officer, the CEO is personally responsible for safeguarding the public funds for which they have charge; for ensuring propriety and regularity in the handling of those public funds; and for the day-to-day operations and management of The Consumer Council. The post holder will also be required to represent The Consumer Council to external audiences, including the public and media.

The Consumer Council

The Consumer Council is an independent employer. Its staff, while not civil servants, are employed on Northern Ireland Civil Service (NICS) terms and conditions.

Salary

The salary for the post will be within the Grade 5 (Assistant Secretary) Senior Civil Servant range of £70,522 – 80,847 within which pay increases will be on an incremental basis provided staff performance reports are satisfactory.

Starting salary will normally be at the minimum of the scale.

Location

The successful candidate will be based at Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN. The premises are wheelchair accessible and there is an accessible toilet.

Annual Leave

In addition to the 12 standard public and privilege holidays, there is an annual leave allowance of 30 days. The leave year runs from 1 February to 31 January.

Working Hours

The successful candidate will normally be required to work 5 days each week (Monday to Friday, 9.00am to 5.00pm), totaling 37 hours. The successful candidate may be required on occasion to work outside normal working hours dependent on business need.

Travel

The post may entail some travel within Northern Ireland, and for this reason the successful applicant will require access to a form of transport which will permit them to meet the requirements of the post in full. Travel may also be required to attend meetings outside Northern Ireland.

Pension

New entrants who join The Consumer Council are eligible to join the NICS pension scheme. Further information can be obtained under General Information in this Booklet.

Equality Commitments

Candidates will be expected to contribute to The Consumer Council fulfilling all its commitments in relation to its Equality Scheme, and under the Northern Ireland Act 1998 and the Human Rights Act 1998.

Probation

The post holder will serve 12 months' probation in the new post. This will commence from the date of appointment. If your performance, conduct or attendance during this period is not satisfactory your appointment may be terminated. Performance will be reviewed on an ongoing basis.

Further Information

Further information about the post or the competition process may be obtained from William Warke on 028 9025 1600 or william.warke@consumercouncil.org.uk

PURPOSE OF THE ROLE

The purpose of the role is to:

- Lead the office of The Consumer Council.
- Work with the Board of The Consumer Council to implement its corporate strategy and support the NI Executive's Programme for Government.
- To work in partnership with the Board in the strategic leadership of The Consumer Council.
- To support the Board in developing and delivering the corporate plan, annual forward work programmes, and business plans.
- To be the principal representative and spokesperson of The Consumer Council.
- To build organisational and personal credibility with a diverse range of stakeholders in Northern Ireland, Great Britain and elsewhere.
- To professionally lead The Consumer Council in a values-based manner in order to promote a collective focus on high levels of organisation performance and achievement of organisational targets, goals and standards.
- To fulfil the Accounting Officer role for The Consumer Council and be accountable to the Northern Ireland Assembly.
- To identify future needs of consumers and ensure the Consumer Council secures the funding to respond and meet the needs of consumers in Northern Ireland.
- To ensure the financial sustainability of The Consumer Council to deliver its programmes for consumer needs.
- To develop collaborative partnerships and relationships with government, regulators, consumer bodies, and other partners in order to promote and protect consumers in Northern Ireland.
- Advocate on behalf of Northern Ireland Consumers to senior stakeholders, politicians and government officials.

KEY RESPONSIBILITIES

Reporting to the Chairperson and the Board the main duties of the CEO will be:

Strategy and Leadership

- Lead the work of The Consumer Council, building strong and positive relationships with key stakeholders, providing an effective voice on behalf of consumers, maintaining confidence of the Minister for the Economy, other funding departments, and the Board, and promoting collaborative partnerships that will enhance the long term organisational visions and delivery of strategic objectives in the consumer interest.
- Lead The Consumer Council through a challenging macro environment where consumer empowerment, protection and advocacy are paramount.
- Support the Board in articulating and delivering The Consumer Council's and the Programme for Government's strategic vision and objectives.
- Develop corporate and business plans for adoption by the Board and approval by the Minister for the Economy and other funders that embrace challenging, meaningful and accountable targets, and ensure they are achieved in a timely and efficient manner.
- Lead the senior and wider leadership team and have overall responsibility for the professionalism, values, motivation, training, development and care of The Consumer Council's staff.
- Provide the organisation and its staff with a values-based and professional leadership in the field of consumer protection and advocacy.

Culture and Values

- Lead by example, personally demonstrate organisational values, professionalism and a collaborative and cooperative approach.
- Look to make a positive and tangible difference for all consumers in Northern Ireland through evidence-based research.
- Motivate and empower staff and develop a culture of learning and data insight.
- Delivery of quality awards such as Investors in People, Diversity Charter Mark and Customer Service Excellence.
- To develop positive and collaborative relationships with internal and external stakeholders in order to promote and protect consumers in Northern Ireland.

Compliance and Performance

- Act as Accounting Officer for The Consumer Council and be responsible to the Departmental Accounting Officer and the Northern Ireland Assembly for safeguarding public funds, and ensuring propriety and regularity in the handling of the public funds.

- Ensure compliance with all relevant statutory and regulatory provisions (see Annex A which outlines the List of Relevant Provisions)
- Take account of guidance from the relevant funding departments on propriety and corporate governance.
- Provide regular assurance to the Board and the Departmental Accounting Officer on the systems of internal control, risk management, and governance.
- Be accountable to the Board for the effective management of The Consumer Council's business on a day-to-day basis.
- Ensure that effective procedures for handling complaints about The Consumer Council are established and maintained, and made widely known within The Consumer Council.
- Ensure that requirements under the General Data Protection Regulation and the Freedom of Information Act 2000 are complied with.

Managing Risk and Resources

- Work with the Board and the Audit & Risk Assurance Committee to ensure that the risks to the Council's objectives and operational effectiveness are identified and mitigated.
- Ensure that an agreed system of risk management is maintained to inform decisions on financial, reputational and operational planning, and to focus The Consumer Council on achieving objectives and targets.
- Ensure that an effective system of programme and project management and contact management is maintained.
- Manage and account for resources placed at the disposal of The Consumer Council to discharge its responsibilities effectively and to secure best value for money, ensuring that all public funds made available to The Consumer Council, including any income or other receipts, are used for the purpose intended by NI Assembly and other funders.
- Ensure that adequate internal management and financial controls are maintained by The Consumer Council, including effective measures against fraud and theft.
- Ensure that effective personnel and performance management policies are constantly maintained.
- Attend meetings of the Board, Audit and Risk Assurance Committee, Remuneration Committee, and liaise with The Consumer Council's Internal and External Auditors, and the Northern Ireland Audit Office.
- Submit the audited Annual Report and Accounts for approval by the Board and the Department for the Economy, and laying in the Northern Ireland Assembly.

Support and Representation

- Provide ongoing support and advice to the Chair and the Board.
- Promote a sound and positive image of The Consumer Council, represent The Consumer Council and its interests and act as its principal spokesperson.

- Manage strategic and day-to-day communication on behalf of The Consumer Council.
- Ensure the development of a consumer education programme in communities across Northern Ireland.
- Ensure the statutory equality duties of The Consumer Council under Section 75 of the Northern Ireland Act 1998 are mainstreamed into its activities, and monitored and reported on.
- Carry out other duties that contribute to the function of the post as determined by the Chair and the Board.

This list is not exhaustive and the successful candidate will be required to carry out other duties as allocated by the Board.

PERSON SPECIFICATION

ELIGIBILITY CRITERIA

To meet the challenges of this role, candidates will be expected to demonstrate the following skills, knowledge and experience in their application.

1. Experience of providing effective leadership, setting values, clear strategic direction and demonstrating personal commitment and determination to ensure that organisational goals are professionally achieved.
2. Experience of successfully leading an organisation at a senior level including the delivery of quality award principles such as Investors in People, Diversity Charter Mark and Customer Service Excellence, with the ability to demonstrate a moral commitment to and the application of values that align to those of The Consumer Council.
3. Experience of managing research and evidence-based decision making.
4. A proven track record of achieving significant outcomes when operating at a senior level in a government / public sector / non-profit or private sector.
5. Experience of representing an organisation at a senior level to internal and external audiences.
6. Strategic vision with confident and assured leadership during challenging times.
7. A successful record at a senior level of collaborating and delivering results through effective working relationships and partnerships across a diverse range of stakeholders.
8. Experience of operating robust governance, accountability, financial, and risk management frameworks at Board level.
9. Experience of advising and supporting a Corporate Board on developing and delivering organisational plans.

Note

Senior level is defined as Civil Service Grade 7 or equivalent.

SHORTLISTING CRITERIA

In addition, applicants should be aware that after an eligibility sift, should it be necessary to shortlist candidates to go forward to interview, the following shortlisting criterion will be applied in order:

1. Experience of dealing with multiple funding streams

2. Experience of developing increasing organisational resource capacity (people and/or funding)
3. Experience of increasing organisational responsibilities and portfolios.

Relevant or equivalent qualifications:

Evidence of senior level professional qualifications at Level 6 or above in a management related subject area or, five years management experience leading a team or department at Civil Service Grade 7 or equivalent.

Applications will also be considered from applicants with relevant formal qualifications considered by the selection panel to be in an equivalent subject area to those stated. If you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied etc so that a well-informed decision can be made.

Please note:

- **You should ensure that you provide evidence of your experience in your application form, giving length of experience, examples and dates as required.**
- **It is not sufficient to simply list your duties and responsibilities.**
- **The panel will not make assumptions from the title of the applicant's post or the nature of the organisation as to the skills and experience gained.**
- **If you do not provide sufficient detail, including the appropriate dates needed to meet the eligibility criteria, the selection panel will reject your application.**
- **ONLY the details provided by you in your application form (the employment history and eligibility criteria) will be provided to the selection panel for the purpose of determining your eligibility for the post.**

Candidates will be expected to demonstrate the skills and competencies set out in the eligibility criteria. In addition, they will also be required to demonstrate the skills and competencies set out in the Northern Ireland Civil Service (NICS) competency framework **at Level 5** for the purposes of personal and professional development.

What is the NICS competency framework?

The competency framework sets out how all NICS employees should work. It puts the Civil Service values of integrity, honesty, objectivity and impartiality at the heart of everything they do, and it aligns to the three high-level leadership behaviours that every civil servant needs to model as appropriate to their role and level of responsibility: Set Direction; Engage People and Deliver Results. Competencies are the skills, knowledge and behaviours that lead to successful performance. The framework outlines ten competencies, which are grouped into three clusters as set out below. The competencies are intended to be discrete and cumulative, with each level building on the levels below i.e. a person demonstrating a competency at level 3 should be demonstrating levels 1 and 2 as a matter of course.

The Northern Ireland Civil Service competency framework can be accessed at: www.nicsrecruitment.gov.uk.

It is important that all candidates familiarise themselves with the competency framework as this forms the basis of the assessment / interview criteria as outlined below.

INTERVIEW CRITERIA

In addition to satisfying the eligibility criteria applicants will also be expected to display the following qualities and skills at interview: (Insert at least five to reflect the role from the NICS Framework) For example:

1. Seeing the Big Picture

Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with, and supports, organisational objectives and the wider public needs. For all staff, it is about focusing your contribution on the activities which will meet Departmental and Programme for Government goals, the Consumer Council Corporate Plan and deliver the greatest value.

Marks available: 20 **Minimum standard: 12**

2. Changing and Improving

People who are effective in this area are responsive, innovative and seek out opportunities to create effective change. It is about being open to change, suggesting ideas for improvements to the way things are done, and working in smarter, more focused ways.

Marks available: 20 **Minimum standard: 12**

3. Collaborating and Partnering

People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people within and outside the NICS, to help to achieve business objectives and goals. At all levels, it requires working collaboratively, sharing information and building supportive, responsive relationships with colleagues and stakeholders, whilst having the confidence to challenge assumptions.

Marks available: 20 **Minimum standard: 12**

4. Managing a Quality Service

Effectiveness in this area is about being organised to deliver service objectives and striving to improve the quality of service, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality and efficient service, applying programme and project management approaches to support service delivery.

Marks available: 20 **Minimum standard: 12**

5. Delivering at Pace

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. It is also about leaders providing the focus and energy to drive activities forward through others and encourage staff to perform effectively during challenging and changing times.

Marks Available: 20 Minimum standard: 12

Total marks available: 100

Overall pass mark: 60

COMPETENCE BASED ASSESSMENT CENTRE

Shortlisted applications will be taken forward to a competence based Assessment Centre.

Shortlisted candidates from the Assessment Centre will be taken forward to a panel interview.

It is anticipated that the Assessment Centre will be conducted the week commencing 2 November 2020.

Candidates should be aware that due to the present situation with COVID-19 all appropriate measures in accordance with Government guidelines will be observed throughout the Assessment Centre.

INTERVIEWS

The selection panel will design interview questions to test the applicant's knowledge and experience across each of the interview criteria and award marks accordingly.

It is anticipated that interviews for this post will take place in Seatem House, 28 – 32 Alfred Street, Belfast, BT2 8EN on the week commencing 9 November 2020.

Candidates should be aware that due to the present situation with COVID-19 all appropriate measures in accordance with Government guidelines will be observed throughout the Interview process.

INTERVIEW GUIDANCE FOR APPLICANTS

If this is your first experience of a competence-based interview, bear in mind that it does not require you to:

- Talk through previous jobs or appointments from start to finish;
- Provide generalised information as to your background and experience; or
- Provide information that is not specifically relevant to the competence the question is designed to test.

A competence-based interview does however require you to:

- Focus exclusively, in your responses, on your ability to fulfil the competences required for effective performance in the role; and
- Provide specific examples of your experience in relation to the required competence areas.

In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:

- Situation – briefly outline the situation;
- Task – what was your objective? What were you trying to achieve?;
- Action – what did you actually do? what was your unique contribution?;
- Result – what happened? What was the outcome? What did you learn?

The panel will ask you to provide specific examples from your past experience in relation to each of the competences. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each competence area. You may draw examples from any area of your work / life experiences.

SELECTION PROCESS

The Merit Principle

Appointments to The Consumer Council are made under the 'merit principle', where the best person for any given post is selected in fair and open competition.

Order of Merit

The selection panel will assess candidates against the interview criteria. Those candidates who meet the required standard(s) and pass mark will be deemed suitable for appointment. The selection panel will then list those suitable for appointment in order of merit with the highest scoring applicant ranked first. The Consumer Council will allocate a candidate (or candidates) to a vacancy (or vacancies) in the order listed. The order of merit is valid for one year.

Making your application

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the eligibility/shortlisting criteria.

Guidance for Applicants

- The application form is the same for all applicants and must not be altered.
- We will not accept CVs, letters, additional pages or any other supplementary material in place of or in addition to completed application forms.
- Applicants must complete the application form in either typescript font size 12, or legible, block capitals using black ink.
- Applicants must not reformat application forms.
- Information in support of your application will not be accepted after the closing date for receipt of applications.
- The Consumer Council will not examine applications until after the closing deadline;
- Do not use acronyms, complex technical detail etc. Write for the reader who may not know your employer, your Branch or your job.
- Write down clearly your personal involvement in any experience you quote. Write "I" statements e.g. I planned meetings, I managed a budget, I prepared a presentation. It is how you actually carried out a piece of work that the panel will be interested in.
- The examples you provide should be concise and relevant to the criteria. This is very important as the examples which you provide may be checked out at interview and you may need to be prepared to talk about these in detail if you are invited to interview. It is your *unique* role the panel are interested in, not that of your team or Division.

Application Form Submission

- Please refer to the Candidate Information Booklet before completing an application.
- **All** parts of the application form **must** be completed by the applicant before this application can be considered. Failure to do so may result in disqualification.
- All applications must be received by the advertised closing date. Late applications will not be accepted. Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is also the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to The Consumer Council. The Consumer Council will not accept any application where they are asked to pay any shortfall in postage.
- Only the employment history, eligibility and shortlisting sections will be made available to the panel.
- Applicants are encouraged to submit online applications wherever possible. However, all requests for hard copy application packs are welcomed and all applications will be treated equally regardless of whether they are hard copy or online.
- Please do not attempt to reformat application forms as this will result in disqualification.

Changes in personal circumstances

Please ensure The Consumer Council is informed immediately of any changes in personal circumstances.

Transgender Requirements

Should you currently be going through a phase of transition in respect of gender and wish this to be taken into consideration in confidence to enable you to attend any part of the assessment process please contact The Consumer Council. Details of this will only be used for this purpose and do not form any part of the selection process.

Communication between The Consumer Council and you

The Consumer Council will issue electronically as many competition communications as possible, you should therefore check your email account to make sure that you don't miss any important communications in relation to this competition. There may, however, still be a necessity to issue some correspondence by hard copy mail.

Further appointments from this competition

Where a further position in The Consumer Council is identified which is considered broadly similar to that outlined in this Candidate Information Booklet, consideration may be given to filling the position from this competition. The merit list resulting from this competition will be valid for a period of up to one year.

Disability Requirements

We will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form any part of the selection process. If you have indicated on your application that you have a disability and are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact The Consumer Council.

Equal Opportunity Monitoring Form

Please note, this form is regarded as part of your application and failure to complete and return it will result in disqualification.

The Consumer Council is committed to equality of opportunity in employment and welcomes applications from all suitably qualified candidates irrespective of religious belief, gender, disability, age, race, political opinion, marital status, sexual orientation or whether or not they have dependents.

For guidance on completing the Monitoring Form and to read the NICS Equal Opportunities Policy Statement please refer to the DoF website: www.financeni.gov.uk

The Consumer Council is an Equal Opportunities Employer.

All applications for employment are considered strictly on the basis of merit.

Assessment Information

It is The Consumer Council policy that all candidates invited to attend for assessment bring sufficient documentation to satisfy the eligibility/shortlisting criteria and the Nationality and Vetting requirements. Further details regarding acceptable documentation will be issued with an invitation to attend for assessment. You should ensure that these documents are readily available.

Nationality Requirements

There are no nationality restrictions for this post. However, before an offer of appointment can be made to an overseas candidate, The Consumer Council will need to ensure that all UK visa and immigration requirements are met. If you are invited to interview, we will ask you to provide documentation confirming that you are entitled to work in the UK, under the terms of the Asylum and Immigration Act 1996. You should check whether there are any restrictions on your stay or your freedom to take or change employment before you apply for a post.

Vetting Procedures

1. Baseline Personnel Security Standard

For this post the level of vetting is a Baseline Standard. For this check you will be required to provide the following:

- a) Your passport OR
- b) A document verifying your permanent National Insurance number (e.g. P45, P60 or National Insurance card) AND your birth certificate which includes the names of your parents (long version).
- c) Other acceptable documents are listed on www.ind.homeoffice.gov.uk.
- d) A specimen signature at any assessment event and have this validated against passport, driving licence, application form etc.

We will organise a Criminal Record Check on all successful applicants to be carried out by AccessNI. The category of AccessNI check required for this post is;

Basic Disclosure Certificate

You should not be put off applying for a post 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.

For more information, the address of the AccessNI website is: <http://www.accessni.gov.uk/>.

Those applicants who are being considered for appointment will be contacted by The Consumer Council, normally after interview/test, and will be asked to complete the AccessNI application form. This can be downloaded from the AccessNI website. Guidance notes of the completion of the form are also included on the website. Please note that a request to complete this form should not be seen as a guarantee of an offer of appointment.

Failure to complete the application form and return it within the specified time will be regarded as 'no longer interested in the position' and your application will be withdrawn.

Criminal Record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978.

GENERAL INFORMATION

Pensions

New entrants who join The Consumer Council are eligible to join the NICS pension scheme.

Further details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at:

www.finance-ni.gov.uk/civilservicepensions-ni

or

if you are unable to access the website please contact Civil Service Pensions as follows:

Civil Service Pensions
Waterside House
75 Duke Street
Londonderry
BT47 6FP
Tel: 02871 319000
Email: cspensions@finance-ni.gov.uk

Feedback

The Consumer Council is committed to ensuring that the processes used to recruit and select staff are fair. We are consequently committed to providing feedback in respect of decisions taken in determining eligibility/shortlisting as well as at interview. Feedback in respect of eligibility/shortlisting will be communicated automatically to those candidates who fail to satisfy any criteria. All requests for feedback are welcome.

THIS INFORMATION PACK DOES NOT FORM PART OF
CONDITIONS OF EMPLOYMENT

Please apply online or post your hardcopy completed application form to:

**The Consumer Council
Floor 3
Seatem House
28 – 32 Alfred Street
Belfast
BT2 8EN**

Email Applications should be sent to:

recruitment@consumercouncil.org.uk

NOTE: Late applications will not be accepted.

Contact details:

If you have any queries regarding the competition process, please contact The Consumer Council at the address above or by;

Email: recruitment@consumercouncil.org.uk

Tel: 028 9025 1600

Annex A

List of Relevant Provisions Pertaining to The Consumer Council's Remit

- General Consumer Council (Northern Ireland) Order 1984;
- Northern Ireland Act 1998;
- Rural Needs Act 2016;
- Enterprise Act 2002;
- Financial Services and Markets Act Order 2013;
- Electricity Order (Northern Ireland) 1992;
- The Gas Order (Northern Ireland) 1996;
- Energy Order 2003;
- Energy Act (Northern Ireland) 2011;
- The Gas and Electricity (Internal Markets) Regulations (Northern Ireland) 2011;
- The Gas and Electricity Licence Modification and Appeals Regulations (Northern Ireland) 2015;
- In September 1995, following Ministerial direction from the then President of the Board of Trade, The Consumer Council took the role of promoting and safeguarding the interests of domestic coal consumers in Northern Ireland, including the functions of the Coal Ombudsman;
- Postal Service Act 2011;
- The Postal Services (Universal Postal Services) Order 2012;
- The Public Bodies Order (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc.) 2014;
- Transport (Northern Ireland) Act 1967;
- The Road Transport (Qualification of Operators) Regulations (Northern Ireland) 1977;
- The Airports (Northern Ireland) Order 1994;
- Taxi Act 2008;
- Transport Act 2011;
- Civil Aviation (Access to Air for Disabled Persons and Persons with a Reduced Mobility) Regulations 2007;
- The Rail Passengers Rights and Obligations (Designation and Enforcement) Regulations (Northern Ireland) 2017; and
- The Water and Sewerage Services (Northern Ireland) Order 2006.