

**Recruitment Opportunity**

**Ref: CCNI003/22/PTS**

**Consumer Protection Team Supervisor**

The Consumer Council

Applicants may complete the application form online.

Handwritten application forms must be completed in legible, block capitals using black ink.

### Closing date for applications:

**No later than 5pm (UK time) on**

**Friday 1st July 2022**

**PART 1: PERSONAL DETAILS**

### Title

**Forename**

**Middle Name(s)**

**Surname**

**Former Surname(s) (if applicable) Address**

**Town**

**County Postcode Country**

**Date Moved to Address**

**National Insurance Number**

### Please provide details of where you can be contacted during working hours:

**Email address Mobile Telephone**

**PART 2: EMPLOYMENT HISTORY**

**Only** the information provided by you in Part 2 and Part 3 will be provided to the selection panel who will determine your suitability to progress to the next stage.

**Employment History (Start with present/most recent employer)**

Detail all your employment/self-employment (and unemployment). If you were employed by the Northern Ireland Civil Service or Northern Ireland Office during this period, give details of the employing Department and whether temporary, fixed-term or permanent.

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| **DATES****Month/Year** |  | **NAME & ADDRESS OF EMPLOYER** |  | **JOB TITLE** |
| **From** |  |  |  |  |
| **To** |

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| **DATES****Month/Year** |  | **NAME & ADDRESS OF EMPLOYER** |  | **JOB TITLE** |
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| **DATES****Month/Year** |  | **NAME & ADDRESS OF EMPLOYER** |  | **JOB TITLE** |
| **From** |  |  |  |  |
| **To** |

**PART 3: ELIGIBILITY AND SHORTLISTING CRITERIA**

**ELIGIBILITY CRITERIA -** By the closing date for applications, applicants must provide evidence in their application form which demonstrates that they personally satisfy each of the following eligibility criteria.

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| 1. Please demonstrate your \*recent experience of complaint resolution, working in a busy customer call-handling capacity, including dealing with vulnerable customers. [500 words max]

**\*Recent is defined as within the last five years** |
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| 1. Please demonstrate your line management experience, whether that is line management with responsibility for people and/or resources, or within a training environment. [500 words max]
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| 1. Please demonstrate your \*recent experience of using data from a variety of sources to highlight customer experience and bring about a positive resolution. [500 words max]

**\*Recent is defined as within the last five years** |
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| 1. Please demonstrate your \*recent experience of liaising with external stakeholders in a challenging environment, demonstrating strong oral and written communication skills. [500 words max]

**\*Recent is defined as within the last five years** |
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**SHORTLISTING CRITERION**

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| If after an eligibility sift, it is necessary to shortlist candidates to go forward to interview, the following shortlisting criterion will be applied.1. Please provide evidence of being able to extract information from a CRM system to highlight trends, inform policy and provide management information, such as statistics for management reporting. [500 words max]
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**PART 4: FURTHER INFORMATION**

**Test / Interview / Offer of appointment adjustment requirements**

As an Equal Opportunity Employer, we wish to ensure that all applicants have the opportunity to perform to the best of their ability in either a test or interview situation. We also wish to be able to consider any reasonable adjustments you may require should you be offered an appointment.

Please let us know if you require any reasonable adjustments, or arrangements to enable you to attend for test/interview or take up an offer of appointment. **We will only advise test administrators or selection panel of adjustments they NEED to know about in managing test or interviews.**

**Other Information**

### If appointed, how much notice would you require before taking up appointment?

Available Immediately 1 Week

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2 Weeks

1 Month

Over 1 Month

### How did you learn of the post? (Tick one only)

Recruitment Agency Careers Convention Financial Times Guardian

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NICS Recruitment Website Other Website

Irish Times

## NICS Employment History

Loadzajobs Local Paper NI Jobs

Belfast Telegraph Irish Independent Irish News Newsletter

Recommended by Friend Publicjobs.ie

Radio

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Specialist Publication Sunday Times

Job Centre Online Sunday Life

If you have ever been employed in the Northern Ireland Civil Service / Northern Ireland Office in any capacity or on secondment or through an employment agency, you must provide the following information:

Are you currently, or have you ever been employed by the NICS?

### If you answered "Yes" to the above question, please complete the remainder of this page, otherwise please move on to Part 5.

If you are or have been employed by NICS, please provide your NICS payroll number.

Name of current / last employing Department. Secondment from or Employment Agency:

(if applicable)

Have you ever received a written warning?

Have you ever received a final written warning?

Have you ever been dismissed from a NICS post?

If so, please give the date of issue:

If so, please give the date of issue:

If so, please give the date of issue:

**PART 5: DECLARATION**

1. I have read and understood the information provided in the Candidate Information Booklet.
2. I undertake to inform in writing of any change in my circumstances which may occur between the date of my application and any possible date of appointment.
3. The responses detailed in this application form are true and accurate to the best of my knowledge and belief. I understand that if I am found to have suppressed any material fact or to have given false answers I will be liable to disqualification or, if appointed, will face disciplinary actions which may include dismissal.
4. I agree that the Consumer Council may store and then dispose of my Access NI disclosure certificate, by secure means, after a decision on my application has been made.

**PART 6: INSTRUCTIONS FOR SUBMISSION**

### Please refer to the Candidate Information Booklet for details of where to return your completed application.

**Your application must be received no later than: 5pm (UK time) on**

**Friday 1st July 2022.**

**PLEASE COMPLETE THE EQUAL OPPORTUNITIES MONITORING FORM ON THE FOLLOWING TWO PAGES.**

**FAILURE TO COMPLETE AND RETURN IT WILL RESULT IN DISQUALIFICATION**

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**IN CONFIDENCE**

**PART 7: EQUAL OPPORTUNITIES MONITORING**

**(Return with your application form)**

**PLEASE NOTE THIS FORM IS REGARDED AS PART OF YOUR APPLICATION AND FAILURE TO COMPLETE AND RETURN IT WILL RESULT IN DISQUALIFICATION**

**Please ensure that you read the notes for guidance in the Candidate Information Pack before you complete this part of your application form.**

It is the policy of the Northern Ireland Civil Service and Northern Ireland Office to ensure that all eligible persons have equal opportunity for employment and advancement in the NICS/NIO on the basis of their ability, qualification and aptitude for the work. The NICS/NIO selects those suitable for appointment solely on the basis of merit without regard to an individual’s disability, race, age, gender, religious belief, political opinion, marital or dependents status or sex orientation. Monitoring is carried out to ensure that the equal opportunity policy of the NICS/NIO is effectively implemented. For further details of what characteristics are monitored, the use that is made of this information and the steps taken to protect the confidentiality of individual records please see the Equal Opportunities Section of the Candidate Information Booklet.

### Gender

Male Female

**National Insurance Number**

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Please provide your National Insurance

### Community Background

Please indicate your community background by ticking the appropriate box below:

I have a Protestant community background

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I have a Roman Catholic community background

I have neither a Protestant or Roman Catholic community background

### Disability

The Disability Discrimination Act (DDA) defines disability as a "physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities". The Equality section in the Candidate Information Booklet gives an explanation of this definition. Please read that section and then answer the question below.

Do you consider yourself to have a disability? (Please tick one box below)

Yes No

### Race

Please tick or place an x in one box below: White

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Black Caribbean Chinese Pakistani

Black African Bangladeshi Black Other Indian

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Are you a member of a Mixed Ethnic Group?

Yes No

Are you a member of the Irish Travelling Community?

Yes No

If you are of other ethnic origin, please specify in the space below:

### Language

Is English your first language? (Please tick one box below):

Yes No

### Sexual Orientation

Please consider the statement below and tick one box:

My sexual orientation is towards someone:

Of the same sex (this covers gay men and lesbians)

Of a different sex (this covers heterosexual men and women)

Of the same sex and of the opposite sex (this covers bisexual men and women)

### Marital Status

Please indicate your marital status by ticking one box below:

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Single, that is never married or in a civil partnership Married

Separated, but still legally married Divorced

Widowed

In a civil partnership

Separated, but still legally in a civil partnership

Formerly in a civil partnership which is now legally dissolved Surviving partner from a civil partnership

### Dependents

Do you have a personal responsibility for the care of a child or children, a person with a disability or a dependent older person? Please tick 1 box:

Yes No