

CCNI003/22/PTS:

**Consumer Protection Team
Supervisor**

The Consumer Council

**Completed Application Forms must be returned
to recruitment@consumercouncil.org.uk
no later than 5.00 pm (UK time) on
Friday 1ST July 2022**

The Consumer Council

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BACKGROUND

Who We Are

We are the consumer representative body of Northern Ireland.

We champion the rights of all consumers and put them at the heart of everything we do, including those in vulnerable circumstances.

Under our statutory functions, we represent their interests to influence public policy in energy, post, transport, water and sewerage, and food affordability and accessibility.

Through our non-statutory functions, we educate and empower consumers to make informed choices against unfair or discriminatory practices in any market, including financial services. We also investigate consumer complaints for free, deliver research and outreach programmes, and campaign for market reform.

Across all our areas of work, we pay particular regard to consumers who are disabled or with long-term health conditions, are of pensionable age, are on low incomes or live in rural areas.

We work with government, regulators, stakeholders and the advice sector to promote and safeguard consumer protections, by ensuring legislation and regulation works effectively for our citizens.

As an advocate delivering for Northern Ireland consumers, we provide a strong representative voice here and at regional, national and international levels, sharing knowledge and building insights into consumer needs and behaviours, to develop solutions for the benefit of everyone.

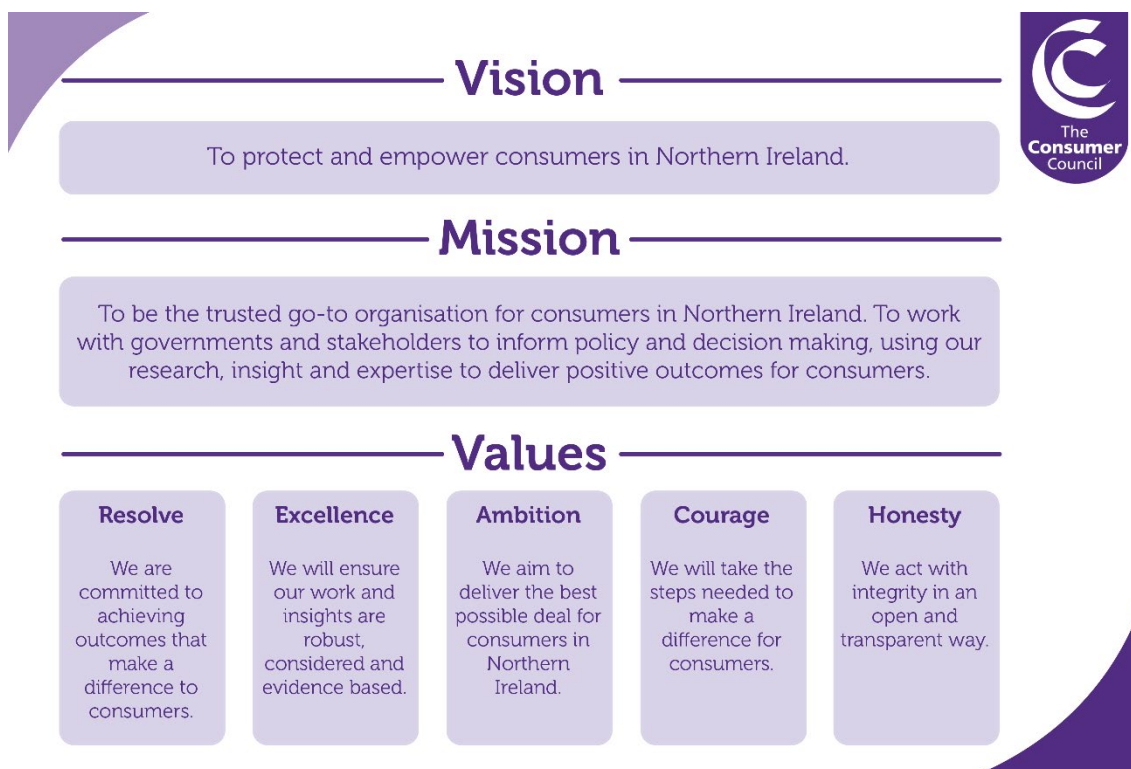
We are an award-winning organisation with Investors in People Gold, Best Companies “One to Watch” accreditation, Diversity Mark Bronze awards, and we are a Disability Confident Employer. We are also the first organisation in Northern Ireland to achieve and retain the British Standard 18477 for Inclusive Service Provision, and have improved our Customer Service Excellence accreditation for the fourth year running.

Between April 2021 and March 2022, we supported almost 9,000 consumers across Northern Ireland, returned over £388k to the consumer purse and maintained a customer satisfaction score of 99.9% and a Net Promoter Score (NPS) of 99.

Our Ethos

We play a big role in Northern Ireland society and its economy.

Our vision, mission and values create and reinforce a strong organisational culture and identity, guiding and shaping everything we do when putting consumers first. They inspire our people, reassure our partners, help create a shared vision and ensure we always REACH for the highest standards.



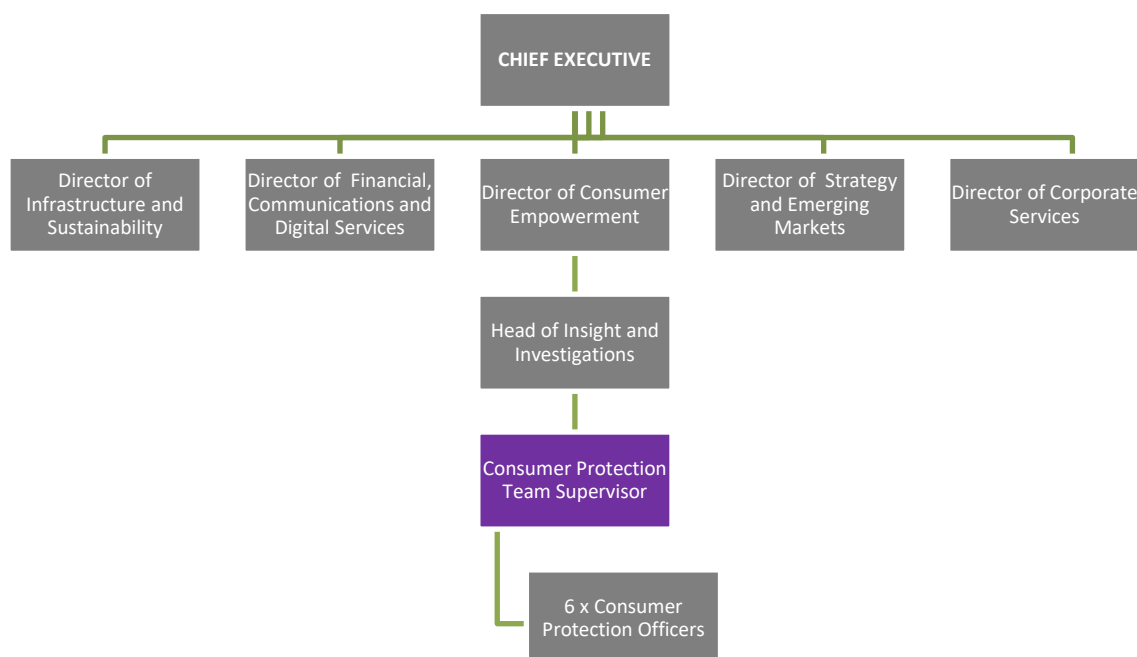
We are committed to being an employer of choice and support our people to do the best job they can with continuous professional development and the right policies, processes, practices and technology.

For more information about The Consumer Council, please visit: www.consumercouncil.org.uk.

If you believe you can make a positive difference to consumers in Northern Ireland, then we want to hear from you.

JOB DESCRIPTION

The Consumer Council is currently recruiting for a Protection Team Supervisor.



As a member of the Consumer Protection Team, the Consumer Protection Team Supervisor will be responsible for undertaking activities that protect and empower consumers.

Key service delivery areas of the role include providing an efficient and professional consumer investigation, resolution and reporting service in relation to the Consumer Council's statutory complaints role. The role involves interacting and communicating with consumers and stakeholders in an effective, courteous and timely manner, and allows the organisation to enhance our consumer advocacy, consumer empowerment and consumer protection roles, using the data provided from consumer complaints.

The Consumer Protection Team Supervisor will be responsible for a team of six Consumer Protection Officers, who last year dealt with approximately 9,000 consumer contacts. The role is a busy front-line customer-facing one, and time management and project management will be key to success.

As part of the wider Consumer Empowerment Directorate, the role will also look to support communications, insight and outreach activities; as well as support wider functions, such as policy teams, throughout the Consumer Council.

Key Responsibilities

Reporting to the Head of Insight and Investigations, the Consumer Protection Team Supervisor's main duties will be:

1. To line manage and support a busy frontline team of six Consumer Protection Officers;
2. To investigate, resolve and report on all consumer-related complaints;
3. To ensure all Consumer Council policies and procedures relating to customer complaints are followed and documented, undertaking monthly call and file audits for quality and training purposes and to assess standards within the Team;
4. To maximise consumer satisfaction with the Consumer Council's complaints function and ensure that complainants are kept informed throughout the complaint process;
5. To deal with all escalated and unresolved (complex) issues/complaints from Consumer Protection Officers and liaise closely with the Head of Insight and Investigations;
6. To communicate and work closely with external stakeholders to ensure compliance with our complaints policy and to help develop and improve customer service delivery for consumers.
7. To assist the Head of Insight & Investigations in maintaining and developing the Customer Service Excellence (CSE) accreditation within the organisation to ensure a first class delivery of service to all consumers.
8. To collate and present regular reports in relation to enquiries and complaints data, including the statutory Annual Enquiries and Complaints report.
9. To provide regular data/management reports using MS Word and MS Excel and to maintain data in the Consumer Council's Corporate Scorecard;
10. To provide complaint trends and communicate lessons learnt, so that service levels can constantly be improved and timely insights can be gleaned;

11. To liaise with all directorates, in particular the Policy and Communications teams, on a regular basis and report on the level of consumer complaint resolutions;
12. To input all complaints expertly onto the Consumer Council CRM system, reporting and seeing through to completion;
13. To be a brand champion for the Consumer Council and promote a positive perception of the organisation to all staff and stakeholders.

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

ELIGIBILITY CRITERIA

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

*Recent is defined as within the past five years

1. Experience of complaint resolution.
2. Experience of working in a busy customer call-handling capacity, including dealing with vulnerable customers.
3. Experience of line management, whether that is through line managing people and/or resources, or within a training environment.
4. Experience of using data from a variety of sources to highlight customer experience and bring about a positive resolution.
5. Experience of liaising with external stakeholders in a challenging environment, demonstrating strong oral and written communication skills.
6. Experience of inputting information expertly onto customer databases/CRM systems and using MS Office (Word, Excel, PowerPoint, Outlook) in a business context.

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:

1. Evidence of being able to extract information from a CRM system, such as running data reports, to highlight trends and inform policy.

SELECTION PROCESS

Your Application

It is essential you provide specific examples and clear evidence of work you have undertaken to show the extent to which you can meet the eligibility criteria and possess the experience and skills required.

Please bear in mind:

- 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 Selection 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.

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. an applicant demonstrating a competency at Level 3 should be demonstrating Levels 1 and 2 as a matter of course.

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 2** for the purposes of personal and professional development.

The Protection Team Supervisor role is analogous to an EO1 grade in the NICS.

It is important that all applicants familiarise themselves with the Competency Framework as this forms the basis of the assessment and interview criteria for this post.

Interview Criteria

In addition to satisfying the eligibility criteria, applicants are expected to display the qualities and skills outlined below at interview:

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 and deliver the greatest value.

Marks available: 20

Minimum standard: 12

2. Making Effective Decisions

Effectiveness in this area is about being objective, using sound judgement, evidence and knowledge to provide, accurate, expert and professional advice. For all staff, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well- reasoned, justifiable decisions.

Marks available: 20

Minimum standard: 12

3. Changing and Improving

People who are effective in this area are responsive, innovative and seek out opportunities to create effective change. For all staff, 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

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 appropriately and effectively 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

Competency Based Interviews

At interview, the Selection Panel will test the applicant's knowledge and experience across each eligibility criteria, and across the above competencies, and award marks accordingly.

Interviews for the Consumer Protection Team Supervisor position will take place in Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN on week commencing 25th July 2022.

Applicants should be aware that due to the current COVID-19 restrictions, 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.
- 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.
- 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 and what was your unique contribution.
- Result: What happened, what was the outcome, what did you learn.

The Selection Panel will ask you to provide specific examples from your past experience in relation to each of the competencies.

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.

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.

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, for example, “I planned meetings, I managed a budget, I prepared a presentation.” It is how you actually carried out a piece of work that the Selection 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 Selection Panel is 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.

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: [Equal Opportunities - Information for Candidates | Department of Finance \(finance-ni.gov.uk\)](https://www.finance-ni.gov.uk/equal-opportunities-information-for-candidates)

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's 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.

2. Criminal Record Check

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 a **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, 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.

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:

Consumer Council
Floor 3
Seatem House
28-32 Alfred Street
Belfast
BT2 8EN

Email applications should be sent to: recruitment@consumercouncil.org.uk

Late applications will not be accepted.

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

GENERAL INFORMATION

Consumer Council

The Consumer Council is an independent employer. Its staff, while not civil servants, are employed on NICS Terms and Conditions.

Salary

The salary for this post will be within the EO1 range of £28,706 - £29,307 within which pay increases will be on an incremental basis provided staff performance reports are satisfactory.

Starting salary will 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 wheel chair accessible and there is an accessible toilet.

The Consumer Council is migrating towards a hybrid model which will be implemented in the near future. This will require a mix of working from home and attendance in the office, which will be agreed with your line manager.

Annual Leave

In addition to the 12 standard public and privilege holidays, there is an annual leave allowance of 25 days, increasing to 30 after five year's satisfactory service. 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), totalling 37 hours. A flexible working scheme is in operation. 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. Occasional 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 details can be found on the Principal Civil Service Pensions

Scheme (Northern Ireland) website at: www.finance-ni.gov.uk/civilservicepensions-ni

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

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 Rachel Molloy, HR Advisor, by email at rachel.molloy@consumercouncil.org.uk by telephone on 028 9025 1600.