

Guide for Applicants

Administrative Assistant (Estates, Information Technology and Records)

Key dates for applicants:

Closing date: 12:00pm, Friday 9 August 2024

Interviews will take place mid-late August.

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 role of Administrative Assistant (Estates, Information Technology and Records) 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 them 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 on your career path.

We are an employer of choice and 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.

Working as an Administrative Assistant (Estates, Information Technology and Records) within the Utility Regulator, 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 role 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.

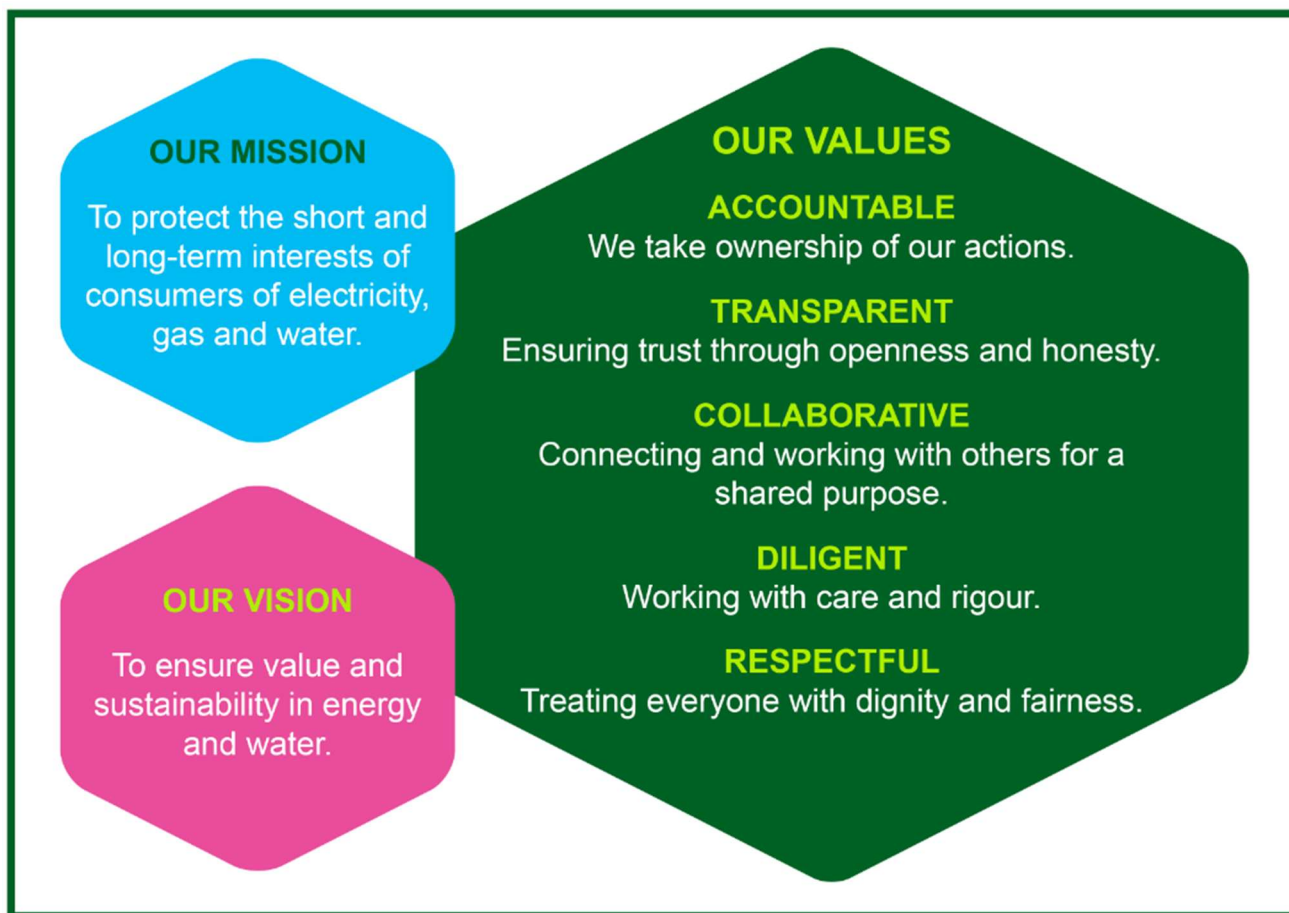


John French, Chief Executive

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.

The Chief Executive and two Executive Directors lead teams in each of the main functional areas in the organisation: Chief Executive Office; Price Controls; Networks and Energy Futures; and Markets and Consumer Protection.

The staff team includes economists, engineers, accountants, utility specialists, legal advisors and administration professionals.

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: Administrative Assistant (Estates, Information Technology and Records)
Directorate: Chief Executive's Office
Line manager: Estates, Information Technology and Records Analyst

Terms and conditions:

Contract: Permanent.
Hours: 37 hours per week.
Salary: £22,728 to £25,829 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 Administrative Assistant roles.

Role purpose

Working as an Administrative Assistant (Estates, Information Technology and Records), you will be responsible for receiving calls and visitors, keeping supplies and stores stocked, maintaining records and supporting a safe working environment through helping to 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 to 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

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

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

The work will involve supporting the office in the following ways:

- Provide administrative support to the Estates Information Technology and Records team;
- Run our reception desk and switchboard, during normal working hours and making sure the reception area is clean and tidy;
- Receive visitors, liaison with ground floor security and teams organising meetings;
- In line with our information management policy:

- Open, distribute and, as needed, record incoming correspondence
- Support management and storage of our registered files
- Maintain and update wireless wi-fi guest accounts.
- 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;
- Assisting in the management of our cleaning and recycling contracts including secure disposal of materials;
- As requested, participate in health and safety walkarounds identifying and following up on issues with staff or, as needed, through maintenance requests;
- Support effective filing, data storage and maintenance of registered file records to ensure their accessibility and, for paper files, their disposal in line with Public Records Office requirements; and
- 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 or outcome;
- Suggesting possible areas of improvement within our processes;
- Contributing to a performance-driven culture in line with corporate vision and values;
- Contributing to 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

Essential criteria (for all candidates)

Please note you will be required to **demonstrate fully** the following essential criteria (1-4) on the **application form** to be shortlisted for the next stage of the process.

1. Proven experience of providing high quality administrative support services within the government, private or voluntary sectors through strong organisational skills.
2. Proven experience of working confidently with office IT applications (to include at least Excel, Outlook and Word) to improve your personal and your team’s efficiency.
3. Ability to handle a range of different callers in a confident and sensitive manner.
4. Proven experience of working and communicating effectively with a range of senior internal and external stakeholders.

Desirable criteria

In the event of a large number of applicants, the following desirable criteria will be used as further shortlisting criteria. This criterion **should be demonstrated on the application form** and may be tested further at the interview stages.

1. Involvement in implementing health and safety requirements across a busy office environment.
2. Evidence of displaying values which are in-line with our values* and NI Civil Service Code of Ethics. (Our values can be found on page 4 of this pack).

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 knowledge and skills. • Strong IT skills using Microsoft Office (to include at least Word, Excel, Outlook). • Plan work well in order to deliver daily, weekly monthly and one-off targets. • 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 written communication 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.
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 **12:00pm, Friday 9 August 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 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.

Assessment and interview

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

Additional selection stages may be needed. We intend that the assessment and interview process will take place at Queens House in Belfast. You will be informed of assessment

and 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

The starting base salary will be in the range of £22,728 to £25,829 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, generous leave including special leave, maternity/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. Our offices are open for business between 7am and 7pm (Monday to Friday). Due to the nature of your position, you will be required to be in the office between 9am to 5pm (excluding meal breaks)

Place of work

If appointed, you will be our employee and based at Queens House, Queen Street, Belfast. Due to the nature of your post, you will 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 a Utility Regulator employee, you will be subject to various office policies, for example, rules on shareholdings, conflicts of interest and future appointments.

Proof of Right to Work in the UK and Visa Conditions

As part of our pre-employment checks, we are required by law to verify your right to work in the UK. The following conditions related to your employment with the Utility Regulator are detailed below.

You must provide satisfactory evidence of your right to work in the UK prior to commencing employment. Acceptable documents include, but are not limited to:

- A valid passport
- national identity card or Home Office registration certificate
- UK Border Agency work document if you need permission to work

Employers can face unlimited fines if they employ illegal workers and need to make sure that no one they employ is working in the UK illegally. However, to protect themselves against discrimination laws they should treat all job applicants equally. So don't be offended if you're asked to prove your nationality, as all those who are made an offer of employment will be asked to provide proof of right to work. Please refer to the Home Office guidelines for a complete list of acceptable documents.

If your right to work in the UK is based on a visa or work permit, this offer of employment is conditional upon:

- You providing a copy of your valid visa or work permit.
- The duration of which your visa or work permit covers.
- You maintaining your right to work status throughout your employment.

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.