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| **Application Form** |
| **Job title:** | **Consumer Protection Manager (Future Consumers/Networks lead)** |
| **Salary: £62,100- £74,444 per annum****Closing date: 2.00pm, Thursday 19 September 2024**Applicants should use this form only and should not submit supplementary material such as a CV. |

Please refer to the **Guide for Applicants** before completing this form.

Please submit your completed application form by email to recruitment@uregni.gov.uk. 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.

**Any candidate experiencing difficulty in completing the application form because of a disability should email** **recruitment@uregni.gov.uk**

**Late applications will not be accepted.** Please note it is the candidate’s responsibility to ensure their completed application is received on or before the closing date. We will use the time it is received according to Utility Regulator computer systems, not the time sent from a candidate’s email account.

**Please do not expand pages beyond that indicated under each of the criteria in the boxes below.** Other alterations of the form may result in disqualification.

**Personal details**

|  |  |  |
| --- | --- | --- |
| Surname: |  |  |
| Forename: |  | Please underline name by which you are known |
|  |  |  |
| National Insurance number: |  |  Email address: |  |
|  |  |  |  |
| Contactaddressincludingpostcode: |  | Contact telephone number: |  |
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| * Please tell us if you have a disability or a medical condition and need any special requirements or adjustments at interview?
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* The Utility Regulator is open to considering a number of options such as part-time/flexible opportunities, in addition to the standard full-time working arrangements. Please tell us if you would like to be considered for flexible arrangements:

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Please note that this information will not be shared with the panel until the outcome of the process is complete. Individual requirements will be negotiated with successful the candidate. **If you wish to be seconded, you should ensure the support of your employer prior to application.**

Where did you first hear/read about this vacancy?

(this information may help us determine where we advertise in future)

|  |  |
| --- | --- |
|  | **Please select** |
| NI Jobs |  |
| LinkedIn |  |
| Utility Regulator website |  |
| Utility Regulator employee |  |
| Facebook |  |
| X/Twitter |  |
| Other (please specify) |  |

**Referees:** Please give the name and contact details of two referees, one of whom should be your current employer and one of whom should be a previous employer. Referees will not be contacted until a provisional offer is made.

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| --- | --- | --- | --- |
| **1. Name**: |  | **Address:** |  |
| **Contact telephone number:** |  |
| **Contact email address:** |  |
| **2. Name**: |  | **Address:** |  |
| **Contact telephone number:** |  |
| **Contact email address:** |  |

**Additional information:**

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| **Please outline your current / most recent salary:**  |
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| **Please outline any substantial cashable benefits (e.g. pension, bonus etc.):** |
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| **Length of notice:** |  |  | **When would you be available to start?** |  |

**Declaration**

A. I have read and understood the information provided in the Guide for Applicants.

B. The responses detailed in this application are true and accurate to the best of my knowledge and belief. I understand that deliberate falsification of factual information may prejudice my application or lead to an offer of appointment being withdrawn.

**Signature:**

**Date:**

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You may sign electronically and submit by email.

**Relevant employment history** (begin with your most recent/current position)

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| **Employer:** |  |
| **Position held:** |  |
| **Dates from and to (month and year):** |  |
| **Reason for leaving:** |  |

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| **Employer:** |  |
| **Position held:** |  |
| **Dates from and to (month and year):** |  |
| **Reason for leaving:** |  |

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| **Employer:** |  |
| **Position held:** |  |
| **Dates from and to (month and year):** |  |
| **Reason for leaving:** |  |

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| **Employer:** |  |
| **Position held:** |  |
| **Dates from and to (month and year):** |  |
| **Reason for leaving:** |  |

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| **Employer:** |  |
| **Position held:** |  |
| **Dates from and to (month and year):** |  |
| **Reason for leaving:** |  |

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| **Employer:** |  |
| **Position held:** |  |
| **Dates from and to (month and year):** |  |
| **Reason for leaving:** |  |
| Information for sifting and shortlisting purposes The following section asks you to outline your experience in relation to the essential criteria and desirable criteria as specified in the Guide for Applicants.To demonstrate how you meet each of the criteria, please provide examples. |
| **Essential criteria 1****Please provide an example that demonstrates your proven experience of dealing with consumer protection issues (including vulnerable customers) in a regulated environment (such as energy, water, transport, finance, communications) to a successful outcome.**(Complete in **font: Arial 12**, do not expand beyond one page) |
| Information for sifting and shortlisting purposes |
| **Essential criteria 2****Please provide an example(s) that demonstrates your proven experience of strong analytical skills, including the ability to review and analyse large quantities of complex information, from a variety of sources and in various forms, to identify key issues and to profile risk.** (Complete in **font: Arial 12**, do not expand beyond one page) |
| Information for sifting and shortlisting purposes |
| **Essential criteria 3****Please provide an example(s) that demonstrates your proven experience of building trust-based relationships, including the ability to confidently and competently interact and present information persuasively and respectfully challenging different points of view with a wide range of senior stakeholders.**(Complete in **font: Arial 12**, do not expand beyond onepage) |
| Information for sifting and shortlisting purposes |
| **Essential criteria 4****Please provide an example(s) that demonstrates your proven experience of project and risk management, or taking a leading role in work areas, to deliver high quality outputs in a complex environment while managing resources and competing pressures.**(Complete in **font: Arial 12**, do not expand beyond onepage) |
| Information for sifting and shortlisting purposes |
| **Essential criteria 5****Please provide an example(s) that demonstrates your proven experience of excellent oral and written communication skills, and representing an organisation with an authoritative voice, including the ability to write clearly and persuasively in plain English, adapting style to be suitable for the audience.** (Complete in **font: Arial 12**, do not expand beyond onepage) |
| Information for sifting and shortlisting purposes |
| **Essential criteria 6****Please provide an example(s) that demonstrates your proven experience of developing a positive values-based culture within a team, and the commitment to further workplace values that align to those of the Utility Regulator. (Our mission, vision and values can be found on page 4 in the Guide for Applicants pack).** (Complete in **font: Arial 12**, do not expand beyond half a page)  |