

NORTHERN IRELAND ASSEMBLY

Job Specification

Assembly Ushers

(Assembly Grade 8)

SALARY RANGE: £18,790-£22,626 plus Shift Allowance

1. INTRODUCTION

1.1 The Northern Ireland Assembly are recruiting for a number of Assembly Usher positions. Application forms are available on the Northern Ireland Assembly website and should be completed online. Completed application forms, which demonstrate the skills and experience sought, must be submitted by the closing date of **midnight on Friday 27 May 2016**.

1.2 **Candidates are reminded that the application form must be fully completed. Incomplete applications will not be accepted. CVs or other supplementary material will not be accepted in place of, or in addition to, completed application forms.**

2. BACKGROUND

2.1 The Northern Ireland Assembly Commission (the Commission) is a corporate body established by section 40 of the Northern Ireland Act 1998. It is required to provide the Assembly, or ensure that the Assembly is provided, with the property, staff and services required for the Assembly's purposes. The Commission employs a Secretariat to serve the Assembly. The Assembly Secretariat comprises of the Office of the Clerk and Director General, and four Directorates – Legal and Governance Services, Parliamentary Services, Corporate Services, and Facilities.

2.2 The Commission's aim is to provide parliamentary services to the Assembly which are progressive, effective and efficient.

Assembly Ushers work within the Facilities Directorate. Facilities Directorate is one of four Directorates within the Assembly Secretariat and is comprised of four individual business areas:

Usher Services

Usher Services is responsible for the provision of Usher support to Plenaries, Committees and events at Parliament Buildings, together with the provision of security both internal and external to the building,

and oversight of the Assembly's Business Continuity Management System (BCMS).

Building Services

Building Services Branch is responsible for the provision and maintenance of accommodation to meet the needs of Members, support staff, Secretariat staff, contractors and visitors. It also has responsibility for health and safety, fire safety and sustainable development/ environmental services.

Support Services & Events

Support Services and Events is responsible for the provision of all soft services to meet building users' needs, guided tours, and events management. This office is also responsible for the provision of stationery supplies, file registry and photocopying services.

Information Systems Office

The Information Systems Office provides expertise and support in the use of information systems and the application of information technology for the benefit of Members and the various staff working at Parliament Buildings.

3. LOCATION

- 3.1 The posts will be based in Parliament Buildings.

4. JOB DESCRIPTION

Responsibility and Reporting Arrangements

- 4.1 The post holders will report directly to a Senior Assembly Usher and will be part of a team responsible for the provision of customer service to Members, staff, and members of the public. The post holder will also be responsible for maintaining the safety and security of building users and the premises.
- 4.2 The post holders will, as part of a team, have responsibility for the maintenance of good order and provision of support to all meetings of the Assembly. The post will also include providing security both inside and outside Parliament Buildings. This will involve the post holder being mobile between various positions in support of Assembly business.

Main Duties and Responsibilities

- 4.3 The main role and responsibilities of the post holder are:

- i) providing accurate information and customer service to Members, staff, Secretariat staff and members of the public on general Assembly arrangements and facilities;
- ii) carrying out reception duties to create a professional image of the Assembly for visitors;
- iii) helping maintain good order and security awareness within Parliament Buildings and its precincts in an unbiased and impartial manner, ensuring incidents are reported to line management and logged;
- iv) collecting, sorting and delivering internal mail to meet Assembly delivery/collection deadlines;
- v) conducting internal and external security patrols of Parliament Buildings, and taking appropriate action to deal with security related incidents and reporting and logging such incidents;
- vi) providing first line assistance to PSNI personnel attached to the Assembly and Emergency services in the course of their duties and in response to an incident;
- vii) carrying out searches of people and vehicles, and operating search equipment in accordance with standard operating procedures;
- viii) monitoring and supervising Assembly car parks;
- ix) using equipment to screen external mail and goods entering Parliament Buildings;
- x) providing assistance during emergencies and with the evacuation of the building in compliance with procedures;
- xi) ensuring compliance with Security policies - carrying out duties in accordance with Assembly Usher Standard Operating Procedures, including limited use of IT and issuing and checking of security passes;
- xii) carrying out duties appropriate to the grade as reasonably required by Usher Services management to support Assembly business.

5. ESSENTIAL CRITERIA

5.1 At the closing date for applications, applicants must have at least one year's experience of the following:

- a) meeting and greeting members of the public, receiving visitors into the premises, providing information and escorting visitors/members of the public as required;
- b) operating and communicating effectively, both individually and as part of a team; and
- c) providing excellent customer service to internal and external customers when dealing with queries either face to face or by telephone.

6. CORE COMPETENCES

In addition to the essential criteria outlined above the following competences will be tested at interview:

Services

The ability to deliver services to meet required standards of quality and plans and organises workload to meet standards and deadlines

People

The ability to create, maintain and enhance effective working relationships and contribute to the assessment of own development needs and develop self to improve job performance and fulfill future potential.

Information and Communication

The ability to communicate information to meet customer needs in a clear, concise and timely manner; operate IT systems to the required standard; optimize the use of IT systems.

7. FURTHER INFORMATION

- 7.1 If you require more information on the recruitment process please contact the HR Office on 02890 521699.
- 7.2 Further information about the NI Assembly can be obtained on the Internet at website: www.niassembly.gov.uk.

8. COMPLETION OF APPLICATION FORMS

- 8.1 **The selection panel may decide to interview only those applicants who appear, from the information available, to be most suitable in terms of relevant experience and ability. It is therefore essential that applicants describe fully in the application form the extent to which they satisfy the above criteria. It is not appropriate simply**

to list the various posts that the applicants have held. The selection panel will not make assumptions from the title of the applicants' posts about the skills and experience gained.

- 8.2 **It will be the responsibility of applicants to demonstrate clearly on their application form how they satisfy the essential and shortlisting criteria. Applicants must use only the application forms provided and must not submit additional material in support of their application forms.**

9. Stages of the Selection Process

Test

- 9.1 Tests will be administered prior to any assessment of application forms and the results from the tests will be used to decide which applicants will proceed to the next stage of the selection process. The test will be an online test and instructions will be issued to applicants after the closing date for applications. Only those applicants scoring highest in the tests will be considered for the next stage of the selection process.

Eligibility Sift

- 9.2 Essential criteria reflect the experience and knowledge that an applicant must possess in order to be able to undertake the role. An eligibility sift will be carried out on the basis of the information contained in the essential criteria of the application form. You must therefore demonstrate clearly in your form how and to what extent you meet with the essential requirements for the post.

Interview

- 9.3 The selection panel will carry out interviews for applicants who have proceeded to the next stage of the selection process following the test and eligibility sift. The Essential Criteria and the Core Competences listed below will be tested at interview. **It is anticipated that those applicants selected for interview will be invited to appear before a Selection Panel on one of the following dates: 19 July, 20 July, 9 August or 10 August 2016.**

Final selection of candidates will be based on performance at criteria-based interview(s) structured around the qualities, skills and experience sought in the essential criteria section of the job specification as well as the core competencies listed above. All candidates will be expected to display an acceptable level of competence in each of these areas. Offers of appointment will be made in order of merit.

10. **TERMS AND CONDITIONS OF APPOINTMENT**

- 10.1 This appointment is permanent and will be made by The Commission. The successful applicant will be an employee of the Commission. All permanent appointments by the Commission are subject to the satisfactory completion of a six-month probationary period.
- 10.2 The standard working week is 37 hours, excluding meal breaks (42 hours gross). Working hours will be dictated by the mode of operation of the NI Assembly and will be operated on a shift system basis which will involve working late weekday evenings.
- 10.3 The salary scale for this post is £18,790 to £22,626 and your starting salary will be £18,790 per annum. These posts attract payment of a shift allowance which is currently 12.5% of basic salary.
- 10.4 In addition to the usual public and privilege holidays, there is an annual leave allowance of 25 days, increasing to 26 days after 4 years of service and to 30 days after 5 years of service. Applicants should be aware that a major influence in determining when leave can be taken will be the Assembly timetable.
- 10.5 Successful applicants will be given suitable training, including formal specialised courses as necessary.
- 10.6 Subject to eligibility, a childcare voucher scheme is available.
- 10.7 Uniforms, and where appropriate protective clothing, will be supplied.

11. **PENSION**

- 11.1 The NI Assembly offers all new employees an attractive pension package. Further details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at:

<http://www.dfpni.gov.uk/civilservicepensions-ni/index/new-members.htm>

If you are unable to access the website or require the information in another format please contact:

The Pensions Manager
Human Resources Office
Room 402
Parliament Buildings
Ballymiscaw
Stormont
BT4 3XX
Tel: 028 9052 1685

11.2 Please note that the NI Assembly does not use HR Connect.

12. APPLICATIONS

12.1 Under fair employment legislation, the Commission is required to monitor the community background of those applying to fill vacancies. Applicants must, therefore, complete the equal opportunities monitoring section of the application form.

12.2 The Commission is committed to equality of opportunity in employment and welcomes applications from all suitably qualified candidates irrespective of gender, marital or family status, religious belief, political opinion, disability, age, race, nationality or sexual orientation. **All applications for employment will be considered on the basis of merit.** However, as females and Catholics are currently underrepresented in the post of Assembly Usher, applications from females and Catholics would be particularly welcome.

This job specification should not be taken as constituting conditions of employment and should be read in conjunction with "Guidance for Applicants".