

## **INFORMATION FOR APPLICANTS**

### **ENQUIRY HANDLING TEAM MANAGER (EHTM/12)**

**Secondment / Fixed Term Appointment**

(For an initial period of up to one year, with the possibility  
to extend further for a maximum of one year)

**CLOSING DATE: NOON  
ON THURSDAY 23<sup>rd</sup> FEBRUARY 2012**

**Invest NI is committed to equality of opportunity and welcomes  
applications from suitably qualified people from all sections of the  
community.**

**At this time, it particularly welcomes applications from people with  
disabilities and from minority ethnic groups.**

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Prior to completing the application form we recommend that applicants familiarise themselves with the contents of this information pack. The pack includes:

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## **About Invest Northern Ireland**

Invest Northern Ireland (Invest NI) is Northern Ireland's business development agency. Our aim is to support new and existing businesses to grow and compete internationally, and to attract new inward investment to Northern Ireland. With our headquarters in Belfast, Invest NI employs approximately 600 staff through a network of seven regional offices in Northern Ireland and 13 offices worldwide. We are a Non-Departmental Public Body and our sponsoring department is the Department of Enterprise, Trade and Investment (DETI).

Invest NI is a results-driven organisation and successful delivery of our last Corporate Plan has resulted in more than £1.3bn being invested in our economy, almost 1,000 more local companies exporting their goods or services and over £300m invested in Research and Development.

To build on this success Invest NI is currently finalising its Corporate Plan for the next four years, aligned to the Northern Ireland Executive's strategy to deliver export-led economic growth. This strategy will set ambitious and challenging targets in core areas such as business growth, innovation and R&D, skills development, employment and the globalisation of our economy.

To support our ambition for Northern Ireland, Invest NI has recently embarked on a major programme of strategic change and restructuring under the banner of Transform. Aligned to the Business Scorecard, Transform is examining all aspects of our business performance to build a high performing, customer focused organisation which will deliver best-in-class solutions for our customers and stakeholders. One of the major developments within Transform will see Invest NI significantly expand its customer base. This is a bold and innovative approach which will see Invest NI work, directly and indirectly, across the entire private sector business base.

This is an exciting time for Invest NI as the organisation refines its business model to meet the demands of a challenging business environment.

For more information about Invest NI please go to the Invest NI web site, [www.investni.com](http://www.investni.com).

## Invest NI Vision and Values

Our vision and values outline what we aim to achieve and how we will act in all our dealings with customers and stakeholders.

### OUR VISION

We will champion the growth of innovation and exports to build a local economy that competes globally. We will be a world leading business development agency.

### OUR VALUES

**Customer focus:** We are highly responsive and proactive, creating value adding relationships. We will deliver on the identified needs of our customers.

**Respect:** We show mutual regard for all others, value diversity and are committed to the organisation.

**Integrity:** We take responsibility for all our actions, in particular the management of risk, and are vigilant in managing public money. We are honest and fair with each other and our customers (stakeholders).

**One Team:** We are one team working to achieve shared goals.

**Passion:** We believe in and are enthusiastic about what we do. We have a desire to succeed, to continually innovate and look for ways to do things better.

**Professional:** We are clear, concise and straightforward. We continually develop and apply our skills and knowledge to provide a high quality service.

**Performance:** We strive to achieve our goals in line with Invest NI's strategy, policy and procedures.



## **BACKGROUND**

Invest NI is undergoing a major programme of change, central to which is a focus on improved customer service and on engagement with the wider business community in Northern Ireland.

As part of this strategy, the Enquiry Handling Team is being established to provide a single point of contact for the provision of information, advice and signposting services to the business community. This Team will be the first point of contact for people considering starting a business and for existing businesses to explore the range of help available both from Invest NI and other business support organisations in Northern Ireland.

### **The Role**

This challenging role will see the Enquiry Handling Team Manager develop this critical new function from the current successful pilot to a fully fledged enquiry handling service capable of handling a high volume and diverse range of customer interactions within the next twelve months.

It presents an exciting opportunity for a knowledgeable and enthusiastic individual to apply their previous knowledge and experience of establishing enquiry handling functions in order to develop both the people and systems required to deliver the required first class customer experience.

The role will provide the successful applicant with the scope to apply their existing contact centre expertise as well as to build on capabilities in the areas of project management, team development and leadership, information management and continuous improvement.

At this early stage of development, this presents a unique opportunity to explore the full potential of providing information and support through a range of technology such as the web, phone and email alongside other communication channels within Invest NI. Key to the role will be the development and implementation of a comprehensive database of support available to businesses from a variety of sources both internal and external to Invest NI.

The Enquiry Handling Team Manager will manage a team of up to 6 enquiry call handlers.

### **Key Responsibilities:**

- To establish and manage an Enquiry Handling service designed to deal with high volumes of interactions . The key objective of the service is to provide information and support via web, phone and email.

- To establish operating policies, business processes and challenging customer service standards to meet service delivery and customer satisfaction goals.
- Ensure processes are adapted to reflect customer feedback in order to continually improve service standards.
- To collate and maintain a comprehensive database of support available to the start up and established business sectors in Northern Ireland.
- To review and implement improvements to the existing information capture and reporting systems and take corrective action if required to improve performance.
- To work with other organisations and public bodies to develop business processes and relationships which enable efficient and effective referral of enquiries from Invest NI to partner organisations and vice versa and the management of customer aftercare.
- To work with the appropriate Invest NI teams to enable the development of an effective Customer Relationship Management solution to meet the needs of the Enquiry Service.
- To develop and implement a continuous training and coaching programme to develop the team's product knowledge and customer service skills.

## **SELECTION CRITERIA**

Applicants must meet the following selection criteria by the closing date for applications.

Candidates must demonstrate:

1. Significant recent experience of establishing/developing and maintaining a successful enquiry handling service in a results orientated and customer focussed environment;
2. Previous experience of maximising performance in a results orientated enquiry handling environment through your effective leadership;
3. Strong relationship management and interpersonal skills to maximise the effectiveness of the service provided;
4. Evidence of a strong ability to effectively develop and utilise management information, such as team performance statistics and reporting, to make informed decisions and to assist the decision making of others as to improvements which can be made in service provision.

## THE SELECTION PROCESS

### Application Forms

#### **To ensure equality of opportunity for all applicants:**

- The space available on the application form is the same for all applicants and must not be altered or re-formatted;
- We will not accept CVs or any other supplementary material in addition to completed application forms;
- Applicants must complete the application form in Arial size 10 font, or block capitals using black ink;
- We will not accept any applications which are received after the closing date.
- Information about any criminal convictions will be requested at interview stage and any disclosure will be seen in the context of the job description, the nature of the offence and the responsibility for the care of existing clients and employees.

**All applications for employment are considered strictly on the basis of merit.**

Completed applications, which demonstrate the experience and skills sought, must be submitted to **the Monitoring Officer by noon on Thursday 23<sup>rd</sup> February 2012.**

### Shortlisting

A shortlist of candidates for interview will be prepared on the basis of the information contained in the application. **Candidates are therefore reminded that the responses in their application form should demonstrate how and to what extent they satisfy each of the criteria outlined.**

Shortlisting will be conducted against criteria 1 and 4. Invest NI 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, and it is not appropriate simply to list the various posts that an applicant has held.

**It is vital that candidates highlight their specific role and contribution by using actual examples to illustrate their experience against the criteria.**

Only those candidates who, from the information supplied on the application form, most closely match the knowledge, skills and competencies required for the post will be shortlisted.

**Application forms which do not provide the necessary detailed information in relation to the knowledge, skills and criterion required will be rejected.**

### **Interview and Assessment**

Following shortlisting, successful candidates will be invited to take part in an interview and assessment, scheduled to take place on **Monday 5<sup>th</sup>** and **Tuesday 6<sup>th</sup> March 2012**. Candidates should note that it may not be possible to offer alternative interview times.

Invest NI reserves the right to interview only those applicants who appear, from the information available, to be the most suitable.

### **ADDITIONAL INFORMATION**

#### **Travel**

It is not Invest NI's policy to pay travel expenses to any candidate attending interview unless their journey is from outside Northern Ireland or the Republic of Ireland. For these candidates, expenses will be payable only for flight or ferry crossings to a maximum of £100, on presentation of valid receipts, and only for attendance at final interviews.

#### **Canvassing**

Canvassing in any form is not allowed.

## **TERMS AND CONDITIONS OF SECONDMENT**

### **Secondment**

It is expected that the secondment will begin as soon as possible and will last for a period of up to one year with the possibility to extend for a maximum of one further year.

The Secondee will remain employed by their organisation during the period of the secondment on their current terms and conditions. Invest NI will cover actual salary and related costs to a pre-agreed maximum per annum.

## **TERMS AND CONDITIONS OF FIXED TERM APPOINTMENT**

Invest NI may also consider applications from suitably qualified and experienced individuals who are prepared to work on a full-time, fixed-term contract for a period of up to one year from the date of appointment with an option to extend for a further period of up to one year.

Terms and conditions including salary will be agreed on appointment. The salary range for the position commences at £34,163 per annum. The entry point on the salary range for the successful candidate will normally be the minimum of the range, although a higher starting salary may be available to reflect the knowledge and experience of the candidate.

Appointment is subject to receipt of two satisfactory references.

Prior to taking up his/her new duties, the successful candidate must:

- Supply a copy of his/her birth certificate.
- Enter into an agreement setting out the terms of his/her appointment.
- Supply documentary evidence of qualifications.

### **Annual Leave Arrangements (Fixed Term Appointment)**

The leave year runs from 1 February – 31 January. Your annual leave entitlement is 25 days per annum with an additional 12 Public Holidays. Leave entitlement in the period prior to the start of the new leave year is pro-rata.

### **Pensions (Fixed Term Appointment)**

You will be eligible to join the Principal Civil Service Pension Scheme Northern Ireland (PCSPSNI).

Further detailed information, booklets are available via the Civil Service Pensions website at: <http://www.dfpni.gov.uk/civilservicepensions-ni/index>

Any further queries about pension arrangements for new appointees to Invest NI should be addressed directly with Civil Service Pensions Branch.

## **GENERAL INFORMATION**

### **Location**

The position is based in Bedford Square, Bedford Street, Belfast, and is easily accessible to all main public transport routes. Successful candidates may be required to travel throughout Northern Ireland

### **Hours of Work**

Employees work a minimum 37 hour week, Monday to Friday. Employees will be required from time to time to work outside normal working hours.

### **Conflicts of Interest**

Candidates must note the requirement to declare areas of actual, potential or perceived conflict with the interests of Invest NI. The successful candidate will be required to make such declarations upon offer of employment and annually thereafter for Invest NI's consideration.

The successful candidate will be required to abide by the rules adopted by Invest NI in relation to private interest and possible conflict with public duty; the disclosure of official information; and political activities.

### **Probation**

New appointees will be subject to a 10 month probationary period.

### **Learning and Development**

Invest NI is an Investors in People accredited organisation and is committed to supporting staff to reach their full potential. Invest NI actively develops all staff and invests significantly in training and development for business success and growth. This includes on-the-job training, external training and, where appropriate, further education.

### **Other benefits**

Invest NI has a range of policies designed to assist staff achieve a Work / Life Balance, including flexible working practices (for example parental leave), provision of special leave for emergencies and employee welfare services.

Invest NI staff also have access to a number of schemes including Employers For Childcare, Healthcare, Annual Commuter Travel Card and Taxsmart.

### **No Smoking Policy**

Invest NI operates a no smoking policy in all its offices.

## EQUALITY OF OPPORTUNITY

Invest NI is committed to a policy of Equality of Opportunity in its employment practices and aims to ensure that no actual or potential job applicant or Staff Member is discriminated against, either directly or indirectly, on the grounds of gender, marital status, disability, race, community background or political persuasion, age, dependants, sexual orientation or Trade Union membership.

Each person shall have equal opportunity for employment, training and advancement in Invest NI on the basis of ability, qualifications and performance. This maximises the effective use of human resources in the best interests of both the organisation and the individual.

Invest NI is committed to equality of opportunity and welcomes applications from suitably qualified people from all sections of the community.

To facilitate Equality of Opportunity Invest NI offers a range of family friendly policies which reduce barriers to combining work and family commitments.

To help ensure that we are meeting our Equality of Opportunity obligations, Invest NI monitors the composition of staff and applicants. This monitoring helps to assess whether any of our policies, procedures or activities are operating to the detriment of any particular grouping within our diverse society. **Therefore the monitoring form included with your application form is regarded as part of your application and should be completed and returned.**

The monitoring form will not be shown to the selection panel. It will be separated from the application form by the monitoring officer, and transferred to a computer based monitoring system. There it will be protected, access restricted and used strictly in line with good practice procedures.

**Invest NI is an Equal Opportunities Employer.**

## **Annex A**

### **INTERVIEW GUIDANCE**

**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;
- discuss your background and experience at a general level; or
- provide any information that is not relevant to the post for which you are applying.

**A competence-based interview does however require you to:**

- focus exclusively on the competences required for effective performance in the role; and
- 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 – outline the situation;
- Task - what was your objective, what were you trying to achieve;
- Action - what did you actually do, what was your unique contribution;
- Result - what happened, what was the outcome, what did you learn.

It is strongly recommended that you familiarise yourself with the competences and associated behaviours. The interview panel will ask you to provide specific examples from your past experience in relation to each of the competences.

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.