

Monitoring Ref: (Invest NI use only) _____

Customer Services Manager

APPLICANT NAME: _____

Applicants must clearly outline on their application forms how their experience meets each of the essential criteria.

To ensure equality of opportunity for all applicants:

- The criteria boxes must **not** be extended to supplement answers. Invest NI reserves the right to reject applications that are illegible.
- CVs or any other supplementary material in addition to completed application forms will not be accepted.
- Applications should be completed in Arial size 10 font.
- Incomplete applications will not be considered.
- Applications by fax are not acceptable unless by prior agreement with HR.
- Please note the monitoring form is regarded as part of your application and should be completed and returned with your application form. Invest NI is an Equal Opportunities Employer.
- Please note that the Job Applicant Privacy Notice is regarded as part of your application and therefore the Declaration Section of this application form should be completed. Failure to do so will prevent Invest NI from being able to process the information contained in your application form and Invest NI will have to make a decision on whether or not to recruit you in the absence of that information.
- If you have a disability as defined by the Disability Discrimination Act 1995 (and any subsequent amendments) and this precludes you from completing this application form and / or submitting it by the closing date, please contact Chris Busby on Tel: 028 9023 5456 or for alternative arrangements and / or reasonable adjustments.

Please return completed form by 5pm Friday 23rd October to:

Due to the current Covid-19 situation, we can only accept email application forms.
Please return completed forms to: c.busby@mcsgroup.jobs

Contact number: (028) 9023 5456

Text Relay: 18001 9069 8433

If you are calling using Text Relay from outside the UK please call: +44 151 494 1260
028 9069 8433

When submitting your completed application form electronically, you must ensure that it is sent via email as an attachment (either as a PDF or Microsoft Word document only). Forms sent via any other online method or converted into any other digital format, or which MCS deems unsafe to open, will not be accepted.

Invest NI is an Equal Opportunity Employer

PERSONAL DETAILS

Title (Mr/Mrs/Ms etc)	Surname	Forename(s) (Please underline name by which you are known)
Address	Home Tel No	Work Tel No
		E-Mail Address
Postcode	Do you hold a current full driving licence? (YES/NO)	Do you have the use of a vehicle for business purposes OR have access to a form of transport which will enable you to meet the requirements of the post in full? (YES/NO)?

EDUCATION & QUALIFICATIONS

Secondary level and further and higher education.

From	To	Type of School/College/University attended	Subject	Examinations Passed		
				Level	Grade	Date

Membership of professional institutions/associations	
--	--

CAREER HISTORY

Please outline your career to date beginning with the most recent. Please provide details of any other employment by continuing on a separate sheet if necessary

Name of Current Employer	Nature of Organisation and Business Sector	Approximate Annual Turnover and Headcount
Title of Position(s) Held	Job Title of Line Manager(s)	Dates (Month and Year) From -To
Principal Duties of Post(s) Held		

Name of Previous Employer	Nature of Organisation and Business Sector	Approximate Annual Turnover and Headcount
Title of Position(s) Held	Job Title of Line Manager(s)	Dates (Month and Year) From -To
Principal Duties of Post(s) Held and Reasons for Leaving		

Name of Previous Employer	Nature of Organisation and Business Sector	Approximate Annual Turnover and Headcount
Title of Position(s) Held	Job Title of Line Manager(s)	Dates (Month and Year) From -To
Principal Duties of Post(s) Held and Reasons for Leaving		

Name of Previous Employer	Nature of Organisation and Business Sector	Approximate Annual Turnover and Headcount
Title of Position(s) Held	Job Title of Line Manager(s)	Dates (Month and Year) From -To
Principal Duties of Post(s) Held and Reasons for Leaving		

SELECTION CRITERIA

Candidates should refer to the criteria contained in Information for Applicants pack which are deemed essential for the role.

To assist in the completion of the application form, the following key points should be considered.

- The shortlisting 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, and it is not appropriate simply to list the various posts that an applicant has held.
- In each section, candidates should provide evidence through **specific examples** to illustrate how they meet the particular experience, understanding, knowledge and qualities sought in the criteria. Responses should make reference to the applicant's specific role, objective, contribution and the outcome.

Candidate responses therefore must clearly explain how the evidence provided demonstrates their experience against the criteria.

Candidates are reminded that the allocated space for responses must not be extended to supplement answers

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

Candidates are reminded that the allocated space for responses must not be extended to supplement answers

CRITERIA 1. Please provide examples to demonstrate recent experience of managing a range of ICT areas which must include:

- a. Experience of managing suppliers to deliver to an SLA.
- b. Experience of automated deployment software (such as SSCM) and patching end user devices.
- c. Experience in troubleshooting software, network and hardware technologies.
- d. Experience of Active Directory management and maintenance.
- e. Experience of Problem Management.

Candidates are reminded that the allocated space for responses must not be extended to supplement answers

CRITERIA 2. Please demonstrate, through the use of specific examples, your ability to manage budgets, ensuring value for money. Also, demonstrate your experience of business case development and your experience of managing supplier SLAs and relationships to develop and deliver effective solutions.

Candidates are reminded that the allocated space for responses must not be extended to supplement answers

CRITERIA 3. Please provide examples to demonstrate your ability to motivate, collaborate with and lead others, and your successful track record in providing direction and managing performance of staff.

Other Relevant Information

Include any other information, which you believe is relevant to your application for this post

--

Referees

Please supply details of two referees, which should normally be work related, and at least one of which should be your current (most recent if unemployed) manager/supervisor and have knowledge of your present work.

Name	Name
Position	Position
Address	Address
Tel No	Tel No
Nature of Relationship	Nature of Relationship
Email address:	Email address:

Interview Arrangements

--

Additional Information

Current/Most Recent Salary		
Date of last salary increase	Date next increase due	Bonuses Payable
Substantial benefits		
Length of Notice		

DECLARATION

I declare that the foregoing particulars are complete and correct to the best of my knowledge and belief.

☐

I consent to Invest NI organising for a Criminal Record Check to be carried out by Access NI if my application for this post is successful.

☐

I confirm that I have read the enclosed Job Applicant Privacy Notice and understand what personal data Invest NI will hold about me and how that personal data is to be collected and used during and after the recruitment process.

☐

Signed _____

Date _____

Applications can be emailed to c.busby@mcsgroup.jobs. Please see page 2 for information on acceptable formats of electronic submission.

When submitting your application electronically, ticking the boxes above will be taken in lieu of signature.

WARNING: Any candidate found to have knowingly given false information, or to have wilfully suppressed any material fact will be liable to disqualification, or if appointed, to dismissal.