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### INFORMATION FOR APPLICANTS

**Digital Communications Manager**

**Internal Communications Manager**

**(CM/22)**

**CLOSING DATE:**

**Friday 3rd June 2022**

**AT 12:00 NOON BST**

Invest NI is an Equal Opportunities Employer

**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 females, people with disabilities and from minority ethnic groups.**

**Please note:** Due to the current Covid-19 situation, you should submit your application form via email to [monitoringofficer@investni.com](mailto:monitoringofficer@investni.com). You should receive an automated response confirming receipt of your email.  If you do not receive this automated response within 24 hours of submission, please contact a member of the Human Resources Team by telephoning

028 9069 8572.

### CONTENTS:

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

**Section Page**

Key Information 3

Selection Criteria 4

About Invest NI 5

Invest NI Vision and Values 5

Overview of Communications Manager Roles 7

Selection Process 8

Terms and Conditions 10

Equality of Opportunity 12

Interview Guidance 13

Privacy Notice for job applicants 13

**KEY INFORMATION**

**Role**

This competition will be used to fill two permanent vacancies within the Communications Group, Digital Communications Manager and Internal Communications Manager.

It will also be used to compile a list of suitable appointees in order to fill any future vacancies with the same selection criteria that may arise in the 12 months following the competition.

**Salary**

The salary range for this position is £39,748 - £42,639 per annum (DP Grade, 2021 Pay Scale). The entry point for the successful candidate will be at the minimum of the range.

**Pension**

We offer all employees access to an attractive pension scheme. Full details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at <https://www.finance-ni.gov.uk/landing-pages/civil-service-pensions-ni>.

**Location**

The post will be based in Invest NI’s Bedford Street Headquarters, with flexible, mixed office/home working options available as we develop our future hybrid working policy for Invest NI going forward.

**Invest NI Business Groups**

Invest NI is organised into 8 operational business groups, each headed by an Executive Director:



More information about the role carried out by Digital Communications Manager and Internal Communications Manager is available on pages 6 – 8.

**SELECTION PROCESS**

In order to be considered for these roles, candidates must be able to demonstrate, by the closing date for applications, experience in each of the Selection Criteria relevant to the post(s) for which they are applying.

Recent has been defined as within the past eight years.

|  |  |
| --- | --- |
| **Post** | **Selection Criteria** |
| Digital Communications Manager | 1a, 2-5 |
| Internal Communications Manager | 1.b, 2-5 |

**1. a Communication**: Recent experience of developing and delivering effective multi-channel business to business (B2B) communications strategies or plans, with a strong digital focus to include social media, email marketing, pay-per-click, paid display and website user journeys.

**1.b Communication**: Recent experience of developing and delivering effective multi-channel communications strategies or plans, with a strong digital focus to include intranet, email newsletters and video.

**2. Communication**: Recent experience of measuring effectiveness of communications activities, including knowledge of analytic tools.

**3. Relationships**: Experience of managing relationships and influencing customers/ stakeholders in order to achieve mutually beneficial results; and working as part of a team to deliver shared objectives.

**4. Project Management**: Recent experience in managing a number of communications projects/initiatives simultaneously to meet tight deadlines.

**5. Budget Management**: Experience in monitoring, planning and controlling budgets, including managing external service providers to deliver strategic objectives.

**ABOUT INVEST NI**

As the regional business development agency, Invest NI's role is to grow the local economy by supporting new and existing businesses to compete internationally, and by attracting new investment to Northern Ireland.

A non-departmental public body, part of the Department for the Economy, we provide strong government support for business by effectively delivering the Government’s economic development strategies.

Invest NI offers the Northern Ireland business community a single organisation providing high-quality services, programmes, support and expert advice. We principally support those businesses that can make the greatest contribution to growing our economy. These are businesses that have ability to grow and drive productivity in the economy and are keen to export their goods and services outside Northern Ireland.

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.



**More about the Communications Group**

The Communications Group is responsible for developing and implementing the annual marketing and communication strategy for Invest NI, in local and international markets.

This strategy and the supporting promotional campaigns and initiatives help to:

* promote awareness, engagement and participation on Invest NI’s portfolio of programmes and services;
* ensure customers and local businesses can grow by increasing productivity, skills and exports, and becoming more competitive in international markets;
* attract high quality inward investment to Northern Ireland;
* stimulate a culture of innovation and enterprise; and
* ensure clear understanding of the goals and objectives of the organisation by all staff, how progress against these is being delivered and supporting high levels of employee engagement.

The Communications Group is made up of four teams consisting of c30 staff:

* Campaigns & Digital Solutions
* Sectors and International
* PR & Media Relations
* Internal Communications

These teams cover functional areas that include: (a) strategy and branding, (b) corporate, local and international marketing, (c) digital engagement, (d) PR & media relations, (e) stakeholder engagement, and (f) internal communications:

With an overall budget of circa £4 million per annum, the Group also manages a number of specialist service contracts covering design, digital marketing, advertising, filming, international public relations, event management, market research, and photography.

**Key Responsibilities**

These may include:

* Contribute to, and oversee integrated marketing and communications strategies/plans to support delivery of Invest NI’s strategic objectives.
* Provide advice to, and work with, internal customers, stakeholders and suppliers to develop and deliver customer-centric communications campaigns and projects.
* Develop and maintain communications content including web pages, publications, videos, editorial and advertorial, and webinars.
* Work in partnership with internal customers and key stakeholders to maximise opportunities to effectively communicate the work of Invest NI to internal and external audiences.
* Manage and monitor allocated budget in line with agreed protocols, demonstrating effectiveness and value for money.
* Line management responsibility within the Communications Group.

**For Internal Communications Manager specifically**

* Develop our Internal Communications strategy and translate this into a calendar of effective internal communications activity that builds staff engagement.
* Develop innovate approaches to communicating to, and building engagement with colleagues from different cultures and in different time zones.
* Provide advice and guidance to the Chair, CEO, senior management and colleagues on how best to communicate important messages to staff.
* Develop and draft key messages, briefings, scripts, editorial content (digital and print) and thought leadership.

**For Digital Communications Manager specifically**

* Develop Invest Northern Ireland's digital marketing strategy and plans to ensure that Invest NI leads the way in best practice and innovation.
* Manage and deliver Invest Northern Irelands annual digital communications activity in support of the organisation’s strategic and operational aims.
* Manage the ongoing maintenance and development of Invest NI’s websites and corporate social media platforms.
* Manage and deliver joint acquisition initiatives with key internal and external stakeholders including government departments and local Councils.

**More about the Roles**

Successful applicants will have primary responsibility for developing and delivering communications initiatives using the full range of communications channels to market covering both offline and online opportunities, to ensure that activities are:

* Relevant to the audience
* Concise
* Accessible
* Timely
* Delivered using appropriate channels and media, and
* Complemented by appropriate feedback mechanisms.

**SELECTION PROCESS**

**Application Forms**

To ensure equality of opportunity for all applicants:

* Only completed applications on the application form will be accepted;

* CVs or any other supplementary material in addition to completed application forms will not be accepted;
* Application forms must be completed in Arial size 10 font
* The space available on the application form is the same for all applicants and must not be altered or re-formatted;
* 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 Invest NI deems unsafe to open, will not be accepted;
* Applications which are received after the closing date and time will not be accepted.

Other points to note:

* You should ensure you provide evidence of your experience on your application form, giving length of experience, examples and dates as required. Please refer to the Privacy Notice in this Information Booklet for information as to how your personal data will be processed, stored and shared by Invest NI.
* It is not sufficient to simply list your duties and responsibilities.
* Invest NI will not make assumptions from the title of your post or the title of an individual assignment quoted as to the skills and experience gained.
* It is vital that you highlight your specific role and contribution by using actual examples to illustrate your experience against the criteria.

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

**Completed applications**, **which demonstrate the experience and skills sought**, **must be submitted by email to** [**monitoringofficer@investni.com**](mailto:monitoringofficer@investni.com) **by 12:00 noon BST on Friday 3rd June 2022.**

**Shortlisting**

A shortlist of candidates for assessment and interview will be prepared on the basis of the information contained in the application. **Responses in your application form should demonstrate how and to what extent you satisfy each of the criteria outlined.**

Applications for the position of Digital Communications Manager will be shortlisted against Selection Criteria 1.a, 2 and 3.

Applications for the position of Internal Communications Manager will be shortlisted against Selection Criteria 1.b, 2 and 3.

**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

Shortlisted candidates will be invited to the next stage of the selection process which will include an interview and assessment. The topic for the assessment will be provided on the day with time allocated to prepare.

The selection panel will assess candidates against the interview and assessment criteria as appropriate.

The panel’s decision at every stage of the selection process is final.

**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**

**Appointment**

The appointments will be permanent and full-time.

The person appointed will be expected to take up the position as soon as possible. All other terms and conditions remain unaffected.

Prior to taking up their new duties, the successful candidate must:

* Supply a copy of their birth certificate
* Enter into an agreement setting out the terms of their appointment.

**Hybrid working and Hours of Work**

Invest NI employees have hybrid working arrangements.

We believe that these arrangements optimise the staff working experience as well as ensuring that we deliver our exceptional service and contribution to building the NI Economy.

Currently, Invest NI employees work at least two days per week in the office and the remainder at home. The standard working hours are 37 per week, Monday to Friday, and Invest NI operates a flexible working scheme. Further details of this scheme will be made available to you upon joining the organisation. Employees will be required from time to time to work outside normal working hours to fulfil the demands of the role.

**Reference / Vetting Requirements**

Appointment is subject to receipt of two satisfactory references. The successful candidate will also be required to be cleared to Standard background check carried out by Access NI.

Invest NI will organise a Criminal Record Check on successful applicants to be carried out by AccessNI. The category of AccessNI check required for this post is Basic Disclosure Certificate. You should not put off applying for a post because you have a conviction 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. We deal with all criminal record information in a confidential manner and in accordance with our Privacy Standard. Information relating to convictions is destroyed after a decision is made.

More information can be found on <http://www.accessni.gov.uk/>. Applicants who are being considered for appointment will be asked to complete the AccessNI application form. Please note that a request to complete this form should not be seen as a guarantee of an offer of appointment. Failure to complete the application form and return it within the specified time will be regarded as ‘no longer interested in the position’ and your application will be withdrawn.

Criminal Record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978. A copy of Invest NI’s Policy on the Recruitment of Ex-Offenders is available upon request.

###### 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**

The successful appointee will be subject to a 10 month probationary period. At the end of this period, subject to satisfactory performance and attendance they will be confirmed in post. If their performance, conduct or attendance during this period is not satisfactory the appointment may be terminated.

**Annual Leave Arrangements**

The leave year runs from 1 February – 31 January. In addition to 12 Public and Privilege holidays, your annual leave entitlement is 25 days per annum. Leave entitlement in the period prior to the start of the new leave year is calculated on a pro-rata basis.

**Pensions**

All staff are 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 with Civil Service Pensions Branch.

###### 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, Cycle to Work, and Annual Commuter Travel Card.

###### 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, gender reassignment, marital (or civil partnership) status, disability, race, community background or political persuasion, age, dependents, sexual orientation, pregnancy and maternity 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**

**INTERVIEW GUIDANCE**

**If this is your first experience of a criterion-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 criterion-based interview does however require you to:**

• focus exclusively on the criteria required for effective performance in the role; and

• provide specific examples of your experience in relation to the required criteria.

**In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:**

• **S**ituation – outline the situation;

• **T**ask - what was your objective, what were you trying to achieve;

• **A**ction - what did you actually do, what was your unique contribution;

• **R**esult - what happened, what was the outcome, what did you learn.

It is strongly recommended that you familiarise yourself with the criteria outlined in this pack. The interview panel will ask you to provide specific examples from your past experience in relation to each of the criteria areas.

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 criteria area. You may draw examples from any area of your work / life experiences.

**PRIVACY NOTICE – JOB APPLICANTS**

**WHO WE ARE – THE DATA CONTROLLER**

‘We’ are Invest Northern Ireland, a public body registered at Bedford Square, Bedford Street, Belfast, BT2 7ES.

We are the “Controller” for the purposes of data protection law. This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are applying for work with us (whether as an employee, worker or contractor). It makes you aware of how and why your personal data will be used, namely for the purposes of the recruitment exercise, and how long it will usually be retained for. It provides you with certain information that must be provided under the UK General Data Protection Regulation (GDPR).

**DATA PROTECTION PRINCIPLES**

We will comply with data protection law and principles, which means that your data will be:

* Used lawfully, fairly and in a transparent way.
* Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
* Relevant to the purposes we have told you about and limited only to those purposes.
* Accurate and kept up to date.
* Kept only as long as necessary for the purposes we have told you about.
* Kept securely.

**WHAT INFORMATION DO WE HOLD AND HOW DO WE OBTAIN IT?**

In connection with your application for work with us, we will collect, store, and use the following categories of personal information about you:

* The information you have provided to us in your application form.
* The information you have provided on our application form, including name, title, address, telephone number, personal email address, date of birth, gender, employment history, qualifications.
* Any information you provide to us during an interview and the results of any written or online selection tests.

We may also collect, store and use the following "special categories" of more sensitive personal information:

* Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
* Information about your health, including any medical condition, health and sickness records.
* Information about criminal convictions and offences.

**How is your personal information collected?**

We collect personal information about candidates from the following sources:

* You, the candidate.
* Any recruitment agency, involved in your recruitment. The recruitment agency may provide us with a copy of your CV and contact details.
* Access NI.
* Your named referees, from whom we collect the following categories of data: references if you are successful.

**How we will use information about you**

We will use the personal information we collect about you to:

* Assess your skills, qualifications, and suitability for the role.
* Carry out background and reference checks, where applicable.
* Communicate with you about the recruitment process.
* Keep records related to our hiring processes.
* Comply with legal or regulatory requirements, e.g. the obligation on us not to discriminate during our recruitment process or employ someone who does not have the right to work in the UK.

It is in our legitimate interests to decide whether to appoint you to the role since it would be beneficial to our business to appoint someone to that role.

We also need to process your personal information to decide whether to enter into a contract of employment with you.

Having received your application form, we will then process that information to decide whether you meet the basic requirements to be shortlisted for the role. If you do, we will decide whether your application is strong enough to invite you for an interview. If we decide to call you for an interview, we will use the information you provide to us at the interview to decide whether to offer you the role. If we decide to offer you the role, we will then take up references and/or carry out a criminal record before confirming your appointment.

**If you fail to provide personal information**

If you fail to provide information when requested, which is necessary for us to consider your application (such as evidence of qualifications or work history), we will not be able to process your application. For example, if we require a credit check or references for this role and you fail to provide us with relevant details, we will not be able to take your application further.

**HOW WE USE PARTICULARLY SENSITIVE INFORMATION**

We will use your particularly sensitive personal information in the following ways:

* We will use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during interview.
* We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure lawful and meaningful equal opportunity monitoring and reporting.

**Information about criminal convictions**

We may process information about criminal convictions where we are legally authorised to do so.

We will collect information about your criminal convictions history if we would like to offer you the role (conditional on checks and any other conditions, such as references, being satisfactory). We will carry out a criminal records check in order to satisfy ourselves that there is nothing in your criminal convictions history which makes you unsuitable for the role.

**AUTOMATED DECISION MAKING**

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

**DATA SHARING**

**Why might you share my personal information with third parties?**

We may share information relevant to any request by you for adjustments to the recruitment process as a result of an underlying medical condition or disability with medical / occupational health professionals to enable us to identify what, if any, adjustments are needed in the recruitment process and, if you are successful, once you start work. Our legal basis for sharing this information is that it is necessary for entry into a contract; it is in our legitimate interest to consider adjustments to enable job applicants to participate fully in the recruitment process and it is necessary to comply with our legal obligations.

We may share your personal data that is relevant, where appropriate, with our legal and other professional advisors, in order to obtain legal or other professional advice about matters related to you or in the course of dealing with legal disputes with you or other job applicants. Our legal grounds for sharing this personal data are that it is in our legitimate interests to seek advice to clarify our rights and obligations and appropriately defend ourselves from potential claims; it is necessary to comply with our legal obligations / exercise legal rights in the field of employment and it is necessary to establish, exercise or defend legal claims.

We may share your right to work documentation with the Home Office, where necessary, to enable us to verify your right to work in the UK. Our legal ground for sharing this personal data is to comply with our legal obligation not to employ someone who does not have the right to work in the UK.

**DATA SECURITY**

Invest NI maintains an Information Security Management System certified to the international security standard ISO 27001 to protect the confidentiality, integrity and availability of corporate information, including your personal data. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. These include physical and administrative security measures at our offices, firewalls and continuously updated anti-virus programmes and encrypted storage. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Our Company data is stored in the following locations:

* On ICT systems located in Invest NI Belfast and Newry Offices.
* Locked filing cabinets.
* Secure Off Site Storage.

**DATA RETENTION**

**How long will you use my information for?**

We will retain your personal information for a period of 3 years after we have communicated to you our decision about whether to appoint you to role. We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information in accordance with our data retention policy.

If we wish to retain your personal information on file, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will write to you separately, seeking your explicit consent to retain your personal information for a fixed period on that basis.

**YOUR RIGHTS**

Under certain circumstances, by law you have the right to:

**Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

**Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

**Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

**Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

**Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

**Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us as at [dpo@investni.com](mailto:dpo@investni.com).

Note too that you have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues. Details of how to contact the ICO can be found on its website: <http://ico.org.uk>