

Business Information Centre Manager Applicant Pack

BICM/26

Closing date for applications: 12 noon BST on Monday 5
October 2026

Invest NI is an Equal Opportunities Employer. At this time, we particularly welcome applications from people with disabilities, minority ethnic groups and female applicants for roles at Grade 7 and above.

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About Invest Northern Ireland

Invest Northern Ireland (Invest NI) is the economic development agency for Northern Ireland (NI) and is responsible for encouraging and supporting the establishment and growth of business enterprises and especially those with the potential to export. The agency is also responsible for promoting NI for Foreign Direct Investment (FDI). The organisation employs 650 staff, has an annual gross expenditure budget of approximately £150 million and manages a total client portfolio of more than 3000 companies. As a global organisation with a Head Office in Belfast and a regional presence across Northern Ireland, we also have offices in 29 locations outside Northern Ireland covering the Americas, Europe, Middle East, Africa and Asia-Pacific.

Invest NI has just completed Year One of Our Future in Focus [Invest NI Business Strategy 2024-2027 \(PDF\)](#) which sets out ambitious targets structured around the following priorities: boosting business investment, accelerating innovation and skills, driving global ambition, developing and achieving sustainability, maximising City & Growth Deals and promoting places and partnerships.

Invest NI is a Non-Departmental Public Body (NDPB) of the **Department for the Economy (DfE)**. A critical role for Invest NI is to deliver DfE's **Economic Vision**, the new **Business Strategy**, the **City & Growth Deals** and the recommendations of the **Independent Review of Invest NI**. For more information about Invest NI please visit our website, www.investni.com.

Our Vision

Our Vision to drive our long-term strategic response is:

“Invest NI is recognised as a leading economic development agency, instrumental in driving a balanced, sustainable, productive, and prosperous Northern Ireland economy through unlocking the potential of businesses across the region”.

Our Values

Our Values are at the heart of everything we do. They define how we operate, behave, and interact on a daily basis. Our core values are:



Our Mission

Our Vision has been allied with our Mission Statement. Our mission statement defines the purpose and goals of the organisation. These are:

“To work with businesses to accelerate their growth by increasing external sales and innovation, creating good quality jobs, boosting productivity and skills, growing inward investment and reducing carbon emissions. “

The Clients and Global Markets Group

The Clients and Global Markets Group leads Invest NI's engagement with the organisation's portfolio of domestically and internationally owned clients operating in priority sectors for the NI economy including Advanced Manufacturing & Engineering, Life & Health Sciences, Agri-Food & Drink, Digital ICT and Financial & Professional Services.

The Group's expertise spans client management, trade & investment support and sector development delivered through its teams in Northern Ireland and across the Invest NI global network in GB/Europe, IMEA, APAC and the Americas. Levering these capabilities and drawing on the organisation's suite of interventions, the Clients & Global Markets Group is focused on stimulating business investment, driving productivity, accelerating export growth, enhancing competitiveness and attracting mobile foreign-direct investment.

The International Business Team

The International Business Team leads the organisation's global investment activity, with responsibility for attracting foreign direct investment (FDI) and promoting Northern Ireland as a globally competitive location for business growth. The team works alongside our network of international offices and enables a coordinated approach to showcasing Northern Ireland's strengths, supporting investor engagement, and securing high-quality Foreign Direct investment projects, contributing to economic growth, innovation, and regional development.

The Trade Team

Within this, the Trade Team plays a central role in driving export growth and helping Northern Ireland companies succeed in global markets. The team supports businesses at all stages of their export journey, from early-stage exporters building capability and confidence to more experienced firms seeking to expand into new territories. Both the Early-Stage Exporter & Capability Team and the Trade Sectors Team have dedicated International Trade Advisors who work 1:1 with local companies to develop export strategies, refine value propositions and navigate the practicalities of selling internationally. This is supported by specialist sector insight, a suite of trade capability programmes and a programme of international trade

missions that help companies build connections, gain market insight and accelerate their route to market.

This work is strengthened by a strong in-market presence, with Trade Teams across Invest NI's international office network providing on-the-ground intelligence, relationship-building and direct support to Northern Ireland companies as they enter and grow in global markets. This coordinated international footprint enhances Northern Ireland's visibility globally and ensures that both trade and investment activity are supported consistently across key markets.

The Business Information Centre Manager Role

As a key contributor to Invest Northern Ireland's *Driving Global Ambition* strategy, the Business Information Centre Manager leads the delivery of high quality business and market intelligence to support export growth, sector development, and foreign direct investment activity.

Job Description (Roles and Responsibilities)

Business Information Centre Manager

Application deadline

12 noon BST Monday 5 October 2026

Grade

Deputy Principal (DP)

Salary

The salary range for this position is £47,304 - £49,515 per annum. The entry point for the successful candidate will be at the minimum of the range.

Contract Type

Full-time, permanent. The successful appointee will be subject to a 9-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.

This competition will also be used to create a reserve list to fill any permanent and temporary vacancies requiring the same skill set which may arise in the 12 months following the competition.

Start Date

As soon as possible (depending on notice period).

Location

The post will be based at Invest NI Headquarters.

Main purpose of the job

Reporting to the International Trade Manager the post holder will manage the Business Information Centre, oversee core intelligence services, and lead a team of analysts to deliver timely, market insights for Northern Ireland companies, Invest NI teams, and our economic development partners.

Key Responsibilities include:**Delivery of Business Information Services**

- Enquiry Service: Manage and respond to business and market intelligence enquiries from Northern Ireland businesses, Invest NI staff, in market teams, and external stakeholders.
- Tenders Alert Service: Oversee the Tenders Alert Service, supporting companies seeking public sector contract opportunities, managing associated client queries and collecting post tender data on successes.
- Visitor Management: Ensure visitors to the Business Information Centre can fully exploit the high value databases, receive tailored guidance, and are signposted to relevant complementary Invest NI and stakeholder services.
- Ensure all services are delivered efficiently, consistently, and to a high professional standard.

Promotion, Engagement and Stakeholder Relationship Management

- Establish and maintain credible relationships and promote business information services with key influencers across Government bodies, sector organisations, Universities and Colleges.
- Promote and regularly engage with Invest NI regional offices, sector teams, in market teams, and with external economic development partners to maximise utilisation of research subscriptions and help reduce external research spend across Invest NI.
- Liaise with colleagues and partner organisations to develop new initiatives, enhance service visibility, and ensure resources are fully exploited.
- Represent Invest NI at events, seminars, and conferences, promoting the organisation's role and the value of business/market intelligence led decision making.

Leadership and Team Management

- Lead, guide, coach, and mentor a team of analysts to ensure targeted performance, effective workload prioritisation, and continuous skills development.
- Manage team resources, ensuring the capability to deliver complex research, fore sighting, and overseas market intelligence.
- Foster a culture of customer focus, analytical excellence, and continuous improvement.

Operational and Financial Management

- Manage the team budget, the procurement of research tools and subscriptions. Monitor spend to ensure value for money and economic benefit,

- Ensure compliance with procurement rules, data governance, and organisational policies.
- Maximise return on investment from high value research subscriptions through active promotion, training, and engagement.

Reporting and Insight

- Produce high quality reports, briefings, statistics, and insights for Invest NI colleagues, senior leadership, Stakeholders, and Ministers when required.
- Support strategic planning, policy development, and operational decision making through evidence-based intelligence.

Selection Process

i) Selection Criteria

To be considered for the role, applicants must be able to demonstrate, by the closing date for applications, how they meet the following essential criteria, **using specific examples**.

Essential Criteria		
The following are ESSENTIAL criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application how you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.		
Criteria		Method of Assessment
Experience & Knowledge	Market Research / Business Intelligence/ Information: Demonstrable experience conducting research to support robust marketing, export, or business growth strategies.	Application form/Assessment/Interview
	Research Databases and Subscriptions: Demonstrable experience working with major market research databases (e.g. Mintel, Foresight, Euromonitor etc), including advanced querying, data extraction, and synthesis to inform strategic research, trend analysis, and overseas market intelligence.	Assessment/Interview
	Business Strategy: Experience analysing or supporting an organisation's business model, go to market strategy, or international growth plans.	Assessment/Interview

	Relationship Management: Proven ability to build strong, customer focused relationships with key influencers or decision makers to deliver mutually beneficial outcomes. Negotiation: Experience using sound judgement to identify appropriate solutions, negotiate effectively, and secure buy in from stakeholders. Prioritisation: Experience proactively managing conflicting priorities to ensure business needs and deadlines are met. Team Leadership: Experience managing, coaching, or developing teams to deliver high quality outputs.	Assessment/ interview Assessment/ interview Assessment/ interview Assessment/ interview
Skills	Strong analytical and problem solving skills, with the ability to interpret complex data and present insights clearly. Excellent communication skills, with confidence engaging senior management, business leaders, and external partners. Ability to manage multiple workstreams in a fast paced environment. Strong stakeholder engagement and relationship building skills. Ability to influence, negotiate, and secure cooperation across diverse groups.	Application Form/Assessment/ Interview Interview Interview Application Form/Assessment/ interview Assessment/ Interview
Technical Skills	High level of proficiency in research tools, databases, and analytical software.	Assessment/ Interview
General	Full current driving licence and access to a motor vehicle. Consideration will be given to alternative travelling proposals in respect of applicants who have a disability and cannot hold a driving licence	Application Form

ii) Shortlisting

A shortlist of candidates for assessment and interview will be prepared on the basis of the information contained in the application form.

Responses in your application form should refer to specific examples that demonstrate how and to what extent you satisfy the essential criteria outlined. Only those applicants who, from the information supplied on the application form, most closely match the selection criteria 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.

iii) Interview and Assessment

Shortlisted candidates will be invited to the next stage of the selection process which will include an interview and assessment, scheduled to be held during the week commencing 19 October 2026.

The selection panel will assess applicants against the interview and assessment criteria as appropriate. The panel's decision at every stage of the selection process is final.

iv) Application Forms

Completed applications, demonstrating the experience and skills sought, must be submitted to the Monitoring Officer by the specified closing date.

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

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.
- Applicants must complete the application form in Arial size 10 font, or block capitals using black ink.
- The space available on the application form is the same for all applicants and must not be altered or re-formatted and applicants must not exceed the space provided.
- Applicants submitting their completed application form electronically 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.
- Applicants should ensure they provide evidence of their experience on their application form, giving length of experience, examples and dates as required.
- It is not sufficient to simply list your duties and responsibilities. Invest NI will not make assumptions from the title of your post 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 selection criteria.

- Artificial Intelligence can be a useful tool to support your application, however, all examples and statements provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, as your own) applications may be withdrawn. Please see our candidate guidance, via the link below for more information on appropriate and inappropriate use.

[Guidance on Artificial Intelligence and Recruitment.pdf](#)

v) Appointment

If successful, you will be expected to take up the position as soon as possible. Should you decline an offer of appointment, you may not be offered any future posts to be filled from this competition.

- **References**

Your appointment is subject to receipt of two satisfactory references.

- **Before Starting**

Prior to taking up your duties, you will be asked to accept the main terms of your appointment in writing.

- **Eligibility to Work in the UK**

All applicants must be legally able to work and reside in the country of the vacancy with the correct visa/work permit status or demonstrate eligibility to obtain the relevant permit. Any costs related to obtaining or renewing permits and visas are the responsibility of the successful applicant.

- **Vetting Requirements**

Your appointment is also subject to a background check. Invest NI will organise a Criminal Record Check on successful candidates 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 role, 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/>. If you are being considered for appointment, you will be asked to complete the AccessNI application form for a Basic Disclosure Certificate. 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.

Canvassing

Canvassing in any form is not allowed at any stage of the process.

Benefits of employment

Invest NI is committed to creating a better workplace for its staff. Working for Invest NI brings a range of benefits that you can take advantage of.

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>.

Holidays

25 days per annum, increasing to 30 days after 5 years, with an additional 12 Public and Privilege holidays. The leave year runs from 1st February to 31st January. Leave entitlement in the period prior to the start of the new leave year is calculated on a pro-rata basis.

Flexible Working Hours

The standard working hours are 37 per week, Monday to Friday. Employees will be required from time to time to work outside normal working hours to fulfil the demands of the role. Invest NI operates a flexible working scheme. Staff may work flexibly from 7.30am to 7.00pm with a minimum of half an hour for lunch. At management discretion and without adversely affecting the overall efficiency of Invest NI, staff who have built up enough hours each month can take up to a maximum of 3 flexible working days.

Family

Family-friendly policies are essential for supporting employees with caregiving responsibilities and promoting work-life balance.

Remote Working

We offer hybrid working for most roles with a combination of in-office and remote work, offering greater flexibility.

Wellness and Inclusion

We have a variety of vibrant Employee Connection Groups as part of our commitment to Diversity & Inclusion including The Professional Women's Network and LGBTQ+.

Invest NI promotes positive health and wellbeing through regular events and initiatives throughout the year with access to wellness programs that support mental and physical well-being.

Counselling and support for employees via an **Employee Assistance Program (EAP)** and access to a Welfare Support Service providing an individual and confidential service to staff and managers at all levels.

Community

A Sports and Social Committee organise events for Invest NI staff and their guests.

Our Corporate Charity from April 2026 is **NI Cancer Fund for Children**. You can get involved in events and initiatives to help raise money to support our charity partner.

Learning and Development

Invest NI is committed to supporting staff to reach their full potential. We actively develop staff and invest significantly in training and development for business success and personal growth. This includes on-the-job training, external training and, where appropriate, further education.

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.

No accommodation or relocation expenses are payable in connection with this position

Conflicts of Interest

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

No Smoking Policy

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

Interview Guidance

Interview guidance is available by clicking the link below:

[invest-northern-ireland-Interview-guidance.pdf \(investni.com\)](#)

Data Protection

The Invest NI Privacy Notice is available at:

[Invest Northern Ireland - Privacy Notice for Job Applicants \(PDF\) \(investni.com\)](#)

Equality of Opportunity

We are an Equal Opportunities Employer. We do not discriminate against our job applicants or employees, and we aim to select the best person for the job. To help ensure that we are meeting our Equality of Opportunity obligations, we monitor the **community background and sex of our job applicants and employees** in order to demonstrate our commitment to promoting equality of opportunity in employment and to comply with our duties under the Fair Employment & Treatment (NI) Order 1998.

Regardless of whether they actually practice religion, most people in Northern Ireland are perceived to be members of either the Protestant or Roman Catholic communities. On the form you will be asked to indicate the community to which you belong to. If you do not answer the question about Community Background, or if you tick the “not a member of either” box, we are required by the Fair Employment & Treatment (NI) Order 1998 to use the residuary method of making a determination which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form/personnel file.

Your answers will be used by us to prepare and submit a monitoring return to the Equality Commission, but your identity will be kept anonymous. In all other regards your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any decisions affecting you, whether in a recruitment exercise or during the course of any employment with us.

We also ask you to provide additional data about yourself which we use to help us assess whether any of our policies, procedures or activities are operating to the detriment of any particular grouping within our diverse society.

Whilst you are not obliged to answer the questions on the Monitoring Form and you will not suffer any penalty if you choose not to do so, we encourage you to answer the questions. **Whether or not you choose to complete it, the Monitoring Form included with your application form is regarded as part of your application and should be returned.** If you answer the questionnaire you are obliged to do so truthfully as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions.

The monitoring form will not be available 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 our Privacy Notice.

You can read our Equal Opportunity Statement by clicking on the link below:
[Equality of Opportunity.pdf \(investni.com\)](#)