



# **INFORMATION FOR APPLICANTS**

## **CLERICAL OFFICER STANDING LIST**

**CLOSING DATE:  
no later than 12 noon on  
Friday 19 January 2018**

## **Contents:**

About CCEA	3
Clerical Officer Role	3
Departmental Overview	4
The Selection Process	5
Person Specification	6
➤ Information on Equivalent Qualifications	7 - 8
Conditions of Appointment	9 - 10
Frequently Asked Questions	11 - 12
Appendix: Application and Interview Guidance	13 - 15

## **About CCEA**

The Northern Ireland Council for the Curriculum, Examinations and Assessment (CCEA) was established on 1 April 1994 and is a non-departmental public body reporting to the Department of Education.

CCEA is a unique educational body in the UK, bringing together the three areas of curriculum, examinations and assessment. Placing learners and those who have a concern for their educational and personal development at the forefront of its thinking, CCEA's mission is:

*"To enable the full potential of all learners to be achieved and recognised"*

CCEA employs approximately 400 staff, across its sites in Belfast and Mallusk, in addition to examiners, moderators, markers, invigilators, and at peak times, temporary staff to assist with the processing of assessments and examinations.

## **Clerical Officer Role**

A standing list is being established for Clerical Officers to fill vacancies as they arise throughout the organisation. Permanent and temporary contracts will be available. These posts will be offered on a fixed-term contract basis with contracts varying in length with the potential for extension or permanency, as well as permanent contracts.

As a Clerical Officer in CCEA, you will provide clerical support to our teams and undertake a range of general clerical duties. These may include:

- Providing general support e.g. typing documents, preparing letters, inputting data;
- Updating and maintaining records, filing, photocopying, answering phones;
- Ensuring excellent customer service to both internal and external customers;
- Assisting in planning meetings, events or other activities as required in your department.

## **CCEA Departmental Overview**

Detailed job descriptions will be provided on appointment. The following list provides an overview of the range of departments within CCEA where posts are likely to be required.

- Examinations Processing: responsible for processing all CCEA qualifications achieved by coursework/examinations including GCE and GCSE;
- Assessment Administration Team: responsible for processing all CCEA qualifications which are not GCE and GCSE, for example Key Stage 1-3;
- Centre and Examiner Support: responsible for the appointment of examiners and moderators and providing support to centres;
- Entries, Results and Certification: responsible for examination entries, examinations data processing, processing marks and awards for examinations and examination certificates;
- Question Paper Production: responsible for the production of question papers and modified question papers;
- Qualifications Operations Support: responsible for the provision of operational and administrative support for general and vocational qualifications;
- Research and Statistics: responsible for carrying out research projects and statistical analysis;
- Financial Services Team: responsible for a range of services including payroll, procurement, financial and management accounting;
- Human Resources Team: responsible for recruitment, policy development, and learning and development of staff within CCEA;
- Marcomms: responsible for marketing, communications and events management; and
- Facilities Management: responsible for a range of services including room bookings and postal services.

## **The Selection Process**

CCEA operates a competency based recruitment process, in which you need to provide details, including examples from your past experience, to demonstrate how you meet each competency. The following outlines the steps in CCEA's recruitment process:

**1. Shortlisting**

The first stage of the process will be submitting your application form. This will then be shortlisted by a panel. All criteria will be assessed at shortlisting (see the Person Specification on page 6). You should refer to the Appendix attached for guidance on completing your application.

**2. Assessment**

Candidates who are successful at shortlisting will then be invited to attend a practical assessment. This will assess your experience of using Microsoft Word and Excel. If you achieve the required pass mark or above, you will be invited to attend interview.

**3. Interview**

At interview the panel will assess your responses against the criteria (see the Person Specification on page 6). You should refer to the Appendix attached for guidance on the interview. The marks from your assessment will be taken into account along with your interview scores.

**4. Standing List**

Candidates who are successful at the interview stage will be added to the Clerical Officer standing list in score order. You will then be contacted, in this order, as positions become available throughout the organisation.

*Please note that being placed on the Clerical Officer standing list does not guarantee an offer of employment.*

## Person Specification

### Post: Clerical Officer – CCEA

Factors	Essential
<b>Minimum Requirements</b>	<p>A minimum of four GCSEs Grade A-C or equivalent <b>and</b> 6 months' experience of working in an administrative/process/operations environment</p> <p><b>or</b></p> <p>1 year's experience of working in an administrative/process/operations environment</p>
<b>Experience</b>	<p>Experience of:</p> <ul style="list-style-type: none"> <li>• Providing high quality administrative support to meet deadlines;</li> <li>• Dealing with a range of customers;</li> <li>• Working as a member of a team;</li> <li>• Using Microsoft Office including Word and Excel in a working environment.</li> </ul>

*Please note that successful applicants invited for interview will also be assessed on the following skills at interview:*

Factors	Essential
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Enthusiastic and self-motivated individual</li> <li>• Good communication skills</li> <li>• Ability to work under pressure</li> </ul>

CCEA reserves the right to enhance these criteria for the purposes of shortlisting. Any enhancements to the criteria will be applied equally to all candidates.

## Information on Equivalent Qualifications

The information provided below is intended to be used as a guide to the equivalence of certain qualifications. This is not a definitive list of all qualifications and the onus is on the candidate to supply evidence of equivalence for CCEA to consider. CCEA does not provide a non- United Kingdom equivalency service and again candidates must supply evidence of UK equivalency.

### ***CCEA (or predecessor bodies) Qualifications***

<p><b>Level 1 Qualifications – deemed to be equivalent to GCSE at GRADES</b></p>
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**D – G**

GCE Ordinary Level (prior to 1977) at grades 7-9

GCE Ordinary Level (1977- 1987) at grades D-E

CSE at grades 2-5

Essential Skills Level 1

(Communication or Application of Number or ICT)

Key Skills Level 1

Occupational Studies at Level 1

<p><b>Level 2 Qualifications - deemed to be equivalent to GCSE at GRADES</b></p>
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**A\* – C**

GCE Ordinary Level (prior to 1977) at grades 1-6

GCE Ordinary Level (1977- 1987) at grades A-C

CSE at grade 1

Essential Skills Level 2

(Communication or Application of Number or ICT)

Key Skills Level 2

Occupational Studies at Level 2

<p><b>Level 3 Qualifications - deemed to be equivalent to GCE A Level</b></p>
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GCE A Level grades A-E

Advanced Extension Awards (AEAs)

**Other Qualifications**

<p><b>Qualifications deemed to be below GCSE</b> RSA/OCR Stage 1</p>
<p><b>Level 1 Qualifications – deemed to be equivalent to GCSE at GRADES D – G</b> NVQ Level 1/GNVQ Foundation equivalent to four GCSEs, grades D-G.</p>
<p><b>Level 2 Qualifications - deemed to be equivalent to GCSE at GRADES A* – C</b> RSA/OCR Stage 2 NVQ Level 2/GNVQ Intermediate is considered equivalent to four GCSEs at grade C or better BTEC/EDEXCEL First Certificate or Diploma is considered equivalent to four GCSEs at grade C or better</p>
<p><b>Level 3 Qualifications - deemed to be equivalent to GCE A Level</b> RSA/OCR Stage 3 NVQ Level 3/GNVQ Advanced equivalent to two GCE A Levels BTEC/EDEXCEL National Certificate or Diploma is considered equivalent to 2 A Levels</p>
<p><b>Level 4 or Above</b> BTEC/EDEXCEL Higher National Certificate or Diploma NVQ Level 4 Foundation Degree Bachelor Degree Masters Degree</p>

## **Conditions of Appointment**

**Appointment:** The appointment will be made by the Council for the Curriculum, Examinations and Assessment.

All appointments are subject to two satisfactory references, a satisfactory pre-employment medical and satisfactory assessment of any criminal conviction disclosures. These checks will be carried out only after you have been recommended for appointment. Prior to starting duties, appointed candidates must supply proof of eligibility to work in the UK and evidence of educational qualifications.

**Term:** CCEA is establishing a standing list for Clerical Officers to fill vacancies as they arise throughout the organisation, effective for 6 months with the possibility of extension or until the list is exhausted (whichever is sooner).

**Location:** CCEA, 29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG.

The post holder will be based, depending on appointment, in either of our two offices in Clarendon Dock or at our site in Mallusk: Grange Park Industrial Estate, Trench Road, Mallusk, BT36 4LA.

**Car parking:** Unfortunately, CCEA has only a limited car parking facility for staff. However convenient car parking is available nearby at reasonable rates.

**Requirements:** See the Person Specification for full details on essential criteria.

**Probation:** A new appointment shall be subject to a probationary period, which will be determined in relation to the length of contract.

**Working hours:** Employment will be of a full-time nature and the postholder will be required to work the equivalent of 36¼ hours per week excluding lunch breaks. Part-time posts may also be available.

CCEA operates a flexible working hours scheme. Staff are required to be present during core hours of 10am-12pm and 2pm-4pm. Aside from these times, staff may work flexibly from 8am to 6pm, in line with departmental requirements.

**Salary:** The salary range for this post will be on the NJC scale points 8 - 13, currently £15,246 - £16,491 per annum. Salary will be paid monthly in arrears by the BACS system on or before the last banking day of the month.

New employees will be offered the first point on the salary scale unless they are leaving a job with a higher salary to take up the offer.

**Annual leave:** You will be entitled to 21 days annual leave. The leave year runs from 1 April to 31 March each year. Entitlement in the leave year will be calculated on a pro-rata basis depending on the number of weeks worked in this leave year

In addition, you will be entitled to statutory days with pay as follows:

New Year's Day, St Patrick's Day, Easter Monday, Easter Tuesday, May Day, Spring Bank Holiday, July 12 and 13, Summer Bank Holiday, Christmas Day, Boxing Day plus one extra-statutory holiday to be determined by the Council after consultation with the employees.

CCEA premises will be closed from Christmas to New Year. To effect this closure, you will be required to use two days leave.

**Pension:** CCEA operates two pension schemes which you may be eligible to join: the Local Government Pension Scheme for NI (NILGOSC) or, if you are joining from an teaching background, DENI Teachers Pension Scheme.

**Contract:** A contract of employment containing full Terms and Conditions will be issued to the appointed candidate(s).

**Closing date:** Your completed application and equal opportunities monitoring form must be sent via email to [recruitment@ccea.org.uk](mailto:recruitment@ccea.org.uk) or delivered to:

The Monitoring Officer, CCEA, 29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG.

**Applications must be received no later than 12 noon on Friday 19 January 2018.**

## **Frequently Asked Questions**

### 1. What type of contracts are available?

Short-term and longer-term contracts are available. These posts are offered on a fixed-term or permanent contract basis dependent on business need, therefore contracts will vary in length with the potential for extension or permanency. For example, if a maternity cover becomes a permanent role, then the person in situ will be made permanent subject to satisfactory performance.

### 2. What if I am at the top of the list and do not accept a contract offered?

At interview, you will be asked to indicate your interest in both permanent and temporary contracts, or permanent contracts only. If you indicate an interest in permanent contracts only, you will not be offered any temporary roles, even if they may become permanent, for example, due to maternity.

When a contract is offered, you will be informed of the length of the contract, the department and given a copy of the job description in order to help inform your decision. You will be given 1 day to make your decision (typically until 10.00am the following day).

If you indicate an interest in permanent contracts only and decline an offer of a permanent contract, then you will be removed from the list.

If you indicate an interest in both permanent and temporary contracts, you will receive one offer of each type of contract, provided you have not already accepted a contract with CCEA. For example, if your first offer is for a temporary contract and you decline it, then you will retain your position on the list and will be offered the next available permanent contract only, and vice versa. Subsequently, if you decline both one temporary and one permanent contract offer (regardless of order), then you will be removed from the list.

### 3. What happens if I take a temporary contract?

If you take a temporary role, then you will come off the list for any further contracts until the end of this temporary Clerical Officer contract. If the list is still valid when your temporary role ends, then you will return to the list at your original position.

4. Is there a probationary period?

There will be a probationary period for all posts. However the length of the probationary period will depend on the length of contract offered.

5. What if I do not secure a contract by the expiry date of the Clerical Officer standing list?

If you have not been offered a contract at the closing of the Clerical Officer standing list, you will be eligible to apply for the next Clerical Officer standing list. The same process will apply.

6. What happens if I am unsuccessful at short-listing and interview?

If you are unsuccessful, you can request feedback from HR. You will receive written feedback once the full process has been completed. You can then reapply when CCEA advertises for a new Clerical Officer standing list.

## Appendix

### Application and Interview Guidance

#### About the Application Form

The application form is divided into the following sections:

- Personal Details;
- Present Post;
- Employment History;
- Referees;
- Declaration by applicant;
- Additional Information.

You must ensure you complete all sections of the application form.

The **Additional Information** section is very important. It is an opportunity to show clearly how you meet the criteria. Your information should be presented in a structured manner and be relevant to the competency being assessed.

In this section it is essential you give detailed and specific examples. You may wish to use the STAR approach (detailed below) to structure your examples and ensure you give sufficient detail.

**Situation** – outline the situation;

**Task** – what was your objective; what were you trying to achieve;

**Action** – what did you actually do;

**Result** – what happened; what was the outcome.

### **Points to consider**

- It is recommended that you word process your application form, where possible.
- The panel cannot make assumptions from the title of the your current/previous posts, or from a list of duties, as to the experience gained. Instead you should ensure you provide sufficient detail and examples throughout to demonstrate your experience.
- Ensure you give clear and accurate dates in your employment history and within your examples as necessary.
- You may wish to use more than one example within each criterion to convince the panel of your skills and experience.
- Within your examples you should ensure you highlight your specific role in any task or project.
- You should make use of your full range of experience in your examples.
- Ensure you cover all areas of each criterion. For example detailing your experience of using MS Office including Word and Excel.
- Proof read your application form for spelling and grammar.
- Ensure that all sections of your application form, including all criteria in the additional details section, are complete before submitting.

## About the interview

### Points to note for your interview

- Carefully review the criteria in the Person Specification before your interview to ensure you understand the competencies.
- Be familiar with the content in your application form.
- Consider examples for each criterion that you can provide to the panel to help you address each question.
- You may wish to use the STAR approach (detailed in the previous section) to structure your answers and ensure you are providing the panel with sufficient detail.
- You should ensure you are always answering the question asked, and you may wish to use more than one example to convince the panel of your ability.
- Do make sure you discuss **your** specific role in any task or project, rather than broadly discussing the work of your team or department.