

Candidate Information Booklet

LEMIS+ Customer Care/Business Tutor

(Ref: CCBT/04/2019)

Closing date for applications:

12 noon on Friday 12th April 2019



Job Description

Job Title: LEMIS+ Customer Care / Business Tutor

**Responsible to:** **LEMIS+ Training Co-ordinator**

Hours: 37.5 Hours

Salary: £25,463

Contract Term: End March 2022

*JOB BACKGROUND:*

This post is part of the LEMIS+ Project, a Belfast wide employment project implemented by a consortium of organisations led by Ashton Community Trust. The other LEMIS+ Project Partnership organisations are:

* GEMS NI
* Upper Springfield Development Trust
* Impact Training
* East Belfast Mission

The post holder will be responsible for the development and delivery of customer care/business programmes for the Belfast citywide LEMIS+ Project. The customer care/business tutor will travel throughout Belfast to the locations of the LEMIS+ Project partners and their supply chains delivering quality training. They will have direct delivery of training programme, assess work, provide ongoing feedback and support to participants, tutorial support, manage and facilitate course work and assignments leading to accreditation at Level 1. Enhancing participant’s employability or progression to FE/ Training.

## MAIN DUTIES AND RESPONSIBILITIES

## To design and deliver a range of Customer Care/Business courses for the LEMIS+ project.

1. To induct learners onto qualifications in line with the requirements.
2. To carry out registrations and claiming of certificates in line with awarding body requirements.
3. To design and maintain effective information management, administrative and reporting systems, ensuring all quality processes and systems are adhered to.
4. To meet all monitoring and evaluation procedures as set by LEMIS+ Project partners.
5. To work in conjunction with all LEMIS+ Project partners in the delivery of customer care/business courses.
6. To support all clients while participating on the programme and to signpost them to other programmes within the LEMIS+ Project in order to identify any barriers, or to progress them into employment or to further education.
7. Have an up to date knowledge of safeguarding, equality and diversity and health & safety as it impacts on learning.
8. To work alongside the mentoring service and employment liaison service to carry out the key objectives of the project and offer a quality service
9. Perform such other relevant tasks deemed necessary by the management team of the LEMIS+ Project to ensure the effective and efficient implementation of the Project action plan.

#### OTHER RESPONSIBILITIES:

1. Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of Ashton Community Trust as may reasonably be requested by his/her manager.
2. Work flexibly on evenings, weekends and during school holidays to ensure full delivery of the programme.
3. Undertake training in order to develop work related skills and knowledge.
4. Work with due regard for Ashton Community Trust’s core values and objectives
5. Ensure the effective implementation of and adherence to, the Trust’s policies and procedures
6. Participate in Ashton Community Trust’s performance management and appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
7. Share best practice and achievements, and contribute to opportunities to present outcomes and case studies.

**Status of the Job Description**

This job description is not incorporated into the employee’s employment contract. It is intended as a guide and should not be viewed as an inflexible specification and it may be varied from time to time in the light of strategic developments following discussion with the post holder. The post holder will be expected to work to objectives agreed with their line-manager.

#### ASHTON

#### Person Specification

**Essential Criteria**

Applicants **must** have by the closing date of application forms:

1. A recognised level 3 qualification or above in a Customer Care/Business Management related area.
2. GCSE Mathematics and English Language at Grade C or above or equivalent (e.g. Level 2 Essential Skills Application of Number and Communication);
3. A track record covering two years within the last four years in the field of Customer Care/business or related training;
4. Experience of designing and delivering Customer Care/Business training programmes at various levels;
5. Experience of carrying out assessment of qualifications as a tutor or internal assessor
6. A valid driving license and access to transport appropriate for the post.

(The Ashton Community Trust is aware that some persons with disabilities may not be able to hold a driving licence. If this is the case, please demonstrate how you can fulfill the mobility requirements for the post for which you are applying).

**Desirable Criteria**

1. Experience of communicating effectively with others e.g. awarding bodies, statutory agencies, management and staff of the LEMIS+ Project;
2. Experience of reporting and presenting effectively to a range of audiences and management through the use of ICT, orally and in writing;
3. Commitment to own professional development and to supporting the professional development of colleagues

**Skills/Abilities**

1. Demonstrate the ability to work independently and unsupervised, to use initiative to identify forward plans, prioritise and monitor work to meet agreed objectives
2. Proven experience in working within a target driven environment in which people are progressed to employment and/or further education/training
3. Demonstrable experience of working in a fast paced & proactive working environment with a ‘can-do’ attitude
4. Demonstrable experience of time management skills
5. Ability to create and sustain effective working relationships and build consensus with key stakeholders
6. Ability in working positively within a team
7. Excellent written and oral communication skills
8. Sound knowledge of ICT including all Microsoft Office applications (word, excel, powerpoint, outlook, internet etc.)
9. Ability to ensure accurate recording of information, produce monthly progress reports against targets and attend management and multi-agency meetings as required;
10. Motivating others and excellent interpersonal skills
11. Being non-judgmental in approach to dealing with unemployed
12. Excellent organisational skills
13. Commitment to the development of people in the community

**Circumstances**

1. Ability to work flexible hours (including evening work and weekend work)
2. Willingness to undertake training required for the post.
3. Subject to Access NI enhanced clearance.

**Guidance for Making your Application**

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the essential/desirable criteria.

* The space available on the application form is the same for all applicants and must not be altered.
* Ashton Community Trust will not accept CV’s, letters, or any other supplementary material in place of or in addition to, completed application forms.
* Applicants must complete the application form in black ink or typescript.
* Applicants must not reformat their application form.
* Information in support of your application will not be accepted after the closing date for receipt of applications.
* Relevant or equivalent qualifications – if you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied, etc. so the panel can make a well-informed decision.
* It is essential that all applicants demonstrate on their application form how and to what extent their experience and skills are relevant to this post and the extent to which they satisfy each of the essential and desirable criterion specified. If you do not provide sufficient detail, including the appropriate dates needed to meet the criteria, the selection panel will reject your application.
* The examples you provide should be concise and relevant to the criteria. This is very important as these may be discussed at interview and you may need to be prepared to talk about them in more detail. It is your unique role that the panel are interested in, not that of your team or division.
* Ashton Community Trust will not make assumptions from the title of the applicants post or the nature of the organisation, as to the skills and experience gained.

**Application Form Submission**

* Completed applications can be submitted by:
  + Email to HR@ashtoncentre.com, by post or delivered by hand to HR, McSweeney Centre, 25 – 27 Henry Place, Belfast, BT15 2AY.
* We will not accept incomplete application forms; application forms received after the closing deadline or reformatted application forms.
* Please only return the application form and monitoring form.
* Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to Ashton Community Trust to meet the required deadlines.
* Ashton Community Trust will not accept application forms where there has been a shortfall in postage.
* Should you have any queries please contact HR on 02890 322289 or email at [HR@ashtoncentre.com](mailto:HR@ashtoncentre.com).

**Interview Guidance for Applicants**

At interview, the selection panel will assess candidates against the competencies, qualifications and experience for the post.

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 from start to finish
* Provide generalised information as to your background and experience.
* Provide information that is not specifically relevant to the competence the question is designed to test.

A competence based interview does however require you to:

* Focus exclusively, in your responses, on your ability to fulfil the competences required for the effective performance in the role.
* Provide specific examples of your experience in relation to the required competence areas.

**Disability Requirements**

Ashton Community Trust will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form part of the selection process. If you are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up appointment. If you wish to discuss your disability requirements further, please contact HR on 02890 742255.

**Feedback**

Ashton Community Trust is committed to providing feedback in respect to decisions taken in determining eligibility/shortlisting as well as at interview. Feedback will be communicated on receipt of a written request.

**Equal Opportunities Monitoring Form**

**Please note this form is regarded as part of your application and failure to complete and return it will result in disqualification.**

The information is used for monitoring purposes only. All applications for employment are considered strictly on the basis of merit.

Ashton Community Trust complies with relevant Equal Opportunities legislation and policies.

Please complete the monitoring form and return in a separate envelope marked ‘Monitoring Officer’.

Prior to appointment with Ashton Community Trust the following will be required:

* Proof of qualifications
* Proof of eligibility to work in the UK
* Personal ID
* ACCESS NI check depending on role.

Ashton Community Trust complies with Access NI Code of Practice, which can be downloaded from <https://www.nidirect.gov.uk/sites/default/files/publications/accessni-code-of-practice.pdf>



**Confidential**

Ashton Community Trust

Ashton Centre, 5 Churchill Street, Belfast BT15 2BP

**Employment Application Form Application Number: CCBT/04/19**

Please complete this application form in **black ink or** **typescript** and return it on or before the closing date stated. Late applications will not be accepted. Only information provided on this application form will be considered by the panel. CV’s will not be accepted.

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| --- | --- | --- | --- |
| **Post applied for:** | **LEMIS+ Customer Care/Business Tutor** |  |  |
| **Hours:** | **37.5 hours per week** | | |
| **Closing Date and Time:** | **Friday 12th April 2019 at 12 noon** | | |

**Personal Details:**

|  |  |
| --- | --- |
| **Surname:** | **Telephone Number (Home):** |
|  |  |
| **Forename(s):** | **Telephone Number (Mobile):** |
|  |  |
| **Title:** | **Email Address:** |
|  |  |
| **Address:** | **Postcode:** |
| **NI Number:** |  |
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**Relevant Qualifications and/or Professional Membership**

Original proof of qualifications will be requested if recommended for appointment

(Please continue on a separate sheet of necessary)

|  |  |  |  |
| --- | --- | --- | --- |
| **Examination level**  **(for example, GCSE/’A’ Level/Degree/NVQ** | **Subject(s)** | **Grade** | **Date Gained** |
|  |  |  |  |
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|  |  |  |  |
| **Professional Qualifications** | **Registration Body/Number** |  | **Date Gained** |
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**Employment History**

Please give details of jobs that you have held, starting with your present or most recent employer and work backwards, in chronological order. Include in this section any breaks in employment history for example, caring responsibilities, travelling or returning to study, registered unemployment and temporary/voluntary employment. (Please continue on a separate sheet if required)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name and Address of Employer and Nature of Business** | **From** | **To** | **Job Title:** | **Final Salary and Reason for Leaving** |
|  |  |  |  |  |
| **Notice required if offered the position for which you have applied?** | | | | |

**Training**

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| **Details of relevant training courses attended and awards achieved, including dates if appropriate** |
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**Suitability for this position**

Please detail your suitability for this position under the relevant headings below, describing how your experience and knowledge relates to the job description and person specification.You must ensure that you provide sufficient information on the application form to enable the selection panel to assess your eligibility at shortlisting.

|  |
| --- |
| **Essential Criteria** |
| 1. **Please tell the panel that you have a recognised level 3 Qualification or above in a Customer Care/Business Management related area.** |
| **2. Please detail for the panel that you have GCSE Mathematics and English Language at Grade C or above or equivalent (e.g. Level 2 Essential Skills Application of Numeracy and Communication);** |
| **3. Please demonstrate that you have two years within the last four in the field of Customer Care/Business or related training.** |
| **4. Please demonstrate your experience of designing and delivering Customer Care/Business training programmes at various levels.** |
| **5. Please demonstrate your experience of carrying out assessment of qualifications as a tutor or internal assessor.** |
| **6. Do you have a valid driving license and access to transport appropriate for the post?** |
| **Desirable Criteria** |
| **1. Please demonstrate your experience of communicating effectively with others e.g. awarding bodies, statutory agencies, management and staff of the LEMIS+ Project.** |
| **2. Please demonstrate your experience of reporting and presenting effectively to a range of audiences and management through the use of ICT, orally and in writing** |
| **3. Please demonstrate your commitment to own professional development and to supporting the professional development of colleagues.** |
| I confirm that the information I have given is accurate and complete, as misleading or false statements will result in the withdrawal of the offer of employment, or if employed dismissal.  **Signed…………………………………………………Date………………………………….** |
|  |
| **Data Protection Act:** |
| Under the General Data Protection Regulations, Ashton Community Trust is required to notify applicants and prospective employees on how their personal data will be processed and used. This application form, excluding the equal opportunities monitoring form, will be retained by Ashton Community trust for a maximum period of 12 months, unless you are the successful applicant for the post, in which case the application form will become part of your employee record, your information (excluding the equal opportunities monitoring form) may be required to be viewed by funders for audit purposes. Some of the data you provide is considered to be Sensitive Personal Data under the Data Protection Act 1998; this information will be used to assist us with recruitment monitoring. It will be held separately from application forms and will be retained for a three-year period under obligations arising from the NI Equality Legislation, it will also be held electronically.  By signing this form you are giving consent to Ashton Community Trust to use this data in the way described above.  **Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

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| **Personal Statement:** |
| |  |  | | --- | --- | |  |  | | Ashton Community Trust is an Equal Opportunities Employer. The Trust encourages applications from people with disabilities and will not preclude full consideration of your application as a result of your disability. In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities”.  Do you consider yourself to have, or, have had a disability that is relevant to your job application? **Yes/No**  If you have answered yes, is there anything we should know about your disability or requirements in order to:   * Process your application fairly, * Make any specific arrangements for your interview, and * Make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post.   Provide details: | | |

**Private and Confidential**

The following pages will not be used as part of the selection process as they contain information that is strictly private and confidential.

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| **Referees** |
| Please give full details of two people (not relatives) that we can approach for references, one of which must be your current or most recent employer, if you have never been employed before please list details of someone who would know you in a voluntary or academic capacity. Please ensure that your referees are aware of this application, and, also, if you are providing us with their email address, that you obtain your referee’s permission to do so. References must be satisfactory to Ashton Community Trust |

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| --- | --- |
| **Reference** | |
| **Name:** |  |
| **Occupation:** |  |
| **Full Address:** |  |
| **Telephone Number:** |  |
| **Email:** |  |

|  |  |
| --- | --- |
| **Reference** | |
| **Name:** |  |
| **Occupation** |  |
| **Full Address:** |  |
| **Telephone Number:** |  |
| **Email:** |  |

I give Ashton Community Trust the right to investigate all references and to secure additional information about me, if job related. I hereby release from liability the employer and its representatives for seeking such information and all other persons, corporations or organizations for furnishing such information. I have read and understood the requirements and particulars for the job, which have been supplied to me. I further understand that the job offer may be subject to the satisfactory outcome of references and/or a satisfactory Access NI Disclosure.

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| I confirm that the information I have given is accurate and complete, as misleading or false statements will result in the withdrawal of the offer of employment, or if employed dismissal.  **Signed…………………………………………………Date…………………………………..** |



**MONITORING FORM JOB REFERENCE NO: CCBT/04/19**

**MONITORING QUESTIONNAIRE UNDER THE ASHTON COMMUNITY TRUST’S EQUAL OPPORTUNITY POLICY**

**IN CONFIDENCE, USED FOR STATISTICAL PURPOSES ONLY**

Date of Birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Nationality: \_\_\_\_\_\_\_\_\_\_\_\_\_

**1 COMMUNITY BACKGROUND**

I am a member of the Protestant community

I am a member of the Roman Catholic community

I am not a member of either the Protestant or the Roman Catholic

community

**2**  **ETHNIC ORIGIN**

WhiteBlack Other

Irish TravellerChinese

Pakistani Indian

Black CaribbeanMixed Group

Black AfricanOther

**3** **GENDER**

Female Male

**4** **MARITAL STATUS**

Married Single Widowed Separated Cohabiting Civil

Partnership

**5** **DISABILITY**

Under the *Disability Discrimination Act 1995* you are deemed to be a disabled person if you have cancer, multiple sclerosis or HIV infection.

Also, you are deemed to be a disabled person if you have a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities.

**Do you consider that you are a disabled person?**

Yes:  No: 

**If you answered “yes”, please indicate the nature of your impairment by ticking the appropriate box or boxes below:**

**Physical impairment**, such as difficulty using

your arms, or mobility issues requiring you to use

a wheelchair or crutches:

**Sensory impairment**, such as being blind or

having a serious visual impairment, or being deaf

or having a serious hearing impairment:

**Mental health condition**, such as depression

or schizophrenia:

**Learning disability or difficulty**, such as

Down’s Syndrome or dyslexia, or **Cognitive impairment**,

such as autistic spectrum disorder:

**Long-standing or progressive illness or health condition**,

such as cancer, HIV infection, diabetes, epilepsy or

chronic heart disease:

**Other** (please specify):

…………

**When you have completed this questionnaire, please return it to:**

**The Monitoring Officer,**

**ASHTON COMMUNITY TRUST,**

**25 – 27 HENRY PLACE, BELFAST, BT15 2AY**

*Access to this information will be strictly controlled and will not be seen by the shortlisting panel. Monitoring will involve the use of statistical summaries of information in which identities of the individuals will not appear. The information will not be available for any other purposes other than equal opportunities monitoring. The information will subsequently be transferred to the monitoring system operated by the Monitoring Officer. There it will be strictly controlled in accordance with the Data Protection Code of Practice. Please note that it is an offence for any person to give false information to another who is seeking that information in order to make a monitoring return.*





