



Northern Ireland  
Assembly



# **Assembly Usher – Multiple Posts**

**£26,691, - £28,357 (plus 12.5% Shift Disturbance Allowance)**

## **Candidate Information Booklet**

Completed Application Forms must be submitted no later  
than 12 noon (UK time) on 08 March 2024

Please retain a copy of this booklet for your reference  
throughout the selection process.

# Foreword

Thank you for your interest in the position of Assembly Usher AG8 in the Northern Ireland Assembly Commission (the Assembly Commission).

The Assembly operates in a dynamic political and parliamentary environment, and as a newly appointed Assembly Usher you will be provided with an excellent opportunity to make an important and valued contribution to Assembly business at Parliament Buildings.

Working at the Assembly offers a rewarding career. Usher Services Office plays a critical role in ensuring that the services required by the Assembly and the Assembly Commission are modern, effective and leading edge. This is an exciting opportunity to join a high-profile organisation with a dedicated and inclusive team.

In turn, we offer a competitive salary. We offer an excellent pension provision where you contribute between 4 and 9% of salary and the Assembly Commission contributes a further 28 to 35% of salary, depending on your rate of pay.

We offer an annual leave allocation of 25 days, increasing by one day per year up to a maximum of 30 days. In addition, we offer 12 days of public and privilege holidays. We also offer a range of other [employee benefits listed on the Recruitment website](#).

Please read the information provided in the candidate information booklet carefully and if you are interested in this exciting post, I would encourage you to submit your application.

If you would like to find out more about the post before making an application please contact [Marc McLaughlin @niassembly.gov.uk](mailto:Marc.McLaughlin@niassembly.gov.uk) or telephone 02890 521626.

**Steven Baxter**

**Director of Corporate Services**



# About Us

The Assembly is at the heart of political and public life as the democratically elected parliament that represents the interests of Northern Ireland and its people.

Established as a key element of the Belfast (Good Friday) Agreement, the Assembly comprises 90 Members and has three main functions - making legislation, scrutinising the Executive and representing constituents.

In accordance with the Northern Ireland Act 1998, the staff, services and facilities which are needed to support the work of the Assembly are provided by the Assembly Commission, a corporate body comprising the Speaker and five Members of the Assembly. The day-to-day running of the Assembly is delegated to the Clerk/Chief Executive and the Senior Management Team (SMT).

The Assembly Commission therefore provides the infrastructure (including Parliament Buildings), facilities and staff to allow the Assembly and its Committees to meet and to encourage public awareness of, and engagement with, the parliamentary process. It also pays the salaries of Members and reimburses the expenses which enable them to undertake their duties both at the Assembly and in their constituency offices.

The Assembly Commission is a high-achieving and professional organisation providing impartial support to the Assembly and its Members. The Assembly Commission is independent of the Executive and the Northern Ireland Civil Service.

The Assembly Commission has approximately 370 staff and an annual revenue budget of £51m. [Our organisational structure is illustrated on the Northern Ireland Assembly Recruitment website.](#)

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## **About the Role**

As an Assembly Usher, you will report directly to a Senior Assembly Usher and will be part of a team responsible primarily for the provision of customer services to Members, staff, members of the public and other users of Parliament Buildings.

You will also be responsible for assisting with maintaining the safety and security of building users and the premises. You will also as part of the Usher Services team, have responsibility for the maintenance of good order and provision of support to all meetings of the Assembly. This will also include providing security both inside Parliament Buildings and its outer environments, requiring you to be mobile and fully able to carry out all Usher Services activities and work at all duty locations in direct support of Assembly business.

## **The Person**

You may previously have worked effectively within a team in the past, or be able and willing to do so going forward as a new Assembly Usher, and you should have the ability to communicate clearly and effectively as you carry out your new and important role.

As an Assembly Usher performing what is very much a “front facing” role, you must also be willing and keen to adopt a customer facing focus, as you engage with a wide range of persons involved within business at Parliament Buildings.

Your role as an Assembly Usher will also require you to be able to wear a stab resistant vest whilst performing certain duties.

Training will be provided by Assembly management to assist you in this new role. This will include initial and refresher training relative to general duties, the use of Assembly IT, First Aid and Fire Evacuation which will include using the designated fire elevator and evacuation chairs.

As part of pre-employment checks and if you are offered a position as Assembly Usher, you will be required to complete a Health Declaration Form to determine

you are fit to carry out the full duties of the Assembly Usher role. You may be referred to the Assembly Commission's Occupational Health Advisor.

## **Core Responsibilities**

As an Assembly Usher, and member of the Usher Services team, you will primarily work in Usher Services. Your duties will include:

- Providing accurate information and customer service to Members, staff, Secretariat staff and members of the public on general Assembly arrangements and facilities;
- Carrying out all of your duties in such manner as to create a professional image of the Assembly;
- Helping maintain good order and security awareness within Parliament Buildings and its precincts in an unbiased and impartial manner;
- Collecting, sorting and delivering internal mail to meet Assembly delivery/collection deadlines;
- Conducting internal and external security patrols of Parliament Buildings, taking appropriate action to deal with security related incidents, and reporting and logging such incidents;
- Providing first line assistance to PSNI and other emergency services in the course of their duties and in response to any incident;
- Carrying out searches of people and vehicles, and operating search equipment in accordance with standard operating procedures;
- Monitoring and supervising Assembly car parks;
- Using equipment to screen and check external mail and goods entering Parliament Buildings;
- Providing assistance with the emergency evacuation of the building in compliance with operational procedures;

- Ensuring compliance with Usher Services policies and carrying out duties in accordance with Usher Services Standard Operating Procedures, including competent use of Assembly IT equipment, and issuing and checking of ID and other security passes;
- Complying with all of the Assembly Commission's staff policies and procedures including Equal Opportunities and Dignity at Work policies and procedures, and undergoing all training requirements including successful completion of First Aid, Fire safety, and Fire evacuation training upon initial appointment and on an ongoing refresher basis;
- Managing information and records in accordance with established policies and statutory requirements; and
- Carrying out other duties that the Assembly Commission reasonably requires of you.

## **Essential Criteria**

Applicants must, by the closing date for applications, have:

1. 5 GCSEs at grade A\*- C including English Language and Maths. Applications will be considered from applicants with formal qualifications of an equivalent or higher standard to those stated.

## **And**

2. At least two years' experience in each of the areas detailed at (a) – (c) below;
  - a) Working and communicating effectively, both individually and as part of a team; and
  - b) Providing excellent customer service to internal and external customers including, providing information and assistance as required; and
  - c) Effectively using IT packages e.g. Microsoft office, Outlook and Word or other bespoke IT systems etc.



**Or**

3. At least four years' experience in each of the areas detailed at (a) – (c) listed above.

## **Assembly Skills and Behaviours**

The following Assembly Skills and Behaviours will be assessed during the selection process:

### **Delivering a quality service**

...is about providing a high-quality and efficient service to our customers. It is thinking ahead, managing resources effectively and delivering work on time and to a high standard. It is also using professional or technical expertise to enhance service delivery.

### **Building relationships and effective communication**

...is creating and maintaining positive, professional and respectful internal and external working relationships through effective and appropriate communications.

## **Equal Opportunities Statement**

The Assembly Commission is committed to equality of opportunity in employment and welcomes applications from all suitably qualified applicants irrespective of religious belief, political opinion, race, age, gender, disability, marital status, sexual orientation or people with dependents or without. **All applications for employment will be considered on the basis of merit.**

## **Location**

The successful applicant will be based in Parliament Buildings, Belfast, although on occasion, duties may be performed elsewhere in Northern Ireland in support of Assembly business.

## Completing the form

Only the information presented in the application form will be considered by the selection panel. CVs or other supplementary material will not be accepted in place of, or in addition to, completed application forms. Completed online forms must be submitted by **12 noon (UK time)** on Monday **08 March 2024**.

[Launch the application portal and complete the application form.](#)

**Application forms submitted after the closing time and date will not be accepted.**

## Recruitment and Selection Framework

There are five elements within the Recruitment and Selection Framework:

**Experience** – the knowledge or mastery of an activity or subject gained through involvement in or exposure to it.

**Ability** – the aptitude or potential to perform to the required standard.

**Technical** – the demonstration of specific professional skills, knowledge or qualifications.

**Assembly Skills and Behaviours** – the actions and activities that people do which result in effective performance in a job.

**Strengths** – the things we do regularly, do well and that motivate us.

The elements that will be assessed for this role are Experience, Ability, Assembly Skills and Behaviours and Strengths and the selection method(s) that will be used are detailed below. Further information on the [Recruitment and Selection Framework](#) are included in the [Guidance on Recruitment and Selection for Applicants](#).

## Stages of the Selection Process

## **Online Testing**

Online testing may be used as a shortlisting tool. Invitation to test does not imply that an applicant possesses the essential criteria. The tests will be held online and instructions and further information will be issued to applicants after the closing date for applications on Friday 08 March 2024. Only those applicants who meet the minimum standard and who score highest in the tests, will be considered for the next stage of the selection process: the eligibility sift.

**Online testing is planned for week commencing: 11 March 2024**

## **Eligibility Sift**

The essential criteria reflect the experience and knowledge that an applicant must possess in order to be able to undertake the role. An eligibility sift will be carried out on the basis of the information contained in the essential criteria section of the application form. You must therefore demonstrate clearly in your form how, and to what extent, you meet with the essential criteria for the post.

## **Interview Stage**

Applicants invited to interview will be assessed using the Essential Criteria, and Assembly Skills and Behaviours as outlined above.

**Interviews are planned for week commencing: 22 April 2024.**

## **Further Interview Stage**

The Selection Panel reserves the right to hold a further interview stage if deemed necessary.

## **Disability Confident**

The Assembly Commission is a Disability Confident Committed Employer and for our recruitment, we have committed to:

- ensuring our recruitment process is inclusive and accessible;
- communicating and promoting vacancies;

- offering an interview to disabled people who meet the essential criteria for the job (the Guaranteed Interview Scheme); and
- anticipating and providing reasonable adjustments as required.

The Guaranteed Interview Scheme (GIS) supports applicants with disabilities or those with a long-term impairment or health condition, that is expected to last for at least 12 months by offering an interview to disabled people who meet the essential criteria for the job. If you are applying under GIS it is therefore important that you include all relevant information in your application form. You should refer to the Guidance on Recruitment and Selection for Applicants for more information.

If an assessment or test is used as a shortlisting tool, then applicants applying under GIS will not be required to complete the assessment or test and will be offered a guaranteed interview, provided that they demonstrate in their application form that they meet the essential criteria for the role.

In instances where an assessment or test forms part of the selection process and is not a shortlisting tool, then all applicants must meet the minimum standard required for that assessment or test, including those applying under GIS.

If you wish to submit your application under the GIS, or if you require adjustments to enable you to participate in any part of the selection process, please indicate this on the application form or contact us at [recruitment@niassembly.gov.uk](mailto:recruitment@niassembly.gov.uk). **Please note that you will be required to provide written confirmation of your disability or long-term health condition from a general practitioner or an appropriate specialist, by the closing date for applications.**

You can get advice or assistance with making an application from your local Jobs and Benefits Office – contact details are available on NIDirect:

[Find contact details for your local Jobs and Benefits Office.](#)

## **Key Employee Benefits**

We offer a competitive salary, excellent pension provision and generous annual

leave allowance.

We also offer a range of non-salary benefits which include; supportive family friendly policies; health and wellbeing initiatives including an Employee Assistance Programme; supported learning and development; Cycle to Work Scheme; Payroll Giving; and volunteering opportunities.

The successful applicant will be given suitable training, including formal specialised courses as necessary.

Uniforms, including appropriate protective clothing and stab resistant vest, will be supplied.

Details of our employee benefits are available on our recruitment website; [www.niarecruitment.org](http://www.niarecruitment.org)

## **Terms and Conditions of Appointment**

This is a permanent appointment. The successful candidate will be an employee of the Assembly Commission. All appointments are subject to the satisfactory completion of a six-month probationary period.

## **Assembly Usher Working Pattern / Shift Availability:**

The successful candidate must be available and willing to work a minimum of 5 days per week within Monday to Saturday as determined by Assembly management in accordance with business need.

As an Assembly Usher you will work 5 days per week (37 hours) within the period Monday to Saturday on a shift pattern. There are three varying shift patterns within the working day which will normally run on a three-week cycle. However, flexibility in starting time may be required commensurate with Assembly business requirements, and you will be given advanced notice of your shift pattern and duty times. Rest days will normally be a Sunday and one other day determined and allocated by Assembly management during Monday to

Saturday as per the shift rota. Please refer to Appendix 1 - Further Information on Assembly Usher Rotas, to see examples of sample shift rotas.

Your working hours will be dictated by Assembly business. This will involve work into late evenings and on occasions, at weekends and on public holidays.

You will also be required to work additional hours from time to time that is reasonable and necessary by Assembly management for the efficient performance of your duties. When the Assembly is sitting you will be required to work a greater number of hours during these periods.

Overtime, where authorised, will be paid in accordance with the Assembly Commission's Overtime Pay Policy.

The taking of annual leave may be influenced by the Parliamentary timetable.

## **Training**

You will be required to undertake and successfully complete both initial First Aid, Fire safety, and Fire evacuation training courses which will include using the designated fire elevator and evacuation chairs, shortly following appointment, and as part of regular refresher training.

## **Equality Monitoring**

Under Fair Employment legislation, we are required to monitor the community background and gender of those applying for jobs. You must therefore complete the equal opportunities monitoring section of the application form when applying for the post.

## **Merit List**

The merit list of applicants deemed to be appointable will remain "live" for 18 months from the date it is signed and may be used to fill any further permanent for the same post.

## **Communication during the recruitment process**

The Assembly Recruitment Team will issue most communication electronically. You should therefore regularly check your email account to make sure you do not miss any important communication. **Please note, sometimes the Recruitment Team emails are automatically filtered as spam by email providers.**

## **Further Information**

If you require more information on the recruitment process, please contact the Assembly Recruitment Team on 02890 521689.

Further information about the Assembly can be obtained on the [Northern Ireland Assembly website](#).

**The Candidate Information Booklet does not constitute any term or condition of employment.**

## Appendix 1 – Further Information on Assembly Usher Shift Rotas.

### Assembly Sitting Day - Example Assembly Usher Rota

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1 - Early	0730-1530	0730-1530	0730-1530	0730-1530	0730-1530	Work**	Rest day
Week 2 - Mid	1100-1900	1000-1800	0830-1630	0830-1630	0830-1630	Work**	Rest day
Week 3 - Late	1430-2230	1430-2230	1200-2000	1200-2000	1200-2000	Work**	Rest day

#### \*Subject to change

- Please be aware, this is an example of what an Assembly Usher 3-week rota may look like.
- Subject to business needs, timings for Early, Mid and Late weeks, can vary.

### Recess Day - Example Assembly Usher Rota

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1 - Early	0730-1530	0730-1530	0730-1530	0730-1530	0730-1530	Work**	Rest day
Week 2 - Mid	0830-1630	0830-1630	0830-1630	0830-1630	0830-1630	Work**	Rest day
Week 3 - Late	1100-1900	1100-1900	1100-1900	1100-1900	1100-1900	Work**	Rest day

\*Please note that the above are examples of shift rotas and are not exhaustive.

\*\* When required to work on Saturday Usher management will endeavour to give a minimum of 5 working day's notice of the date of your reallocated rest day. Sunday is a fixed Rest Day.