



Northern Ireland  
Assembly



# Deputy Head of Usher Services

**£52,009 - £53,538**

## Candidate Information Booklet

Completed Application Forms must be submitted no later  
than 12 noon (UK time) on 22 September 2025

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

# Foreword

Thank you for your interest in the position of Deputy Head of Usher Services AG5 in the Northern Ireland Assembly (the Assembly).

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

Working at the Assembly offers a rewarding career. This is an exciting opportunity to join a high-profile organisation with a dedicated and inclusive team.

In turn, we offer a competitive salary and an excellent pension provision where you contribute 5.65% of salary and the Assembly Commission will contribute a further 34.25%.

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.



**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 makes laws, scrutinises the work of the Executive and represents the views of the public. It is the prime source of authority in respect of all devolved responsibilities.

The **Assembly Commission** enables the successful operation of the Assembly by providing the staff, services and facilities which are needed to support parliamentary business. The Assembly Commission is a body corporate, comprising the Speaker and five Members of the Assembly. The Assembly Commission delegates the day-to-day running of the Assembly to the Clerk/Chief Executive and the Senior Management Team (SMT).

The priorities of the Assembly Commission, as set out in its [Corporate Strategy 2023 - 2028](#), are that:

- The Assembly will be empowered to achieve its full potential.
- The public will understand and value the role of the Assembly and be engaged in its work.
- Our staff will be a motivated, resilient and expert team.
- Our systems and facilities will be modern, secure and efficient.

The Assembly Commission is a high-achieving and professional organisation, providing impartial support to the Assembly and its Members.

The Assembly Commission has approximately 400 staff and an annual budget of £67m, and is independent of the Executive and the Civil Service. The organisational structure is illustrated on the [recruitment website](#).

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## **About the Role**

The Deputy Head of Usher Services position is assigned to the Corporate Services Directorate which is responsible for the provision of a physically and procedurally safe, secure, modern and efficient working environment for Members, staff and other users of Parliament Buildings.

The Usher Services business area has primary responsibility for the provision of physical security at Parliament Buildings, and directly supporting the effective operation of the Assembly in both Plenary and Committees, and in the facilitation of other business in Parliament Buildings.

The post holder will report to the Head of Usher Services and will ultimately be responsible for the management of all other staff within Usher Services, who are charged with providing security and overseeing pedestrian and vehicular access control to Parliament Buildings. This includes providing a frontline security service within the building and its environs, and directly supporting Plenary, Committee and other events.

## **The Person**

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

You must also be willing and keen to adopt a customer facing focus, as you engage with a wide range of people involved within business at Parliament Buildings.

We expect the Deputy Head of Usher Services to demonstrate a commitment to Excellence by delivering high-quality, professional front-of-house services that reflect the standards of the Assembly. They will lead with Positivity, showing adaptability, initiative, and a proactive approach to problem-solving in a dynamic public-facing environment. Acting with Integrity, they will uphold impartiality, discretion, and respect in all interactions, ensuring trust and confidence in the service. Through Collaboration, they will foster strong working relationships across teams, support the development of others, and contribute to a cohesive and inclusive workplace culture.

## **Core Responsibilities**

The main duties and responsibilities are:

- Assisting and working closely with the Head of Usher Services in the overall management of the Usher Services business area, and directly acting on behalf of the Head of Usher Services in his/her absence;
- Providing security advice to all users of Parliament Buildings as required;
- Overseeing the daily deployment of Usher Services staff including line management to meet business needs and operational demand;
- Participating in operational responses to security incidents or emergencies occurring within Parliament Buildings and its immediate environs, including oversight of building evacuations;
- Assisting the Head of Usher Services when necessary in the development of security policies and operational or administrative procedures;
- Participation in an on-call rota outside normal business hours including weekends and public holidays as necessary;
- Overseeing the management and operation of the Parliament Buildings Security System;
- Assisting with the Head of Usher Services with the management of finance budgets and contracts;
- Assisting with the development, testing and maintenance of the Assembly's Business Continuation Plan;
- Assisting the Head of Usher Services with project management;

- Assisting the Head of Usher Services in the research, preparation and submission of papers to the senior management and the Assembly Commission, and attending meetings as required;
- Developing your professional development, including maintaining your physical security knowledge and expertise;
- Participating in the personal development of Usher Services staff and the management of their performance
- Acting as one of the Information Assurance Officers (IAO) for Usher Services;
- Managing information and records in accordance with established policies and statutory requirements;
- Complying with all Assembly Commission staff policies and procedures including Equal Opportunities and Dignity at Work policies and procedures, and all mandatory training requirements;
- Carrying out other duties that the Assembly Commission reasonably requires.

## **Essential Criteria**

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

1. At least a primary degree, minimum 2:2 classification, in any subject and at least 3 years' experience in each of the areas detailed at (a) – (d). Applications will be considered from applicants with formal qualifications of an equivalent or higher standard to those stated.

## **OR**

2. At least 5 years' experience in each of the areas detailed at (a) – (d).

(a) Leading and managing, a large or multi-disciplinary team to ensure the effective delivery of a high quality service to internal and external stakeholders.

(b) Managing, analysing and reporting on business area contracts, financial budgets, and projects.

(c) Analysing information from a variety of sources and creating high quality written documents or policies for submission to and oral presentation to heads of business and/or senior management.

(d) Delivering effective change in the workplace.

## **Shortlisting Criteria**

Should shortlisting be required, the following shortlisting criteria will be applied:

Experience of managing a team deployed to carry out a specific security function.

## **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.

### **Initiating improvement and delivering change**

...is looking for and being open to new and innovative ideas and improvements to the service provided. It is being flexible and adapting positively and professionally to sustain performance when the situation changes, workloads increase or priorities change. It is about forming sound, evidence-based decisions and being accountable for results.

### **Managing and leading self and others**

... is setting high standards for ourselves. It is about guiding, motivating and developing others to achieve high performance. It is about engaging others in delivering a corporate vision of excellence, expertise and innovation in support of



the Assembly as a legislature.

### **Parliamentary and political understanding**

... is displaying an appropriate understanding of the wider political environment; what the Assembly does and how our role fits in; and the level of public scrutiny to which the actions and decisions of Assembly staff are exposed. It requires impartiality, integrity and political sensitivity.

### **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.

### **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 22 September 2025**.

**[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, Technical, 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**

### **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.

### **Shortlisting**

The Selection Panel reserve the right to use shortlisting as part of the selection process for this post. Should shortlisting be used, the shortlisting criterion listed above will be applied. The Selection Panel reserve the right to set a minimum

standard for the shortlisting criterion and/or to only invite those who score highest in the shortlisting criterion to the next stage of the selection process. If shortlisting is not necessary, all applicants who have demonstrated the essential criteria will proceed to the next stage of the selection process.

### **Interview Stage**

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

Part of the interview process will be the delivery of an unseen presentation. The subject of the presentation will be communicated to the applicant on the day of the interview. The applicant will be expected to present information to the selection panel.

**Interviews are planned for week commencing: 13 October 2025**

### **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 and 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.

[View further details of our employee benefits.](#)

## **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 pre-appointment enquiries which include an Access NI basic check and Health Declaration, followed by the satisfactory completion of a six-month probationary period.

## **Hours of Work**

The successful candidate must be available and willing to work 37 hours, Monday – Friday, (excluding meal breaks) minimum as determined by Assembly management in accordance with business need.

Overtime working when Assembly business runs late during weekdays or when business or events are running at weekends, will also be required.

The taking of annual leave will be influenced by the Parliamentary timetable and/or other business requirements.

## **On Call Rota Requirements**

As the Deputy Head of Usher Services, you will also be required to participate in an on-call rota. On the rota, you will be required to provide on call cover normally up to three nights (including overnight via phone) during the month and for a 24 hour period on one Saturday or Sunday per month, and occasionally on public holidays, although this will vary dependent upon Assembly business.

On call duty will require you to attend Parliament Buildings for supervisory purposes as determined by senior management, or in response to incidents at short notice, and it is your responsibility to ensure that you are readily available and can travel to Parliament Buildings during this time as required.

On call allowance will be applicable during rostered cover.

## **Training**

You must also be willing to undertake and successfully complete 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 normally remain “live” for 18 months from the date it is signed and may be used to fill any further permanent or fixed term opportunities 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 521741 or email us at [recruitment@niassembly.gov.uk](mailto:recruitment@niassembly.gov.uk).

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.**