



Northern Ireland
Assembly



Visitor Experience Supervisor

£36,122 - £37,323

Candidate Information Booklet

Completed Application Forms must be submitted no later
than 12 noon (UK time) on 13 March 2026

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

Foreword

Thank you for your interest in the position of Visitor Experience Supervisor AG7 in the Northern Ireland Assembly (the Assembly).

The Assembly operates in a dynamic political and parliamentary environment, and as a newly appointed Visitor Experience Supervisor, 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. The Visitor Experience Team are responsible for provision of high-quality visitor experiences and services in Parliament Buildings, ensuring all who visit are welcomed and assisted appropriately.

The Visitor Experience team members are often the first person any visitor speaks to in Parliament Buildings so it is crucial that they represent the Assembly values of excellence, positivity, integrity and collaboration. Postholders must set a high standard for all interactions with the Assembly and so must be responsible, knowledgeable, tactful, accurate and confident when engaging with a diverse range of visitors.

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 note that hybrid working arrangements are not available for this position.

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 Caroline.Moore@niassembly.gov.uk or by telephone on 02890 521606.



Gareth McGrath, Director of Parliamentary 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 work of the Executive and representing 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](#).

Contents

About the Role.....	2
The Person	2
Core Responsibilities.....	3
Essential Criteria	4
Shortlisting Criteria	5
Assembly Skills and Behaviours	5
Equal Opportunities Statement	6
Location	6
Completing the form	6
Recruitment and Selection Framework	7
Stages of the Selection Process	7
Disability Confident.....	9
Key Employee Benefits.....	10
Terms and Conditions of Appointment	10
Working Pattern	10
Training.....	11
Equality Monitoring.....	11
Merit List	12
Communication during the recruitment process.....	12
Further Information.....	12

About the Role

The Visitor Experience Team is charged with ensuring all those who visit Parliament Buildings are welcomed and assisted positively.

The role of the Visitor Experience Supervisor is to assist in leadership, operation and development of the team responsible for provision of high-quality visitor experiences and services in Parliament Buildings. The Visitor Experience Supervisor is part of the team and will be responsible for meeting and greeting all visitors to Parliament Buildings and carrying out reception duties. The Visitor Experience Supervisor provides a range of guided tours of Parliament Buildings, requiring the postholder to be mobile. The postholder is also responsible for providing operational support for events that take place in the building. This includes working with organisers, Members and internal colleagues.

The Person

The role of Visitor Experience Supervisor requires an enthusiastic, organised individual who can motivate a team and lead by example. This role would be best suited to someone who is a strong communicator with a passion for working with people.

You must also be willing and keen to adopt a customer facing focus, as you engage with a wide range of people who attend Parliament Buildings for a variety of reasons.

Visitor Experience Supervisor requires excellent people and communication skills, the ability to remain calm and professional under pressure, as well as good problem-solving abilities. These roles are critical in providing visitors with an excellent first impression; delivering a welcoming, informative and impartial experience to all; and upholding the Northern Ireland Assembly's reputation and values.

The successful candidate will be able to demonstrate the ability to be decisive in a fast-paced and political environment and show a strong commitment to service excellence.

Core Responsibilities

As a Visitor Experience Supervisor, and member of the Visitor Experience team, your duties will include:

- Welcoming visitors to Parliament Buildings, providing them with information, assisting them appropriately and managing any specific access requirements.
- Assisting the Visitor Experience Manager with day-to-day management of the Visitor Experience team, deputising as required and problem-solving issues as they arise.
- Providing leadership and training to the Visitor Experience Officers, ensuring high quality service delivery and adherence to all Northern Ireland Assembly values; skills and behaviours; and policies and procedures.
- Managing the tour programme to ensure all public, private and VIP tours are covered on a daily basis.
- Managing the quality of tours and overall visitor experience, ensuring consistency, accuracy and timeliness in all tours and professionalism in all interactions. The Visitor Experience Supervisor will be required to take tours and give presentations to groups on a regular basis.
- Overseeing reception, ensuring adequate staff cover, problem solving issues as they arise and providing reception cover when required.
- Assisting the Visitor Experience Manager to manage all events in Parliament Buildings – acting as the main point of contact for event organisers, deputising duties to the Visitor Experience Officers as required, problem solving and providing timely and accurate information to organisers and Members.
- Assisting in the collating and publishing of timely and accurate information about ‘what’s on’ in Parliament Buildings for internal and external audiences; to include digital screens, email, website, social media and other formats as required.
- Working collaboratively with other business areas to ensure reception duties and tours have adequate cover, and that all visitors to Parliament Buildings are known to reception.
- Maintaining effective relationships with key stakeholders including Members, managers, event organisers and members of the public.
- Attending meetings, minute taking and capturing actions/notes and proactively following up on actions to ensure timely delivery.
- Providing guidance and assistance to Members, their staff and other parliamentary staff on policy and procedural issues in relation to the Visitor Experience business area.
- Researching and preparing accurate and timely information.
- Effectively using Microsoft Office and bespoke internal Assembly software

systems and databases.

- Checking and processing invoices for payment through electronic payment system.
- Monitoring spend against budget and reporting to line managers or budget holders.
- Managing information and records in accordance with established policies and statutory requirements including the gathering of information and co-ordination of responses to information requests including Freedom of Information requests.
- Complying with all Assembly Commission's staff policies and procedures including Equal Opportunities and Dignity at Work policies and procedures.
- Carrying out other duties that the Assembly Commission reasonably requires of you.

Essential Criteria

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

1. At least a primary degree, minimum 2.2 classification, in any subject.

Applications will be considered from applicants with formal qualifications of an equivalent or higher standard to those stated;

AND

At least two years' experience in a) – d) listed below:

OR

2. At least four years' experience in each of the following:

- a) Proven experience of delivering excellent customer service in a public facing role, personally and through supervising a team to meet a wide range of customer needs.
- b) Experience of effectively leading, motivating and developing a team of staff, to include induction, training and performance management of direct reports.
- c) Communicating accurately and clearly (both in writing and orally) complex

or detailed information to diverse range of stakeholders including colleagues, managers and customers or members of the public.

- d) Effectively using Microsoft Office to manage information, create documents and assist in providing a quality service to stakeholders such as colleagues, managers, customers or members of the public.

Shortlisting Criteria

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

One years' experience of supervising a Visitor Experience team in a fast paced environment

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 13 March 2026**.

[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 and Assembly Skills and Behaviours 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

Job related skills test

Job Related Skills testing forms part of the selection process and assesses the essential criteria as part of pre-sift assessment. 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. 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.

Job Related Skills testing is planned for: 19-25 March 2026

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, and Assembly Skills and Behaviours as outlined above.

Part of the interview process will be the delivery of a presentation. The subject of the presentation will be advised to the applicant on the day of the interview and the applicant will be expected to present information to the selection panel.

Interviews are planned for week commencing 4 May 2026

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.

Where a Shortlisting Criteria is included, applicants applying under GIS will not be required to complete this section of the application form.

Where a job related assessment or test forms part of the selection process, all applicants must complete and meet the minimum standard required for that assessment or test, including those applying under GIS.

If you require adjustments to assist 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. **Please note that you will be required to provide written confirmation of your disability from a general practitioner or an appropriate specialist when requested by the Human Resources Office.** If you do not have written confirmation available at the time of submitting your application, please arrange to obtain it at the earliest opportunity so that you can provide it promptly when requested to do so.

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. Due to the operational nature of this role, hybrid working and flexi-time are not available.

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 check and Health Declaration, followed by the satisfactory completion of a six-month probationary period.

The standard working week is 37 hours, (excluding meal breaks). Working hours will be dictated by the mode of operation of the Assembly and will involve work into late evenings and on occasions, at weekends and on public holidays.

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

Working Pattern

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. Please note that hybrid working arrangements are not available for this position.

As a Visitor Experience Supervisor, you will work 5 days per week (37 hours) within the period Monday to Saturday. Rest days will normally be a Sunday and one other day determined and allocated by Assembly management during Monday to Saturday.

Your working hours will be dictated by Assembly business. This will involve work into late evenings and at weekends and on occasions, 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 working will be required and, 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 must also be willing to undertake and successfully complete appropriate training including first aid training, evacuation chair training and fire warden training which will be delivered shortly following appointment. Refresher training will be provided as appropriate.

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.

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.