PEACEPLUS

Northern Ireland - Ireland

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Candidate Booklet

Head of Information Services

Permanent

Special EU Programmes Body
Comhlacht na gClár Speisialta AE
Special EU Skemes Boadie

Contents

FOREWORD

Thank you for your interest in a role with the Special EU Programmes Body (SEUPB).

As an organisation, we pride ourselves on recruiting the best people and providing them with the tools and support they need to make a positive contribution to our work, while realising their full potential.

The Special EU Programmes Body is one of six cross-border bodies established under the Belfast/Good Friday Agreement. The SEUPB has the statutory remit for managing EU funding programmes within Northern Ireland and the border counties of Ireland.

This is an exciting time in the organisation's history as we celebrate twenty-five years of advancing peace, prosperity, and growth. Our new funding programme PEACEPLUS will build upon this work, investing €1.14 billion in a range of sectors including health and social care, the environment, rural regeneration, smart towns and villages and youth services while continuing the fundamental work of embedding peace and reconciliation.

The work we do is challenging but also incredibly rewarding, our offices in Belfast, Omagh and Monaghan are a hub of energy and enthusiasm. Our staff value the knowledge that they are making a positive and lasting contribution to society and the world that they live in.

We welcome those who share our vision for a better, more peaceful and more prosperous society and our belief that our combined effort can make that vision a reality.

This booklet will provide you with further information about the key responsibilities of the role you are applying for and sets out the skills and competencies required. We look forward to receiving your application.

Gina McIntyre
Chief Executive
Special EU Programmes Body

INTRODUCTION

The Special EU Programmes Body (SEUPB) is one of six North South Bodies established in 1999 as a consequence of the Belfast/Good Friday Agreement – an agreement between the Government of Ireland and the Government of the United Kingdom of Great Britain and Northern Ireland.

The SEUPB has the statutory remit for managing EU funding programmes within Northern Ireland and the border counties of Ireland, helping to foster peace and prosperity across the region.

Over the last 25 years, the SEUPB has managed a number of European Union investment programmes, including the PEACE and INTERREG programmes.

A total of €3.39 billion has been invested through previous programmes, funding over 23,000 projects, and touching the lives of more than two million citizens.

The PEACEPLUS Programme will continue to provide this vital support to Northern Ireland and the border counties with an investment of €1.14 billion focusing on embedding peace and promoting prosperity across the region.

SEUPB Mission Statement:

"To improve people's lives through partnership and cross border cooperation."

SEUPB Vision Statement:

"We will contribute to the development of a peaceful and prosperous society; striving to continually improve, drive simplicity and inspire our staff to be the best that they can be."

Our Guiding Principles:

In carrying out our work we will adhere to the following guiding principles:

- We will deliver our mission, striving for excellence at all times. We subscribe to the principle of accountability and are prepared to be held accountable for all that we do.

- We will act at all times with the interests of our stakeholders, beneficiaries and the public to the fore and demonstrate the highest levels of integrity in ensuring the mission of the SEUPB is delivered.

- We will demonstrate equality and respect in all that we do and with everyone that we meet and work with.

SUMMARY OF JOB:

The Information Services unit at the Special EU Programmes Body supports the vision and strategic priorities of the body by providing both Information Technology and Information Management service to support our staff, customers, contractors, and our wider stakeholders. The IT and IM resources provide a wide array of technological and information management and security compliance services; these services are key to supporting the successful delivery of EU funded projects the PEACEPLUS Programme.

The Head of Information Services is a senior role that reports to the Director of Corporate Services. This role has a strategic responsibility for both Information Technology and Information Management functions. This role will have responsibility to ensure SEUPB maximises the use of Information Technology and aligns technology with the requirements of recently developed strategies. The role also has the added responsibility of ensuring the Information Management unit supports SEUPB for compliance with UK/EU GDPR regulations, Records Management processes and procedures and compliance with information security standards such as ISO27001.

MAIN PURPOSE:

Information Services holds a critical responsibility within SEUPB. This function strengthens collaboration between the Information Management and Information Technology teams, creating a unified and more collaborative service for all aspects of information management supported by technology. By promoting joined-up thinking and eliminating duplication, the unit will build on the recent change vision and play a key role in identifying efficiencies and driving continuous improvement.

KEY FUNCTIONS:
Information Technology

- IT Governance Reporting
- IT Strategy and Policy
- IT Risk Management
- Budget and Procurement
- Contract / Relationship Management

- Customer Services (internal/external)
- Cyber Security
- Service Management
- IT Continuity Planning
- Staff Management and Training

Information Management

- IM Governance Reporting
- IM Strategy and Policy
- Information Risk Management
- Budget and Procurement
- Contract / Relationship Management

- Customer Services (internal/external)
- Information Security
- Records Management
- Regulatory Compliance
- Staff Management and Training

MAIN DUTIES & RESPONSIBILITIES

Duties described below cover both Information Technology and Information Management Teams

Governance Reporting

- Responsibility to ensure both IT and IM governance best practices are in place.
- Prepare and review detailed Monthly, Quarterly and Annual management reports for Senior Management on IT and IM teams.
- Prepare and collaborate with various audit functions to formulate detailed audit reports for IT and IM teams.

Strategy and Policy

- Be a key contributor to both Corporate and Business Plans.
- Fully implement and review existing IT Strategy/Develop new Strategy.
- Fully implement and review existing Cyber Security Strategy.
- Develop an IM Strategy with all business areas and associated stakeholders.
- Develop, implement, and review new and existing IT Policies (e.g., User Access, Laptop and Mobile device etc.) in line with ISO27001 requirements.
- Develop, implement, and review new and existing IM Policies (e.g., Records Management, Information Security, Information Risk Management etc.), in line with ISO27001 requirements and UK/EU GDPR regulations.

Risk Management

- Responsibility to ensure both IT and IM risk management is in place based on SEUPB risk appetite and management policy.
- Responsibility to identify, record, and manage risks for both IT and IM Teams.
- Mitigate and control IT and IM Risk as they are identified.
- Responsibility to ensure the organisation is appropriately aware of high risks that could impact organisational operation or reputation.

Budget Management and Procurement

- Responsibility to accurately forecast annual expenditure for IS needs.
- Responsibility to effectively manage a defined budget based on agreed forecast to cover both IT and IM business areas, ensuring best value for money is achieved.

Contract / Relationship Management

- Responsibility to ensure IT and IM contracts in place bring added value to SEUPB and the delivery of the PEACEPLUS Programme.
- Responsibility to manage and ensure good relationships are maintained with external suppliers, service providers, contractors, and stakeholders.
- Ensure Supplier Assurance is in place for all IT and IM contracts and that other teams are well informed of their obligations for Supplier Assurance.

Customer Services / Business Partnering

- Responsibility to oversee and ensure SEUPB is appropriately resourced to provide a reliable and efficient Information Technology function to SEUPB and its Stakeholders.
- Responsibility to oversee and ensure SEUPB is appropriately resourced to provide a reliable and efficient Information Management function to SEUPB and its Stakeholders.
- Responsibility to provide business partnering resources to other areas of the organisation for specific IT and IM requirements, such as data sharing responsibilities with 3rd Parties.

Cyber and Information Security

- Responsibility to ensure all SEUPB IT systems are suitably protected to ensure electronic information/data is secure from both internal and external threats actors.
- Responsibility to ensure SEUPB is involved in Threat Intelligence for Public Sector organisations and appropriately informed of new and evolving cyber threats.
- Conduct routine Cyber Security Maturity Assessments and Business Impact Assessments.
- Responsibility to ensure SEUPB IT Systems maintain a level of security best practice by retaining Cyber Essentials and Cyber Essentials Plus certifications.
- Responsibility to implement Information Security best practices such as compliance with ISO 27001 Information Security Standard across the organisation.
- Responsibility of implementing all recommendations of the SEUPB Cyber Security Maturity Assessment.
- Responsibility to ensure a 24/7 monitoring solution is in place to ensure all threats (external and internal) to SEUPB core systems are identified in real-time.
- Ensure any issues or incidents identified by the monitoring are quickly addressed.
- Ensure SEUPB staff cyber, and information security awareness is at the appropriate vigilance level through training and testing.

Service Management / Support

- Responsibility to establish internal Service Levels and provision of an IT and IM support policy to ensure agreed timelines are maintained for both IT and IM functions.
- Responsibility to ensure an effective Support Helpdesk facility is in place for both IT and IM teams to log issues/requests and as a reporting platform to report on performance.

- Responsible for 3rd Party Service Levels, ensuring procured IT and IM services fulfil agreed service levels.

Records Management

- Responsibility for ensuring records management policy and procedures are in place demonstrating compliance with ISO, fit for purpose and being followed.
- Responsibility for ensuring records management systems are in place, fit for purpose and being used in accordance with all relevant organisational policies.
- Responsibility to ensure record retention and disposal policy and procedures are fully implemented and being followed for both electronic and physical records.
- Ensure records management practices follow GDPR regulations.
- Responsibility to ensure SEUPB electronic file classification is fit for purpose and SEUPB staff are suitably trained on all records management processes, policy and procedures.
- Responsibility to ensure future records management requirements are implemented in accordance with the IT Strategy.

Business Continuity Planning

- Responsibility for the development and implementation of a comprehensive IT and IM Business Continuity Plan for the Information Services unit which facilitates clear guidance on retaining Business-as-Usual services for all SEUPB offices and remote working.
- Be a key member of the Incident Management Team and be responsible for clear direction and guidance to the IMT on all matters Information Services related regarding recovery of services.
- Input directly to all tabletop exercises (organisation wide) and put in place a plan for testing specific system recovery solutions and scenarios. Furthermore, update plans with findings arising from such exercises/testing.
- Ensure sufficient Information Technology services are in place to facilitate specific IT system recovery scenarios.

Staff Management

- Responsibility to lead, develop and motivate IT and IM staff through coaching, delegation, and deputising.
- Lead and communicate effectively on all IS unit KPIs and Targets to Managers of IT and IM teams, ensure teams are aware of ownership, responsibilities, priority and delivery dates of all tasks assigned.
- Undertake a performance review for IS staff and assessment of training requirements for individuals and the team.
- Ensure IS staff are trained on new or existing technologies, policies or procedures.
- Develop and maintain productive working relationships with all members of the Information Services unit and other directorates within SEUPB.

General

- Provision of ad-hoc advice to CEO, Directors, and Senior Managers and Managers across the organisation on both Information Technology and Information Management matters.

The above is given as a broad range of duties and is not intended to be a complete description of all tasks.

PERSON SPECIFICATION

JOB TITLE: Head of Information Services

DURATION: Permanent Appointment

HOURS: Minimum 37 hours per week

SALARY SCALE: £61,673 - £64,469

REPORTS TO: Director of Corporate Services

LOCATION: The successful candidates will be based at the Clarence West Building, Clarence West Street, Belfast BT2 7GP. The postholder may be required to travel throughout Northern Ireland and the border counties of Ireland and beyond to attend meetings/conferences which may include overnight stays on occasion.

ESSENTIAL QUALIFICATIONS and EXPERIENCE:
A degree in Information Technology or Information Management related discipline <u>OR</u> A minimum of 7 years' experience at senior management level*.

*Senior management level is defined as experience gained reporting directly to individuals at Director level or above or equivalent.

ESSENTIAL EXPERIENCE CRITERIA:
- Experience of developing and managing an Information Technology and Information Management/Governance team or department within cross-jurisdictional complex regulatory environment.
- Proven experience of managing a complex IT environment incorporating on-premise and cloud-based infrastructure and software solutions.
- Experience of leading the development of ICT strategy to successfully deliver the aims and objectives of an organisation.
- Experience of developing and implementing an Information Security Management System and ISO 27001 certification.
- Experience of implementing best practice in cross jurisdictional governance arrangements, risk management, internal control and cyber security.
- Solid experience of Information Governance, GDPR compliance, and Records Management.
- Proven experience of compliance with data protection legislation and embedding information security frameworks into an organisation.

DESIRABLE CRITERIA and QUALIFICATIONS

These will be used for shortlisting purposes in the event of a large number of applicants.

- Experience working in a North-South or cross-border context.
- Experience in cross-border governance arrangements and EU-funded programme compliance.
- Experience with digital transformation projects and emerging technologies.

REQUIREMENTS

- The postholder will be required to travel throughout Northern Ireland and the border counties of Ireland and beyond to attend meetings/conferences which may include overnight stays on occasion. The successful candidate must, therefore, have access to a form of transport and be prepared to travel and stay away from home overnight as and when required to properly perform the duties and responsibilities of the post.
- The successful candidate will be required to be in the office full-time for the first three months of employment, after which hybrid working can be requested in line with business and team needs.

Seeing the Big Picture

Seeing the big picture is about being alert to emerging issues, legislation and trends which might impact or benefit own and team's work. Contributing to the development of policies, plans and service provision to meet our stakeholders' diverse needs based on an up-to-date knowledge of needs, issues and relevant good practice. Actively seek out and share experience to develop understanding and knowledge of own work and of team's business area.

Changing and Improving

People who are effective in this area are responsive, innovative and seek out opportunities to create effective change. Finding ways to improve systems, policy development and structures to deliver with more streamlined resources. Regularly review procedures or systems with teams to identify improvements and simplify processes and decision making. Actively encouraging ideas from a wide range of sources and stakeholders and use these to inform own thinking

Making Effective Decisions

Effectiveness in this area is about being objective, using sound judgement, evidence and knowledge to provide accurate, expert and professional advice. Making decisions when they are needed, even if they prove difficult or unpopular. Recognising patterns and trends in a wide range of evidence/data that may affect policy and draw key conclusions. Exploring different options outlining costs, benefits, risks and potential responses to each

Leading and Communicating

At all levels, effectiveness in this area is about leading from the front and communicating with clarity, conviction and enthusiasm. Taking opportunities to regularly communicate and interact with staff, helping to clarify goals and activities and the links between these and Departmental policy and strategy. Communicating effectively orally and in writing in a succinct, engaging manner; know when to stand ground when needed. Communicating using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact.

Collaborating and Partnering

People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people within and outside the SEUPB, to help to achieve business objectives and goals. Establish relationships with a range of stakeholders to support delivery of policy and business outcomes. Establishing relationships with a range of stakeholders to support delivery of policy and business outcomes. Readily sharing resources to support higher priority work, showing pragmatism and support for the shared goals of the organisation.

Building Capability for All

Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. Identifying and addressing team or individual capability requirements and gaps to deliver current and future work. Developing team members, devoting time to coach, mentor and develop others. Proactively managing your own career and identifying your own learning needs with line manager, plan and carry out workplace learning opportunities. Continually seek and act on feedback to evaluate and improve their own and team's performance

Managing a Quality Service

Effectiveness in this area is about being organised to deliver service objectives and striving to improve the quality of service, taking account of diverse customer needs and requirements. Making effective use of project management skills and techniques to deliver outcomes, including identifying risks and mitigating actions. Develop, implement, maintain and review systems and service standards to provide quality, efficiency and value for money. Work with team to set priorities, goals, objectives and timescales. Promote a culture that tackles fraud and error, keeping others informed of outcomes.

Delivering at Pace

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. Successfully manage, support and stretch self and team to deliver agreed goals and objectives. Take responsibility for delivering expected outcomes on time and to standard, giving credit to terms and individuals as appropriate. Pan ahead but reassess workloads and priorities if situations change or people are facing conflicting demands. Coach and support others to set and achieve challenging goals for themselves.

THE SELECTION PROCESS

Eligibility Sift

Please note shortlisting of candidates will be based on the information contained in their application.

COMPETENCY APPLICATION FORM GUIDANCE

Personal Details

Enter your title, name, preferred name to be addressed by and address on the front page of the application form.

We may contact you by email or by telephone, therefore include an up-to-date telephone number and email address that we can contact you on. We issue notifications by email, so check your email regularly if you have applied for a job with us.

Education and Qualifications

Use this section to show us that you have the necessary qualifications and any professional memberships to do the job. Ensure you read the Person Specification when completing this section.

List all the academic institutions you've attended in this section. Include the name of the institution, the courses you took and any qualifications you received

If you are applying for a job on the basis of a qualification which is not specifically detailed in the person specification, but which you consider to be a relevant equivalent qualification, you must highlight the areas or modules which you think are relevant. This will enable the panel to decide if it is an equivalent qualification. If you don't provide details on the equivalency of your qualification, the panel may not consider your application any further.

Some jobs will require you to have professional qualifications, or to be a member of a professional body. This will be detailed in the employee specification.

If you are currently studying for or waiting for exam results, we cannot consider these unless otherwise stated in the person specification.

Employment History

Complete the current employment box if you are currently working. This does not only apply to paid work, so include any voluntary work or work experience placements that you have done or are doing at the moment.

Include the companies that are most relevant to the position you are currently applying for. If you have gaps in your employment, explain them. Show how you increased your skills, perhaps through volunteering, and any courses you've completed.

We require the exact dates of your employment history as these are used for short-listing purposes.

Criteria Questions

This is the most important section of the application form, and it is an opportunity for you to tell us about yourself, what you can do and the skills and experience you have which make you a good candidate for the job.

You need to show us that you meet the eligibility and essential criteria for the job. You should refer to the person specification, as this will detail what essential criteria you will need evidence of on your application form. Different jobs require different skills, knowledge, competencies, and qualifications.

The selection panel will not read across the various sections of the application form. If you submit this information in another box or in a different section of the application form, it may not be considered by the selection panel.

If you don't tell us, we'll not know!

We will not make any assumptions about you or your abilities, even if you already work with us. Do not leave out any relevant skills, knowledge or experience you have gained, for example voluntary or unpaid work – it is still relevant.

You are asked to give 'personal and specific examples' which demonstrate your experience, so include examples of situations that you have experienced that demonstrate what is being asked for. What we mean by personal and specific examples is evidence of your personal involvement in this experience, how you dealt with it and relevant examples to show the breadth of your experience.

The interview panel can only make a decision to invite you to the next stage of the selection process based on the information you provide in your application form, and how this matches the criteria in the person specification. If there is a required length of experience, make sure you include the start and end dates of your experience, so the panel know you meet the timeframe.

Good Example Answers

To demonstrate your personal involvement, you should use 'I', not 'we', when completing your application form. Using 'I' portrays your personal involvement more and lets the panel know exactly what your personal involvement was and what you were personally responsible for doing. 'We' gives the impression that you did not personally undertake the duties or that you were somehow involved but didn't really have ownership or responsibility for the experience – it does not tell the panel about your personal experience, only that of a team or the organisation. It is evidence of your individual personal experience that the panel is looking for.

You want to customise your responses on each job application form you fill out. Read the job description and be sure to answer each question thoroughly. It's tempting to copy and paste responses in multiple job applications, but this will not create a strong application. Use relevant terminology and phrases that are unique to the industry and will catch the eye of the reader. Tailor your work experience, references, and answers to each job. Always check the word count for each question and make sure your answer is as close to the word count as possible. Writing too little suggests that you may have underestimated the importance of the question or do not have the level of experience required for the role. Not being able to complete the question within the word count may suggest that you're not expressing your point clearly, or that you need to focus on a specific area. You should also provide specific detail of your experience, that is, how you went about gaining the experience, what you did, what this involved and provide examples which demonstrate the breadth of your experience. Use the STAR method. The STAR method is a way to keep your answers concise, clear and full of relevant details. STAR stands for Situation, Task, Action, Result. It is useful for job applications when answering role-based questions about previous experiences. Using the STAR method can help you explain what you learned from previous situations and how you will apply the skills you gained to a new position. It's important to thoroughly proofread your application to find any grammatical errors, misspelt words or confusing language. Use key phrases that will catch the reader's eye and show that you understand the job specifications. It's helpful to have someone else read your application, as another perspective can find mistakes you might miss.

Shortlisting

The first stage in the selection process will be to conduct a sift of completed application forms against the essential qualification criteria. Applicants who have not fully demonstrated on their application form how they meet this criterion will not be progressed to the next stage of the process.

Application forms are formatted so that applicants are required to demonstrate how they meet each essential competency. The onus will be on applicants who are completing application forms to demonstrate how they meet each competency.

Applications will also be considered from applicants with relevant formal qualifications considered by the selection panel to be of an equivalent or higher standard to those stated above. If putting forward an equivalent qualification, please provide the type of qualification and date awarded. The date awarded is the date on which you were notified of your result by the official awarding body. 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 that a well-informed decision can be made.

Should the SEUPB receive a high level of applications, the desirable criteria may be applied to shortlist candidates for interview.

At the interview

Those candidates called for interview will be questioned on the areas covered in the application form, personnel specification, and job description. Candidates will be asked questions to enable them to illustrate their competence in each of the areas. They may enlarge upon the information provided on the application form or use different information to illustrate the answer. Candidates will be assessed against the essential criteria and key competencies identified as being a requirement for the role.

WHAT WE OFFER

Blended (Hybrid) Working

SEUPB offers a blended working arrangement based on three days in the office and two days homeworking per week. The successful candidate will be required to be in the office full-time for the first three months of employment, after which hybrid working can be requested in line with business and team needs.

Financial

To attract, motivate and retain talented people we believe an attractive, flexible and rewarding pay structure is essential. (We therefore offer our employees competitive salaries) in line with public sector negotiated pay scales.

Pension

The SEUPB operates a defined benefit occupational pension scheme (the North South Pension Scheme) worked out on a Career Average basis.

We have outlined some of the key features of the Scheme below.

Generous pension payable for life after you retire which increases in line with inflation*

The pension amount is based on your average salary during your career and the number of years you spend in employment.

The best way to think about the value of the pension is to estimate how much you might have to save to get an equivalent pension privately via another pension scheme. For illustration purposes, as a % of your pay, the cost of an equivalent pension might be up to 40% of pay per year. This annual cost increases with age (i.e. the older you are the greater the % of pay it costs to pay for your pension). So, you'd have to put a significant proportion of your earned income aside to secure such a pension.

As it turns out, typically you are required to make a contribution of between 4.6% and 7.35% of pay per year, with the balance effectively funded by the Northern Ireland Executive and the Irish government. There are other benefits payable too to provide protection to you and any beneficiaries in the event of illness or death.

*Inflation is measured by an index known as the Consumer Price Index (CPI) which measures changes in the price level of a weighted average market basket of consumer goods and services purchased by households.

Holidays NI

We offer our staff an annual leave entitlement of 25 days rising to 30 days after 5 years' service. In addition to this we also offer 12 statutory holiday days.

Employment Policies

The SEUPB recognises the importance of work life balance and offers a range of family friendly policies and practices for its employees.

Learning and Development

All employees will have access to the SEUPB Employee Support & Development Programme. The SEUPB has a dedicated Learning and Development Strategy in which we provide our employees with the training they need to be as efficient and productive while also offering development opportunities to further develop their career in the SEUPB.

Cycle to Work Scheme

You are encouraged to take advantage of our 'Cycle to Work' scheme, which gives you access to a bike and equipment through a VAT-free scheme, for use commuting to and from work.

Family Leave

Maternity Leave – Up to 52 weeks of which 18 weeks is on full pay. We also offer Paternity Leave, Parental Leave/Shared Parental Leave and Adoption Leave.

Employee Assistance Programme

All our employees have access to a fully independent 24-hour helpline to assist with any of life's issues or problems, along with access to an accredited counselling service. (All of which is free at the point of use and completely confidential).

Location

The SEUPB Headquarters is located in Belfast with two Regional Offices in Monaghan and Omagh.

EQUALITY STATEMENT

SEUPB is committed to equality of opportunity and welcomes applications from suitably qualified candidates irrespective of religious belief, gender, disability, race, political opinion, age, marital status, sexual orientation, or whether or not they have dependents.

The Body would particularly welcome applications from the Protestant community who are currently under-represented in the workforce.