



Candidate Information Booklet

Operations Manager

Permanent and Fixed Term – up to 31 Dec 2022

(Applicants who are successful at interview will be placed on a merit list from which appointments may be offered as permanent or fixed term, dependent on business need.)

Completed application and monitoring forms must be returned no later than:

5.00 PM on MONDAY 26TH APRIL 2021.

Application forms should be returned to InterTradelreland at the following email address: recruitment@intertradeireland.com

Contents

Prior to completing the application form we recommend that applicants familiarise themselves with the contents of this information pack. The pack includes:

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Section 1 – Foreword

Thank you for your interest in this post at InterTradelreland.

This is an exciting opportunity to join one of the six all-island bodies set up following the Belfast Agreement.

InterTradelreland's role, as summarised in its enabling legislation, is defined as 'A body to exchange information and co-ordinate work on trade, business development and related matters, in areas where the two administrations specifically agree it would be in their mutual interest'

The Body is funded by the Department of Enterprise, Trade and Employment (DETE) in Ireland and the Department for the Economy in Northern Ireland (DfE).

Included in this pack is further information about the organisation, the job description and person specification for the post.

You are advised to pay attention to the person specification and to demonstrate in your application how you meet the essential and desirable criteria for the position (please note that all applications must be made via the application form and CVs will not be considered).

Best wishes in your application.

InterTradelreland

Section 2 - Information about InterTradelreland

Background

InterTradelreland is a Cross-Border Trade and Business Development Body funded by the Department for the Economy (DfE) and the Department of Enterprise, Trade and Employment (DETE). We support businesses, through innovation and trade initiatives to take advantage of North/South co-operative opportunities to improve capability, drive competitiveness, growth and jobs.

Support

InterTradelreland helps small businesses in Ireland and Northern Ireland explore new cross-border markets, develop new products, processes and services and become investor ready. Based in Newry our services include supports for sales growth and innovation, business funding and business insights to SMEs across the island, North and South, looking to grow their businesses.

Our Strategy

We were established under the terms of the 1998 Belfast Agreement, as the all-island Trade & Business Development Body, with the remit to 'exchange information and co-ordinate work on trade, business development and related matters, in areas where the two administrations specifically agree it would be in their mutual interest'.

Over the years, our strategy has evolved to meet and translate our legislative remit to enhance North/South business co-operation, delivering mutual economic benefits to Northern Ireland and Ireland. We have achieved this through targeted business and economic research, engagement with the business and policy communities North and South, and evidence-based programme design, implementation, evaluation and review.

Our early work addressed a knowledge gap that was inhibiting trade and business development linkages between Ireland and Northern Ireland. This was addressed primarily through the development of 'networks of trust' between the business communities North and South. More recently, we identified, and acted upon, the importance of co-operation through more formal business networks as a key source of knowledge diffusion, competitive advantage and increased trade.

Our Vision

An all-island ecosystem in which Ireland and Northern Ireland co-operate to facilitate cross-border opportunities that deliver for business and are making full use of cross-border opportunities to drive competitiveness, growth and jobs.

Our Mission

To deliver focused, collaborative all-island trade and business development initiatives contributing to economic recovery by driving productivity, jobs and growth, taking advantage of North/South co-operative opportunities to improve capability, and drive competitiveness, jobs and growth.

Our Value Proposition

Our value proposition for the business community is to deliver benefits in the key areas of competitive advantage – science, technology & innovation, and sales and marketing.

Structure

InterTradelreland employs circa 55 staff divided into three directorates.

Operations Directorate

The Operations Directorate is responsible for the delivery of a range of business programmes in the areas of Science, Technology and Innovation, Trade and Business Capability Improvement.

The Science, Technology and Innovation programmes help create partnerships between businesses (that are working to create new products and processes) and the third-level institutions and other commercial partners that have the knowledge and expertise required for success.

The Trade Programmes assist companies that want to increase their profitability through exploitation of the all-island market and through collaborative ventures into international markets. This includes direct financial support, access to customised buyer-supplier events and developing an awareness of public procurement opportunities North and South.

The Directorate also establishes and develops business networks to help companies pool their knowledge and resources, share costs and risks and achieve competitive advantage faster, cheaper and with less disruption to their operations.

Additionally, it offers a range of services to help businesses to improve their capabilities through collaboration including reducing their distribution costs, improving their ability to tender successfully for public sector business on an all-island basis and to raise equity finance.

With the launch of our Brexit Advisory Service in May 2017, InterTradelreland also helps companies to prepare for Brexit through a range of supports and services suited to all businesses no matter what stage they are at with their Brexit plans.

Strategy and Policy Directorate

The Strategy and Policy Directorate is responsible for the definition of the organisation's strategic plans and its programme policies. The Directorate manages close working relationships with external business and policy organisations and with the other economic development agencies on the island.

The team delivers expertise in the areas of Strategy and Policy Development, Economic Development Programmes, Science, Technology and Innovation, Business & Economic Research, Programme Appraisal and Evaluation and Business Planning and Performance Management.

Corporate Services Directorate

The Corporate Services Directorate consistently adds value to InterTradelreland through building and maintaining the confidence and support of key internal and external stakeholders. It develops and implements key strategies around communications, information technology and financial and human resource management in support of the Body's business objectives and unique standing as an Implementation Body.

Co-Innovate Programme

InterTradelreland are the lead partner of the Co-Innovate Programme. As lead partner, InterTradelreland oversees the day-to-day implementation and delivery of the entire programme in partnership with the Programme Management Committee. The Co-Innovate Programme is supported by the European Union's INTERREG VA Programme, managed by the Special EU Programmes Body (SEUPB), and was awarded up to €14.7m European Regional Development Funding in order to support over 1,400 SMEs and micro-businesses in Northern Ireland, the Border Region of Ireland, and Western Scotland.

The programme's primary aim is to increase the number of businesses actively participating in cross-border, transnational or interregional research projects and allow SMEs and micro-businesses access innovation capability development and help to implement enhanced R&I activity. The programme involves five strands of activity engaging with over 1,400 SMEs, providing education and capability development support tailored to their needs and absorptive capacities.

Further information on the Co-Innovate Programme can be found at – <https://co-innovateprogramme.eu/>

InterTradelreland Corporate Plan

Further information on InterTradelreland and a link to the 2020-2022 Corporate Plan can be found at <https://intertradeireland.com/corporate-information/corporate-plans>

Section 3 - The Appointment Process & Guidance for Applicants

A competency based interviewing process will be used to select candidates whose experience best match the posts on offer. Candidates will be judged solely based on the information they provide on the application form and at the interview.

Completing the application form

Applicants can apply to InterTradeIreland by downloading an application form directly from our website at <https://intertradeireland.com/careers/>

All applications must be made on the form supplied by InterTradeIreland. CVs will not be accepted.

Under each of the headings in the application form, applicants are asked to demonstrate from their experience/qualifications how they meet the criteria. Applicants should provide examples in their responses that demonstrate their experience and in doing so set the context for their examples, explain what they were trying to achieve, describe what they actually did and why, and outline the outcome or results.

Shortlisting

A shortlist of candidates for interview will be prepared on the basis of the information contained in the application. It is essential that all applicants demonstrate on their application form how and to what extent their experience and qualities are relevant to this post and the extent to which they satisfy each of the essential and desirable criteria specified.

Candidates should be aware that written communication skills will be assessed at the Application Form Stage and oral communication skills at Interview Stage.

The information on the application form will be used for sifting and only those candidates who meet the Essential Criteria will proceed to the next stage of the recruitment process.

In the event of large numbers of candidates meeting all the Essential Criteria for the role, a shortlisting process will be initiated by applying any Desirable Criteria, which may also be ranked as per the job description.

At the interview

Those candidates called for interview will be questioned on the areas covered in the application form and job description. Candidates will be asked to provide specific examples to illustrate their competence in each of the areas. They may enlarge upon an example provided on the application form or use a different example to illustrate the answer.

If this is your first experience of a competence based interview, bear in mind that it does not require you to:

- Talk through previous jobs or appointments from start to finish
- Provide generalised information as to your background and experience
- Provide information that is not specifically relevant to the competence the question is designed to test

A competency based interview does however require you to:

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

In preparation for the interview, you may wish to think about having a clear structure for each of your examples, such as:

- Situation – briefly outline the situation;
- Task – What was your objective, what were you trying to achieve;
- Action – what did you actually do, what was your unique contribution;
- Result – what happened, what was the outcome, what did you learn.

The panel will ask you to provide specific examples from your past experience in relation to each of the competences. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each competence area. You may draw examples from any area of your work/life experiences.

ADDITIONAL INFORMATION

- Completed application forms will be accepted by **email** to the following email address: **recruitment@intertradeireland.com**
- Applicants must ensure that they email the completed application form in sufficient time to reach InterTradeIreland by the closing date of **5.00 PM on MONDAY 26TH APRIL 2021.**
- **Late applications will not be accepted under any circumstances.**
- The space available on the application form is the same for all applicants. **The allocated space for responses must not be extended to supplement answers.**
- Applicants who wish to receive application forms and information packs in accessible formats are requested to advise InterTradeIreland of their requirements as promptly as possible allowing for the fact that the closing date for receipt of these remains the same as above.

- Applicants who require assistance to attend the interviews will be accommodated as requested.
- All jobs are based in Newry, however this post may require travel across the island and candidates must be able to demonstrate how they can fulfil mobility requirements for the post. The work may also require some evening and weekend working.
- Appointment will normally be made at the minimum point of the scale, although a higher starting salary may be considered if the successful candidate has exceptionally relevant qualifications, experience or skills.
- The Body operates an Exchange Rate Fluctuation Scheme for staff working in one jurisdiction and resident in another. Details are available from the HR department on request.
- Applicants may be placed on a reserve list on the basis of merit, whereby appointment can be made to a similar vacancy within a defined timescale. Appointment from the reserve list may be subject to further assessment.

If you have any queries about this recruitment process please email Human Resources at recruitment@intertradeireland.com

Section 4 - Privacy Statement – Recruitment and Selection

In this notice we explain how InterTradelreland collects personal information about you in relation to Recruitment and Selection. This Privacy Notice is written in accordance with the EU's General Data Protection Regulation (GDPR). For full details of InterTradelreland's Privacy Statement please visit our website at: www.intertradeireland.com/tools/privacy_statement/

InterTradelreland collects and processes personal information about you throughout the recruitment and selection process, including job applications received by e-mail or in hard copy from you. We process this information as necessary to serve our recruitment activity.

Any information requested will be used for recruitment purposes only, unless your application is successful, when your personal information will be used for the purposes of performing an employment contract and will transfer to staff files.

We may collect and process a wide range of Personal information about you at different stages of the recruitment process.

- We will collect and process contact information: your name; e-mail address; phone number(s); postal address. We will also collect and process information contained in the application form, such as: education & qualifications; employment history; and details of any disability as defined in legislation.
- We will also collect data from you to meet our statutory obligations which will be anonymised for reporting purposes.
- If you attend an interview, we will collect and process additional personal information about you.
- Where relevant we will ask your consent to process Sensitive Personal Data. We collect and process sensitive information as necessary, in compliance with all applicable legislation, and in the furtherance of an employment contract. Where consent is sought and given, you retain the right to withdraw consent to the processing of Sensitive Personal Data.
- We will collect references which will contain personal information about you but only from referees provided by you and only when we are considering offering you a job in the Body.

Your personal information will be retained for as long as is permitted by legislation and then destroyed in line with InterTradelreland's data retention policy.

InterTradelreland's GDPR privacy statement can be found at: http://www.intertradeireland.com/tools/privacy_statement/

Appendix 1 - Terms of Appointment

InterTradelreland offer a range of benefits including:

Hours of work:	42 hours per week gross (37 net). InterTradelreland offers a flexible system of working where start and finish times can vary.
Salary:	£40,804 - £44,327 per annum (Manager Scale) Appointment will normally be made at the minimum point of the scale, although a higher starting salary may be considered if the successful candidate has exceptionally relevant qualifications, experience or skills. The Body operates an Exchange Rate Fluctuation Scheme for staff working in one jurisdiction and resident in another. Details are available on request.
Public and Privilege Holidays:	12 days.
Annual leave entitlement:	30 days (Managers and Directors);
Occupational sick pay:	Up to 6 months at full pay and 6 months at half pay subject to a ceiling of 12 months sick pay in any period of 4 years.
Occupational Pension Scheme:	North South Bodies Pension Scheme (modelled on Northern Ireland Civil Service Scheme) Details can be provided on request.
Location:	All jobs are based in Newry, however this post will require travel on a regular basis across the island and candidates must be able to demonstrate how they can fulfil mobility requirements for the post. The work will also require some evening and weekend working.