Candidate Information Booklet

Personal Assistant

TEMPORARY
3 years
(Subject to funding and with a possible extension)

Closing date for applications:
1pm on Wednesday 20th March 2024
REF: PA/24

If you have a disability that makes reading difficult, this application form can be obtained in other formats.
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ABOUT LOUGHS AGENCY

Loughs Agency is an agency of the Foyle, Carlingford and Irish Lights Commission (FCILC), established as one of the North South Implementation Bodies under the Good Friday/Belfast Agreement, constituted under the North South Co-operation (Implementation Bodies) (Northern Ireland) Order 1999 and the British Irish Agreement Acts 1999 and 2002.

The Board of Loughs Agency reports to the North South Ministerial Council (NSMC) and its government Sponsor Departments – the Department of Agriculture, Environment and Rural Affairs (DAERA) in the North, and the Department of the Environment, Climate and Communications (DECC) in the South. The Agency is funded on a 50/50 basis by DAERA in Northern Ireland and DECC in Ireland.

Our Headquarters are based in Derry~Londonderry, with a Regional Office in Carlingford, Co Louth and an operational depot in Omagh.

The Agency’s Vision is “Through partnership and science, protecting and developing our fisheries and natural resources”.

Our mission is to “Sustainably manage, promote and develop the fisheries and resources of the Foyle and Carlingford areas”.

The Agency has responsibility for 4,070km² of catchment in the Foyle area and 480km² in Carlingford, with responsibility for the 2 sea loughs and an area extending 12 miles out to sea from Lough Foyle, which stretches to Downhill in Northern Ireland, and Malin Head in Donegal. Loughs Agency has been delivering transboundary fisheries management in these waters since the establishment of its’ predecessor in 1952, the Foyle Fisheries Commission, with the remit of overseeing the management and protection of the Atlantic salmon and the inland fisheries of the Foyle catchment.
Loughs Agency aims to provide sustainable social, economic and environmental benefits through the effective conservation, management, promotion and development of the fisheries and marine resources of the Foyle and Carlingford Areas. The Agency’s statutory functions are as follows:

- Promotion of development of Lough Foyle and Carlingford Lough for commercial and recreational purposes in respect of marine, fishery and aquaculture matters.

- Management, conservation, protection, improvement and development of the inland fisheries of the Foyle and Carlingford Areas.

- Development and licensing of Aquaculture and Shellfisheries.

- Development of Marine Tourism.

The high level Strategic Priorities identified in our Strategic Direction for a New Decade 2020-30, enabling Loughs Agency to fulfil its statutory remit are:
• Our Remit: Raising the Standards.
• Making Connections.
• Just Transition.
• Organisational Excellence.

LOUGHS AGENCY STRUCTURE

Loughs Agency has 4 Directorates and a Science Section with responsibility for delivery of a wide and varied range of activities and functions.

Corporate Services
The Corporate Services Directorate has responsibility for the effective and efficient delivery of financial services, human resources, information and communication technology, fleet and asset management and all other support functions, to facilitate the achievement of strategic business goals. The Directorate ensures financial and budget management systems are implemented, appropriate controls and monitoring mechanisms are in place to ensure maximum efficiency, accountability and compliance with North South Accounting Guidelines. The Directorate ensures that the Agency is compliant with governance arrangements and is responsible for the development of Strategic, Corporate and Business Plans, ensuring that resources are in place to deliver business objectives.

Conservation and Protection Directorate
The Conservation and Protection Directorate is the largest team in the Agency, with a wide and varied remit. The Directorate's primary focus is on the conservation, development, improvement and protection of the fisheries of Foyle and Carlingford. The Directorate is also responsible for the development of fisheries legislation. Regulation is delivered through the enforcement of the Foyle Fisheries Acts and a series of adaptable secondary regulations and provisions, stemming from EU Directives and Legislation on pollution and water quality. The work of the Directorate includes an annual programme of freshwater monitoring, habitat protection and river restoration developments to conserve and improve the environments essential for sustainable populations of Atlantic salmon and other native fish.

Development
The Development Directorate works across the Agency, identifying and supporting projects and opportunities to develop and promote the statutory functions of the Agency. The main focus of this Directorate includes the development of angling, marine tourism, environmental education, outreach and promotional strategies. The Directorate is also responsible for identifying
external funding and collaborative working opportunities locally, nationally and internationally.

Aquaculture and Shellfisheries
The primary role of the Aquaculture and Shellfisheries Directorate is the management, development and conservation of the native Irish oyster and blue mussel populations in Lough Foyle, and the blue mussel population in Carlingford Lough. These species are actively managed to ensure that exploitation of these species is sustainable in the long term. The Directorate also monitors the biodiversity and health status of the Loughs. The Directorate also has responsibility for the licensing of aquaculture in the marine and freshwater environments of both catchments. This responsibility is yet to be commenced, however the primary legislation required for this is in place.

Science
Science at the Loughs Agency is centred on using outcomes focused approaches to deliver robust scientific evidence to conserve and manage the fisheries and natural resources of the Foyle and Carlingford Areas from an ecosystem based perspective. The scientific work delivered by the Agency is highly diverse and multidisciplinary covering a wide range of freshwater and marine habitats and species. The Science Function is cross cutting across all Directorates and provides a mechanism to underpin and inform all of the Agency’s enforcement and management decisions through creation of effective evidence bases.
JOB DESCRIPTION

Job Title: Personal Assistant (PA)

Contract Type: Full time / Temporary

Duration: 3 years (subject to funding with a possible extension)

Organisation: Loughs Agency of Foyle, Carlingford and Irish Lights Commission

Directorate: Corporate Services - Governance and Support Team

Location: Based in Foyle Area and will be required to work throughout the Foyle and Carlingford areas when necessary

Grade/Scale: EOI / £29,258 – 29,859 per annum

Responsible to: Executive Support Officer

Hours: The normal conditioned hours of work are full-time: 37 hours (excluding meal breaks Monday to Friday).

PURPOSE OF THE ROLE

This post is part of the Governance and Support Services Team and assists with the day-to-day running of the Executive Leadership Team. As a personal assistant (PA) you will work closely with our CEO and Directors to provide executive PA support.

You will play a crucial role in ensuring the efficient functioning of the senior team by managing their schedules, handling administrative tasks, and acting as a key point of contact between the senior team and other staff members, clients, and stakeholders.

Discretion and confidentiality are essential attributes for this post. The post holder will also need to quickly acquire knowledge of the organisation and its key personnel and external stakeholders.
Reporting to the Executive Support Officer, the post holder will provide high quality PA support to the CEO and Directors to enable them to deliver their responsibilities effectively. The post-holder will be expected to be proactive and work flexibly to help maintain the professional image of Loughs Agency. The post-holder will be required to work with individuals at all levels to maintain the highest standards of service to support the CEOs work and that of the Executive Team as a whole.

**MAIN AREAS OF RESPONSIBILITY INCLUDE:**

- Providing PA support to the CEO and Directors as required including diary / calendar management, dealing with telephone enquiries, managing email correspondence, arranging meetings and conferences, and dealing with visitors in a helpful and professional manner. The post-holder will be required to prioritise messages and requests to ensure appropriate and timely action is taken.

- Diary management includes ensuring they have a forward plan of engagement and receive reminders for upcoming deadlines, whilst being mindful of overload in the day and transitions between locations. Organising venues and arrangements for hospitality and organising often complex travel arrangements to ensure the most efficient use of their time and resources. The post-holder will be required to organise meetings on behalf of the CEO and Directors and key government departments and officials.

- Maintain knowledge of the CEO and Directors work remits and responsibilities to ensure tasks and meetings are prioritised effectively. Ensure all action points for the Directors arising from meetings and/or requests for decisions from colleagues and external stakeholders are logged and actively tracked to ensure delivery against required timelines.

- Gather information, liaising with staff as necessary, to draft letters/papers/briefings to ensure the CEO and Directors have the information needed on time.

- Providing secretarial support for internal boards and committees.

- Presentation of documents, briefing papers, reports and presentations using standard Microsoft Office software and maintaining these in accordance with Loughs Agency’s information management policy.
• Management and publication of content on the Agency’s website, intranet, ensuring confidential papers are managed appropriately and can be accessed by designated individuals.

• Support the Governance Team with both the Board and Audit and Risk Committee by formatting and distributing papers, organising meeting arrangements, processing expense claims, maintaining current Declaration of Interests and drafting agendas/briefings/minutes/papers.

• Project management including the management of call-off contracts, reviewing annual agreements, processing requisitions, monitoring budgets, adhering to financial procedures and ensuring value for money.

• Develop, maintain, and review administration and reporting across the directorates to achieve maximum efficiency.

• Ensure all action points for the Directors arising from meetings and/or requests for decisions from colleagues and external stakeholders are logged and actively tracked to ensure delivery against required timelines.

• Maintain and continuously keep up to date key stakeholder mailing lists.

• Liaise positively and professionally with colleagues and visitors.

• Prepare documents, presentations and other communication material as required, and where necessary undertaking research to garner the required information.

• Carry out any other duties that may from time to time reasonably be required within the general level of responsibility for the post.
CORE COMPETENCIES

Loughs Agency’s recruitment and selection process is based on the Northern Ireland Civil Service Competency Framework which sets out how all Agency employees should work.

It is important that all candidates familiarise themselves with the Competency Framework.

Seeing the Big Picture
• Keep up to date with a broad set of issues relating to the work of the Department.
• Develop understanding of how own and team’s work supports the achievement of departmental priorities and delivery to the citizen.
• Focus on the overall goal and intent of what they are trying to achieve, not just the task.
• Take an active interest in expanding their knowledge of areas related to own role.

Changing and Improving
• Understand and apply technology to achieve efficient and effective business and personal results.
• Consider and suggest ideas for improvements, sharing this feedback with others in a constructive manner.
• Conduct regular reviews of what and who is required to make a project/activity successful and make ongoing improvements.
• Put aside preconceptions and consider new ideas on their own merits.
• Help colleagues, customers and corporate partners to understand changes and why they have been introduced.
• Identify, resolve or escalate the positive and negative effects that change may have on own role/team.

Making Effective Decisions
• Demonstrate accountability and make unbiased decisions.
• Examine complex information and obtain further information to make accurate decisions.
• Speak with the relevant people in order to obtain the most accurate information and get advice when unsure of how to proceed.
• Explain clearly, verbally and in writing, how a decision has been reached.
• Provide advice and feedback to support others to make accurate decisions.
• Monitor the storage of critical data and customer information to support decision making and conduct regular reviews to ensure it is stored accurately, confidentially and responsibly.

Leading and Communicating
• Display enthusiasm around goals and activities – adopting a positive approach when interacting with others.
• Listen to, understand, respect and accept the value of different views, ideas and ways of working.
• Express ideas effectively, both orally and in writing, and with sensitivity and respect for others.
• Confidently handle challenging conversations or interviews.
• Confront and deal promptly with inappropriate language or behaviours, including bullying, harassment or discrimination.

Collaborating and Partnering
• Demonstrate interest in others and develop a range of contacts outside own team to help get the job done.
• Change ways of working to facilitate collaboration for the benefit of the team’s work.
• Proactively seek information, resources and support from others outside own immediate team in order to help achieve results.
• Readily identify opportunities to share knowledge, information and learning and make progress by working with colleagues.
• Listen attentively to others and check their understanding by asking questions.
• Take responsibility for creating a working environment that encourages equality, diversity and inclusion.

Building Capability for All
• Take ownership of team and individual development by identifying capability needs and consistently achieving development objectives.
• Take responsibility for the quality of own work and seek opportunities for improvement through continuous learning.
• Proactively support the development plans of others.
• Take account of the diverse contributions of team members and delegate work to improve capabilities of all.
• Encourage and be open to developmental feedback from others.
Delivering Value for Money

- Manage information and financial data so that it is accurate, easily located and reusable.
- Can account for expenditure and create well supported argument for extra expenditure e.g. overtime.
- Take opportunities to challenge misuse of resources I order to achieve value for money and sustainable ways in working.
- Understand that all actions have a cost and choose the most effective way to do something in a resource-efficient way.
- Ensure that recognized control procedures and practices are maintained.
- Monitor resources against plans and budget, identify and flag up variances.

Managing a Quality Service

- Explain clearly to customers what can be done.
- Work with team to set priorities, create clear plans and manage all work to meet the needs of the customer and the business.
- Ensure that levels of service are maintained – flag up risks or concerns in order to meet customer requirements.
- Keep internal teams, customers and delivery partners fully informed of plans and possibilities.
- Promote adherence to relevant policies, procedures, regulations and legislation, including equality diversity and health and safety.
- Identify common problems or weaknesses in policy or procedures that affect service and escalate these.

Delivering at Pace

- Create regular reviews of what and who is required to make a project/activity successful and make ongoing improvements.
- Be interested and positive about what they and the team are trying to achieve.
- Take ownership of problems in their own area of responsibility.
- Remain positive and focused on achieving outcomes despite setbacks.
- Check own and team performance against outcomes, make improvement suggestions or take corrective action when problems are identified.
- Set and achieve challenging goals and monitor quality.
Achieving Outcomes through Delivery Partners

- Be able to identify and access departmental procurement and appropriate expertise.
- Understand and be able to explain departmental approach to assigning contractual and financial delegations.
- Recognise when deliverables and/or services derived from a business arrangement are not being delivered to the required level of quality or standard and take appropriate action.
- Fully meet commercial confidentiality and data security requirement in contracts.
PERSONNEL SPECIFICATION
Personal Assistant

Essential Criteria
Applicants must demonstrate that they possess the following criteria, by the closing date for applications. Each essential criterion will be applied.

- A minimum of 5 GCSEs (Grade A-C) or equivalent to include Maths and English.
- 6 months experience as a PA or in providing similar administrative support to senior management, or in an executive setting.
- Strong written and verbal communication skills.
- Evidence of experience in minuting meetings.
- Strong experience of advanced level in the use of Microsoft Word, PowerPoint, Outlook and Teams working to the highest standards of writing, grammar, accuracy and presentation.
- Detail-oriented with a proactive and problem-solving mindset.
- Ability to build effective working relationships with colleagues and external contacts at all levels and to tailor support for different people.
- Demonstrable experience of handling highly confidential and sensitive information relating to clients, associates, employees, business strategy and general administration. Ability to demonstrate discretion and the ability to handle confidential information with professionalism.
- Some Knowledge of the Data Protection Act 2018 (UK General Data Protection Regulation (GDPR))
- Evidence of experience in gathering information researching and summarising facts, producing reports.
- Evidence of strong organisational and time management/planning skills and the ability to prioritise work and meet deadlines.
• Adaptability and the ability to multitask effectively.

• Candidates must hold a full current driving licence (with not more than 6 penalty points) held for a minimum of two years.

SHORTLISTING INFORMATION

The technical elements related to the duties and responsibilities of this job will be scored on a competency based framework at shortlisting and interview. This means that ONLY those candidates who most closely match the requirements of the post are likely to be shortlisted.

Each applicant should consider carefully if they can demonstrate the required levels of skill and experience before they spend time completing an application form. It is not enough to state that you have an ‘awareness’ or ‘knowledge’ of the areas stated, candidates must demonstrate actual skills and experience that can be checked with previous employers where necessary.

Each candidate should take care to complete their application in a way that ensures that the short-listing panel fully understands both their academic success and the skills and experience they have gained.

Please do not complete any section unless you can demonstrate actual skills and experience that can be checked with previous employers where necessary. Please confine your answers to the spaces provided.

GUIDANCE FOR MAKING YOUR APPLICATION

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the essential criteria.

• Loughs Agency will not accept CV’s, letters, additional pages of any other supplementary material in place of or in addition to completed application forms.
• The space available on the application form is the same for all applicants and must not be altered.
• Applicants must complete the application form in Arial font 12, or legible, block capitals.
• Applicants must not reformat application forms.
• Information in support of your application will not be accepted after the closing date for receipt of applications.
• Applications will not be examined until after the closing date.
• Please do not use acronyms, complex technical detail etc. Write for the reader who may not know your employer, your field of expertise or your job.
• Relevant or equivalent qualifications – if you believe your qualification is equivalent to 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.
• It is essential that all applicants demonstrate on their application form how and to what extent their experience and skills are relevant to this post and the extent to which they satisfy each of the essential and desirable criterion specified. If you do not provide sufficient detail, including the appropriate dates needed to meet the criteria, the Selection Panel will reject your application.
• The examples you provide should be concise and relevant to the criteria. This is very important as the examples that you provide may be discussed at interview and you may need to be prepared to talk about these in detail if you are invited to interview. It is your unique role that the Panel are interested in, not that of your Organisation, team or division.
• Loughs Agency will not make assumptions from the title of the applicant’s post or the nature of the organisation as to the skills and experience gained.

Application Form Submission

• Applications can be completed online and are accessible from the Loughs Agency website, www.loughs-agency.org/careers any queries can be emailed to careers@loughs-agency.org.
• Loughs Agency will not accept incomplete application forms, application forms received after the closing deadline or reformatted applications.
• Loughs Agency does not accept faxed applications.
• Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to Loughs Agency to meet the required deadline. Loughs Agency will not accept any application where there is any shortfall in postage.
• Should you have any queries please contact Siobhan McCarron, Human Resource Officer on 02871 342100
Equal Opportunities Monitoring Form

Please note that the Equal Opportunities Monitoring Form is regarded as part of your application and failure to complete and return it may result in disqualification.

GUIDANCE FOR INTERVIEW

It is anticipated that interviews will be held week beginning Monday 8th April 2024. This may be subject to change.

At interview, the technical elements related to the duties and responsibilities of this job will be scored on a competency based framework. The Selection Panel will assess candidates against the behavioural competences, qualifications and experience required for the post.

For professional and technical posts, questions may be framed in the context of professional elements of the post.

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 the effective performance of this role;
- Provide specific and verifiable examples of your experience in relation to the required competence areas.

Order of Merit

The Selection Panel will assess candidates against the interview criteria. Those candidates who meet the required standard(s) and pass mark will be deemed suitable for appointment. The Selection Panel will then list those suitable for appointment in order of merit with the highest scoring applicant ranked first.
The order of merit is valid for one year. Therefore, if this post becomes available again within this year, the next suitable candidate will be offered the post without further competition.

**ADDITIONAL INFORMATION**

**Disability Requirements**

Loughs Agency will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability disclosed are used for this purpose only and do not form any part of the selection process. If you have indicated on your application that you have a disability, are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact Siobhan McCarron, Human Resource Officer on 02871 342100.

**Vetting Procedures**

Prior to appointment the following will be required:

- Proof of qualifications
- Copy of valid Driving Licence
- Receipt of 2 satisfactory references (references will not be sought until after the final stage of the assessment process).
- Basic level security clearance which is managed by Access NI.

**Availability**

The post is based in Loughs Agency HQ Derry-Londonderry, however the successful applicant will also be required to travel within the Foyle and Carlingford Areas and outside both jurisdictions.

**Any Other Duties**

Appointees may be required to carry out any other duties that may (from time to time) arise and which are reasonably required within the general level of responsibility for the post.
Salary

Starting salary will normally be at the minimum of the scale. Consideration of a higher starting salary may be given to applicants with exceptional relevant experience and/or skills and only then if all ‘suitable candidates’ (those considered to be appointable by the Selection Panel) have refused the minimum salary offered.

Closing Date

Completed application forms must be returned to arrive not later than 1pm on Wednesday 20th March 2024.