



NORTHERN  
IRELAND  
HUMAN  
RIGHTS  
COMMISSION

## **Candidate Information Pack**

**Digital Communications Assistant  
Fixed Term Contract for 12 months - Full-Time  
(possibility of extension, subject to funding)**

**October 2024**

## 1. Foreword from the Chief Executive

Thank you for showing an interest in joining our team as a Digital Communications Assistant.

The Commission is focused on protecting and promoting the human rights of everyone in Northern Ireland, by providing high quality independent advice to government, the use of investigatory powers and supporting legal challenges. Our education work helps increase levels of compliance and improves service provision across the public and private sectors. At the same time, we engage with communities to empower individuals to understand and be able to fully exercise their human rights.

By joining our highly motivated, professional and successful multi-disciplinary team, you will have the opportunity to use your skills in an organisation that is an internationally recognised centre of excellence. You will have the opportunity to work with us at an exciting time, as we enter a period of substantive growth with a new and challenging mandate.

We want to add a talented individual to the Commission's staff who is equally effective working alone or as a good team player, committed to quality and continuous improvement for yourself and others. The Commission can provide you with excellent personal and professional development opportunities. We are seeking someone who is flexible and can utilise their talents to support the work taking place across a range of our organisation's functions.

If you are interested in working in an organisation with a broad mandate, working in an often challenging environment, and playing an important part in delivering a better Northern Ireland for all, then I look forward to hearing from you.



**Dr David Russell**  
**Chief Executive**

## 2. Role and Functions of the NI Human Rights Commission

The Commission was established as a result of the Belfast (Good Friday) Agreement. Our governing legislation is the Northern Ireland Act 1998, as amended by the Justice and Security (Northern Ireland) Act 2007 and the European Union (Withdrawal Agreement) Act 2020. It is a National Human Rights Institution with A status accreditation from the United Nations. This recognition means that the organisation operates independently in full accordance with the United Nations General Assembly Resolution 48/134 (the Paris Principles).

The Commission is also a non-departmental public body, and receives grant-in-aid from the United Kingdom government through the Northern Ireland Office. We report to Parliament through the Secretary of State for Northern Ireland.

Our primary role is to make sure government and public authorities protect, respect and fulfil the human rights of everyone in Northern Ireland. We also help people understand what their human rights are and what they can do if their rights are violated or abused. To pursue this objective we consider the full range of civil, political, social, economic and cultural rights. Our work is based on the international human rights treaties ratified by the United Kingdom government, domestic legislation and relevant soft law standards.

The statutory functions of the Commission in accordance with the Northern Ireland Act 1998 are:

1. Keeping under review the adequacy and effectiveness in Northern Ireland of law and practice relating to the protection of human rights.
2. Advising the Secretary of State and the Northern Ireland Executive of legislative and other measures which ought to be taken to protect human rights—as soon as reasonably practicable after receipt of a general or specific request for advice; and on such other occasions as the Commission thinks appropriate.
3. Advising the Northern Ireland Assembly whether legislative Bills are compatible with human rights
4. Providing advice to the UK government and Westminster Parliament on matters affecting human rights in NI.
5. Conducting investigations on systemic human rights issues. To do so, we may enter places of detention, and can compel individuals and agencies to give oral testimony or to produce documents.

6. Promoting understanding and awareness of the importance of human rights in Northern Ireland. To do so, we may undertake or support research and educational activities.
7. Providing legal assistance to individuals and initiating strategic cases, including own motion legal challenges.
8. Monitoring the implementation of international human rights treaties and reporting to the United Nations and Council of Europe.
9. Working in partnership with the Irish Human Rights and Equality Commission as mandated through the joint committee created in accordance with the Belfast (Good Friday) Agreement.

The Commission is mandated in accordance with Article 2(1) of the Protocol on Ireland/Northern Ireland of the European Union Withdrawal Agreement to ensure there is no diminution of rights protected in the 'Rights, Safeguards and Equality of Opportunity' chapter of the Belfast (Good Friday) Agreement as a result of United Kingdom's withdrawal from the European Union.

The Commission's statutory functions for this purpose in accordance with the European Union (Withdrawal Agreement) Act 2020 are:

1. Monitoring the implementation of Article 2(1) of the Protocol on Ireland/Northern Ireland in the EU withdrawal agreement (rights of individuals).
2. Reporting to the Secretary of State and the Executive Office in Northern Ireland on the implementation of Article 2(1)—as soon as reasonably practicable after receipt of a general or specific request for such a report, and on such other occasions as the Commission thinks.
3. Advising the Secretary of State and the Executive Committee of the Assembly of legislative and other measures which ought to be taken to implement Article 2(1)—as soon as reasonably practicable after receipt of a general or specific request for advice, and on such other occasions as the Commission thinks appropriate.
4. Advising the Assembly (or a committee of the Assembly) whether a Bill is compatible with Article 2(1)—as soon as reasonably practicable after receipt of a request for advice, and on such other occasions as the Commission thinks appropriate.

5. Promoting understanding and awareness of the importance of Article 2(1); and for this purpose we may undertake, commission or provide financial or other assistance for—research, and educational activities.
6. Bring any appropriate matters of relevance to Article 2(1) to the attention of the Specialised Committee on issues related to the implementation of the Protocol on Ireland/Northern Ireland established by Article 165 of the Withdrawal Agreement.
7. Bring judicial review proceedings in respect of an alleged breach (or potential future breach) of Article 2(1) of the Protocol on Ireland/Northern Ireland in the EU withdrawal agreement; or intervene in legal proceedings, whether for judicial review or otherwise, in so far as they relate to an alleged breach (or potential future breach) of Article 2(1).

The Commission is also designated, with the Equality Commission, under the United Nations Convention on the Rights of Disabled Persons as the independent mechanism tasked with promoting, protecting and monitoring implementation of Convention in Northern Ireland.

We also engage with other National Human Rights Institutions in the United Kingdom on issues of common interest.

Our Annual Statement, published in December each year, records how much progress has been made towards meeting human rights obligations in Northern Ireland. This strongly informs our future work priorities.

### **3. Current Organisational Structure**

There are seven Commissioners (a full time Chief Commissioner and six part-time Commissioners) appointed by the Secretary of State. As far as practicable, the Commissioners, as a group, is representative of the community in Northern Ireland.

The Commissioners are supported by a small staff team. The senior management team consist of the Chief Executive and five Directors working across five teams:

- Legal;
- research and investigations, and advice to government;
- human rights after EU withdrawal;
- communications, information and education, public and political affairs;
- finance, personnel and corporate affairs.

## **4. Our Values and What It's Like to Work for Us**

A human rights-based approach underpins the Commission's work. This is predicated on the conviction that human rights compliant outcomes require processes that adhere to both the values, which underpin human rights laws as well as their substantive content. On this basis our core principles are:

### **Participation**

People should be involved in decisions affecting their human rights.

### **Accountability**

There should be effective monitoring of how human rights are implemented and meaningful remedies available when things go wrong.

### **Non-discrimination and equality**

All forms of discrimination must be prohibited, prevented and eliminated. People facing the biggest barriers to realising their rights should be prioritised.

### **Empowerment**

Everyone should understand and be able to fully exercise their human rights.

### **Legality**

Policies and services should be grounded in enforceable domestic and international human rights laws.

### **Partnership**

In developing a culture of human rights, the Commission will work with other organisations across a wide spectrum of society.

## 5. Overall Purpose of the Role

The post holder will act as part of a team charged with promoting understanding and awareness of human rights in Northern Ireland through engagement, communications, information services and educational activities.

The post holder will also support the Director of Engagement and Communications and the wider team in assisting with media and digital platforms, international engagement, events and training delivery.

## 6. Duties and Responsibilities

- a) Assist with the management the Commission's social media accounts.
- b) Plan, schedule, and create day-to-day digital content as required, including social media posts, graphics and video. Provide expertise on the development of new assets and channels.
- c) Monitor and report on performance of website and social media content, deploying social media metrics and analytics to illustrate impact, provide insight and measure success against KPIs.
- d) Monitor social media accounts daily, with the judgement to escalate where necessary.
- e) Work with the team to maintain accurate and appropriate website content; draft and publish information on website.
- f) Champion knowledge of web content accessibility standards across the organisation.
- g) Assist with preparing papers for Commission meetings.
- h) Draft and edit communications copy such as newsletter and promotional content, with appropriate support.
- i) Undertaking training and personal development activity as agreed by line manager.
- j) Displaying a commitment to the protection of human rights and to the promotion of equality and showing sensitivity to the diversity of views on human rights issues in Northern Ireland.

- k) Undertaking any other duties whenever reasonably required the Director of Engagement and Communications.

Please note this is not an exhaustive list and the duties associated with the post may be subject to reasonable change from time to time according to the needs of the organisation.

## 7. Employee Specification

### Essential Shortlisting Criteria

Applicants **must** demonstrate as at the closing date for receipt of applications that they have:

- a) At least two years' practical experience gained within the last 7 years within a similar digital communications role.
- b) At least one years' practical experience assisting with digital media communications across multiple formats, including updating and maintaining websites (preferably gained within a workplace setting).
- c) Ability to demonstrate effective oral and written communication skills within a professional setting;
- d) Ability to demonstrate experience of building and maintaining relationships to work effectively within a team.
- e) Experience of multimedia content production essential (for example the ability to create, design, edit and post videos, infographics and social media content).
- f) Ability to demonstrate IT proficiency to include familiarity with MS Office (or equivalent) and with design software such as Canva, Adobe etc.

### Desirable Shortlisting Criteria

Candidates may be shortlisted for interview on the basis of meeting the essential criteria outlined above. However, in the event of a large volume of applications, NIHRC reserves the right to enhance the criteria as it sees fit. In such an event, the NIHRC will first apply any or all of the following desirable criteria:

- Knowledge and understanding of human rights
- Professional experience of assisting with the design and output of podcasts
- A working knowledge of the latest in digital strategy and techniques including how to produce accessible content and how to craft



communications plans which will support the development of new public-facing content.

## 8. Application Process

To apply, candidates are required to submit an up to date and relevant Curriculum Vitae (CV) detailing career history, and relevant qualifications. Candidates are also required to submit the completed covering letter template to clearly detail how they meet the criteria outlined in the candidate specification. Candidates are also asked to complete an Equal Opportunities Monitoring Form. Applicants are required to return the following items to [recruit@headstogether.com](mailto:recruit@headstogether.com) by no later than 12noon on Friday 15<sup>th</sup> November

Applicants should ensure they have returned:

- Curriculum Vitae (CV)
- Cover letter setting out how the candidate meets the essential and desirable criteria
- Completed Equal Opportunities Statement
- Signed Privacy Notice

If you have any questions about the role, please direct these via email to our HR providers HeadsTogether Consulting Ltd using the email address [recruit@headstogether.com](mailto:recruit@headstogether.com) or alternatively telephone 02890 424030.

**Please note it is up to the candidate to demonstrate clearly how they meet each of the criteria. The shortlisting panel cannot make presumptions about information that is not listed directly or that is ambiguous.**

Applications received after the deadline unfortunately cannot be considered. It is the candidate's sole responsibility to ensure that applications are received by the closing date and time provided.

## 9. Recruitment Process

The selection process for those candidates who are successfully shortlisted is envisaged to take place week commencing 25<sup>th</sup> November 2024. The selection process is likely to involve an assessment or exercise, followed by a competency based interview.

The selection process is designed to test the following skills and attributes:

- Seeing the Big Picture
- Changing and Improving
- Effective Decision Making

- Leading and Communicating
- Collaborating and Partnering
- Building Capability for All
- Delivering Value for Money
- Making a Quality Service
- Delivering at Pace
- Achieving Outcomes through Delivery Partners

### Seeing the Big Picture

- Ability to keep up to date with a broad set of issues relating to the work of the Commission.
- Develops an understanding of how their own and engagement and communications supports the achievement of the Commission's priorities and delivery to the service user.
- Focuses on the overall goal and intent of what they are trying to achieve, not just the task.
- Takes an active interest in expanding their knowledge of areas related to their own role.

### Changing and Improving

- Understands and applies technology to achieve efficient and effective business and personal results.
- Considers and suggests ideas for improvements, sharing this feedback with others in a constructive manner.
- Conducts regular reviews of what and who is required to make a project/activity successful and make ongoing improvements.
- Puts aside preconceptions and consider new ideas on their own merits.
- Helps colleagues, customers and corporate partners to understand changes and why they have been introduced.
- Identifies, resolves or escalates the positive and negative effects that change may have on their own role/team.

### Effective Decision Making

- Demonstrates accountability and makes unbiased decisions.
- Examines complex information and obtains further information to make accurate decisions.
- Speaks with the relevant people in order to obtain the most accurate information and get advice when unsure of how to proceed.
- Explains clearly, verbally and in writing, how a decision has been reached.
- Provides advice and feedback to support others to make accurate decisions.
- Monitors the storage of critical data and service user information to support decision making and conducts regular reviews to ensure it is

stored accurately, confidentially and responsibly.

### Leading and Communicating

- Displays enthusiasm around goals and activities – adopting a positive approach when interacting with others.
- Listens to, understands, respects and accepts the value of different views, ideas and ways of working.
- Expresses ideas effectively, both orally and in writing, and with sensitivity and respect for others.
- Ability to confidently handle challenging conversations or interviews.
- Confronts and deals promptly with inappropriate language or behaviours, including bullying, harassment or discrimination.

### Collaborating and Partnering

- Demonstrates interest in others and develops a range of contacts outside own team to help get the job done.
- Ability to change ways of working to facilitate collaboration for the benefit of the team's work.
- Proactively seeks information, resources and support from others outside own immediate team in order to help achieve results.
- Readily identifies opportunities to share knowledge, information and learning and makes progress by working with colleagues.
- Listens attentively to others and checks their understanding by asking questions.
- Takes responsibility for creating a working environment that encourages equality, diversity and inclusion.

### Building Capability for All

- Takes ownership of team and individual development by identifying capability needs and consistently achieving development objectives.
- Takes responsibility for the quality of own work and seeks opportunities for improvement through continuous learning.
- Proactively supports the development plans of others.
- Takes account of the diverse contributions of team members and delegates work to improve capabilities of all.
- Encourages and is open to developmental feedback from others.

### Delivering Value for Money

- Manages information and financial data so that it is accurate, easily located and reusable.
- Can account for expenditure and create well supported arguments for extra expenditure e.g. overtime.
- Takes opportunities to challenge misuse of resources in order to achieve

- value for money and sustainable ways of working.
- Understands that all actions have a cost and chooses the most effective way to do something in a resource efficient way.
- Ensures that recognised control procedures and practices are maintained.
- Monitors resources against plans and budget, identifying and flagging up variances.

### Managing a Quality Service

- Explains clearly to customers what can be done.
- Works with their team to set priorities, create clear plans and manage all work to meet the needs of the Commission.
- Ensures that levels of service are maintained – flags up risks or concerns in order to meet service users’ requirements.
- Keeps internal teams, service users and stakeholders fully informed of plans and possibilities.
- Promotes adherence to relevant policies, procedures, regulations and legislation, including equality, diversity and health and safety.
- Identifies common problems or weaknesses in policy or procedures that affects performance and escalates these.

### Delivering at Pace

- Creates regular reviews of what and who is required to make a project/activity successful and make ongoing improvements.
- Is interested and positive about what they and the team are trying to achieve.
- Takes ownership of problems in their own area of responsibility.
- Remains positive and focused on achieving outcomes despite setbacks.
- Checks their own and team performance against outcomes, makes improvement suggestions or takes corrective action when problems are identified.
- Sets and achieves challenging goals and monitors quality.

### Achieving Outcomes through Delivery Partners

- Ability to identify and access staff with responsibility for procurement and appropriate expertise.
- Understands and has the ability to explain the Commission’s approach to assigning contractual and financial delegations.
- Recognises when deliverables and/or services derived from a business arrangement are not being delivered to the required level of quality or standard and takes appropriate action.
- Fully meets commercial confidentiality and data security requirements in contracts.

### **Adjustment Requirements**

If you have any adjustment requirements to enable you to participate in the selection process, please make this known on the application form provided.

### **Transgender Requirements**

Should you currently be going through a phase of transition in respect of gender and wish this to be taken into consideration in confidence to enable you to attend any part of the assessment process please contact Joanne Kane of HeadsTogether Consulting Ltd on 02890 424030. Details of this will only be used for this purpose and do not form any part of the selection process.

## **10. Terms and Conditions of Employment**

### **Duration of Contract**

This is a fixed term, full-time post for 12 months (possibility of extension subject to funding).

### **Start Date**

The person appointed will be expected to take up duty as soon as is practicable.

### **Working Hours**

The normal office hours are from 9.00am to 5.00pm, Monday to Friday, however there may be the requirement to work outside of these normal hours. The job requires a considerable degree of commitment, flexibility and adaptability on the part of the post holder to meet quality standards and working deadlines. He/she will maintain at all times such availability, flexibility and mobility as is necessary to the pursuance of the job.

The Commission operates a hybrid working model and flexible working hours arrangements.

This post is suitable for job-share.

### **Probation**

Satisfactory completion of a three-month probation period is a condition of continued employment in the position.

### **Salary**

The grade of the post is currently equivalent to Northern Ireland Civil Service, E01 with a current pay band of £30,721-£31,352 per year (under review).

Salary will be within the above range within which pay progression will be as per NICS pay policy. Unless there are exceptional circumstances, the starting salary will be at the pay band minimum £30,721.

## **Allowances**

Travelling and subsistence expenses will be paid at approved NICS rates to the holder of this post when s/he is absent from the Commission's premises on Commission business.

## **Notice**

The appointment may be terminated by either party with at least one months' notice in writing.

## **Holidays**

In addition to the usual public and privilege holidays, currently 12 per annum, there is an annual leave allowance of 25 days (April to March) rising to 30 days on five years' continuous service.

## **Location**

We are located at:

Fourth Floor  
Alfred House  
19 – 21 Alfred Street  
Belfast  
BT2 8ED

## **Pensions**

The Northern Ireland Human Rights Commission operates the Civil Services Pension Scheme. Further details of the pension can be found on the Civil Services Pension website at <http://www.civilservicepensionscheme.org.uk/>

## **Policies**

The Commission recognises the Northern Ireland Public Service Alliance (NIPSA) for the purposes of collective bargaining. It is intended that so far as is reasonably practicable the Commission will seek to mirror the policies and

procedures adopted and amended from time to time by the Northern Ireland Civil Service (NICS).

Employees should refer to the NICS policies and procedures at <https://www.finance-ni.gov.uk/articles/northern-ireland-civil-service-handbook>