



Llywodraeth Cymru
Welsh Government



Care Inspectorate Wales Support Officers (Recruitment 2023)

Candidate Guidance

Care Inspectorate Wales



Hyrwyddwr Busnes
Cyfrifol Cymru
2020



Responsible Business
Champion Cymru
2020



Welcome from Gillian Baranski, Chief Inspector, Care Inspectorate Wales

Thank you for applying for the Care Inspectorate Wales Business Support Officer role.

Care Inspectorate Wales (CIW) is the independent regulator of social care and childcare in Wales. We carry out functions on behalf of Welsh Ministers but have operational independence from the Welsh Government. Services we regulate and inspect include adult and children's care homes, children's day care and child minders. We also review how local authority social services carry out their functions across Wales.



Our aim is to improve the quality and safety of services for the well-being of the people of Wales and you will have a key role in ensuring that regulated services for adults and children provide good quality, safe care.

CIW has approximately 283 staff based in three main locations across Wales – Carmarthen, Llandudno Junction and Merthyr Tydfil. We are an inclusive organisation which welcomes and respects diversity and is committed to ensuring our workforce reflects the population of Wales.

This is a busy and fast-paced organisation with people at its core. You will have a critical function to perform to ensure the effective and timely delivery of CIW's core responsibilities across the full spectrum of social care and childcare.

We look forward to receiving your application.

Gillian Baranski

1. The Role

Background

Care Inspectorate Wales (CIW) is the independent regulator of social care and childcare. CIW registers, inspects and takes action to improve the quality and safety of services for the well-being of the people of Wales. CIW carries out functions on behalf of Welsh Ministers, decides who can provide services, inspects and drives improvement of regulated services and local authority social services, undertakes thematic reviews of social services, takes action to ensure services meet legislative and regulatory requirements and investigates concerns raised about regulated services.

The organisation has approximately 283 staff who are located in three main offices across Wales, in Carmarthen, Llandudno Junction and Merthyr Tydfil.

We have a number of Fixed term positions (for up to 12 months) at team support grade in our Business Support team.

2. How to Apply

To apply, you will be asked to register for an account on the Welsh Government on-line system using an email address. It is recommended that you select an email address to which only you have access, as this will be our main method of communication with you regarding the selection process (*if you have previously applied for a role in Welsh Government or CIW, you may already have an account set up*).

If you have an impairment or health condition, or use British Sign Language and need to discuss reasonable adjustments for any part of this recruitment process, or wish to discuss how we will support you if you were to be successful, please email sharedservices@gov.wales as soon as possible and a member of the team will contact you to discuss your concerns and requirements.

We welcome applications in Welsh and English. Applications in Welsh will not be treated less favourably than those made in English.

There are 2 stages to the recruitment process:

Stage 1 – Complete online application

Stage 2 – Interview and assessment. If the post requires Welsh language skills there will also be a Welsh language written assessment.

CIW follow Welsh Government recruitment processes which are competency based application forms and interviews. Please ensure you read the Welsh Government Recruitment Guidance and the CIW Candidate Pack before applying and whilst preparing for interviews and use the STAR approach when providing evidence.

3. Selection Process

Shortlisting/Sift

Candidates will be shortlisted by assessing the evidence provided within the application, against the 4 competencies and 3 job specifics. This will be assessed using the scoring matrix (see External Candidate Guidance at para 6) against the competencies job specific criteria as set out in the job description/job advert.

If the volume of applications is high, the panel may only shortlist based on your responses to the 3 job specific criteria. Please note, you **still need to** provide a written response in relation to the 4 competencies to successfully pass the shortlisting stage.

You will be notified of the outcome via the on-line system. Minimum written feedback will be provided at sift stage.

Interviews

If you pass the sift stage, you will be invited to attend a virtual interview via teams.

If the post requires Welsh language skills, there will also be a Welsh language written assessment.

Candidates will be provided with a minimum of 5 working days notice of the interview date/time. You may be provided with a specific date and time or asked to book a slot on

an available timetable. Please ensure you accept / decline / or book in at your earliest opportunity.

Interviews will be held virtually using Microsoft Teams. Guidance on how to use Microsoft team will be provided to those candidates who are shortlisted for interview. Candidates will have the opportunity to test IT connection prior to interview and support will be available on the day of the interview. If for any reason you are unable to undergo an online interview please let us know and we can seek to make alternative arrangements where possible.

The interview will be a competency based interview with questions against the 4 competency behaviours and the 3 job specifics in the job description. You will be asked to provide real time examples that demonstrate your competency using the STAR format i.e. Situation, Task, Action and Result. We want to hear about you, what you have done, the impact of your actions and how this relates to the role. Guidance is provided on how to evidence your examples using the STAR approach. Candidates should ensure they read the guidance before completing the application process and when preparing for the interview.

The interview panel is usually made up of 3 members: a Panel Chair, the recruiting line manager (or a representative from the team), plus another member of staff. You should allow approximately 1 hour for the entire interview process.

If for any reason you are unable to undergo an online interview please let us know and we can seek to make alternative arrangements where possible.

If you are a disabled person, have an impairment or health condition, are neurodivergent or if you use BSL and wish to request a reasonable adjustment or alternative arrangements please contact us by sending an email to CIWHR@gov.wales.

Welsh Language Skills

Welsh language skills are not essential for all roles. We encourage applications from Welsh speakers and non Welsh speakers to apply for these posts.

*For posts which require **Welsh language skills** the sift and interview process will be conducted through your preferred language.*

Candidates are required to present evidence for at least two questions from the competency or job specific criteria in the alternate language. For example, if the application is being submitted in English, at least two of the examples should be written in Welsh. If the application is being submitted in Welsh, at least two of the examples should be written in English.

4. Terms of Appointment

Working Pattern

The posts have been designed as full-time roles (37 hours per week) which could be delivered by one person working full-time or two people job-sharing. However, we welcome applications from people who work part-time and if someone who wants to work part-time is successful, we will make proportionate adjustments to the responsibilities of the post.

As we are an operational delivery service we expect the business support team to work 9:00am-5:00pm Monday to Thursday and 9:00am-4:30pm on a Friday to ensure sufficient cover our business capacity.

Location –

These posts can be based in Merthyr Tydfil, Carmarthen or Llandudno Junction. We are operating a hybrid approach to working - known within Welsh Government as 'Smart Working'; this includes a blend of home and office based working to fit around your commitments and the needs of the business. Each individual job advert will indicate which location the post will be based.

Flexible Working - Flexible working schemes are available which allow you to vary your working day and office location.

Annual Leave - Welsh Government offers 31 days annual leave if you work full-time, pro rata for part-time (e.g. 4 days = 25 days).

Bank Holidays - Full-time employees receive 10 days public and privilege holidays a year, pro-rata for part-time.

Salary - We are a Living Wage employer with incremental pay scales. We also have an equal pay structure, regardless of age, marital status, disability, race, religion or belief, or gender identity. Further information can be found here. <https://gov.wales/welsh-government-pay-policy-statement-2020>

You will earn £22,150 a year for the first 12 months thereafter you will receive an increment which will take your earnings up to £23,880 (this is subject to passing probation).

Travel and Subsistence - The Welsh Government will reimburse employees for necessary, additional costs incurred on travel and subsistence whilst undertaking official business travel away from the normal office base. Expenses which could have been avoided by better planning or which were otherwise unnecessary to the official purpose of the visit will not be reimbursed.

Green Car Scheme – Which allows you to lease a brand new ultra-low carbon emission car and pay for it through salary sacrifice.

Supportive Finance – Advance of salary loans for a range of situations including: season travel tickets, eye-care, IT equipment, Cycle2Work and more.

Parental Leave – 26 weeks maternity/adoption leave on full pay and 15 days paternity leave.

Wellbeing Time – Dedicated wellbeing hour each week for use in office hours. Whether this is a walk in the local park, yoga, meditation or gym, this is time for you.

Staff Engagement – We have a wide range of very active and welcoming networks including: Autism, Carers, Women Together, PRISM (our LGBTQ+ network) and many more.

Safety and Occupational Health – Dedicated teams to provide staff with help and support needed most.

Mental Health – Employee Assistance Programme and a dedicated helpline to support staff to manage their mental health.

Up to date IT Equipment – Laptops with Office 365 will give you greater flexibility in when, how and where you work.

3 Unions – There are 3 unions currently active in our organisation.

Pension - Further information about the Civil Service Pension scheme can be found here:
<https://www.civilservicepensionscheme.org.uk/>

Equality, Diversity and Inclusion - Welsh Government values and supports all its employees. We have strong and proactive staff networks and diversity talent programmes to help everyone, irrespective of background, to achieve their full potential.

Learning and Development - Everyone in Welsh Government is supported to develop their skills and capabilities, which includes access to learning and development with world-class providers. CIW are committed to Learning and Development and ensure our staff have a minimum of 5 days learning per year. This is supported by a tailored learning programme for CIW employees.

Induction - All new starters receive Induction as an employee of Welsh Government. This is supported by a tailored induction programme for CIW employees.

Civil Service Code - The Civil Service Code sets out the core values and standards expected of all civil servants: integrity, honesty, objectivity and impartiality. All Civil Servants are expected to conduct themselves in accordance with the Civil Service Code,
<https://beta.gov.wales/civil-service-code>

CIW core values - Our core values ensure people are at the heart of everything we do and aspire to be as an organisation.

- **Caring:** we are compassionate and approachable
- **Fair:** we are consistent, impartial and inclusive
- **Integrity:** we are honest and trustworthy
- **Professional:** we are skilled, knowledgeable and innovative
- **Respect:** we listen, engage and value people

Other benefits

- Pay – Competitive increments throughout the pay bands
- Training and Progression - Access to training and development tailored to your role
- Inclusion and Diversity – We encourage a rich and diverse workplace, where everyone feels able to be themselves, and no one feels discriminated against
- Staff Engagement – We have a wide range of very active and welcoming networks including: Autism, Carers, Women Together, PRISM (our LGBTQ+ network) and many more
- Safety and Occupational Health – Dedicated teams to provide staff with help and support needed most
- Mental Health – Employee Assistance Programme and a dedicated helpline to support staff to manage their mental health
- Up to date IT Equipment – Laptops with Office 365 will give you greater flexibility in when, how and where you work
- 3 Unions – There are 3 unions currently active in our organisation

5. Further Information

➤ **Welsh Government Recruitment Guidance for External Candidates**

This **Recruitment Guidance for External Candidates** has been developed to assist candidates in applying for an external vacancy at the Welsh Government.

Please use the guidance provided throughout each stage of the recruitment and selection process. It includes useful advice on:

- what you need to do before you apply
- completing an application, including producing competency and job specific examples
- the STAR technique, which can help to you structure your evidence

- the interview process

➤ **Civil Service Competency Framework**

When evidencing your suitability for the post, it is recommended that you refer to the **Civil Service Competency Framework**. Each of the 4 competency behaviours listed in the job description can be found in the competency framework.

You will need to locate the competency level e.g. Level 1 (AA and AO or equiv), which is the equivalent grade of a Support Officer.

Look for the main competency heading e.g. *Making Effective Decisions*.

You will then see a list of behaviours – and identify the chosen behaviour for you to evidence 300 words against. e.g. *Monitor and store critical data securely and accurately, confidentially and responsibly*.

We are seeking evidence of how you have demonstrated each of the 4 behaviours against the requirements for the role.

6. Further Questions

Please do not hesitate to drop us an email with your questions and we will get back to you.

Email: CIWHR@gov.wales

We look forward to receiving your application!