



IT Support Assistant

Independent Commission for Reconciliation and Information Recovery (ICRIR)

Closing Date: 8th September 2025, 5pm

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Welcome! Fáilte! Fair fa ye! Croeso!



A Commission that serves the people of Northern Ireland

The Independent Commission for Reconciliation and Information Recovery (ICRIR) has been set up to provide information to families, victims and survivors of deaths and serious injury related to Troubles/Conflict, and to work towards reconciliation for all parties.

I accepted the role of Chief Commissioner because I believe this is worth doing. The people of Northern Ireland and all those affected by the Troubles/Conflict need the legacy of the past to be properly dealt with. Previous attempts to address this have failed but that doesn't mean we can simply give up.

The importance of reconciliation is known by all those who have been affected by the Troubles/Conflict and its legacy. For each and every person, that will mean something different. I want the new Commission to be designed in the way that best serves the people of Northern Ireland.

I believe we have a real opportunity here to deliver the answers that people are looking for. To do this, we need to build an independent organisation that's founded on integrity, expertise, and fairness.

Best wishes,

Sir Declan Morgan, Chief Commissioner

Who we are

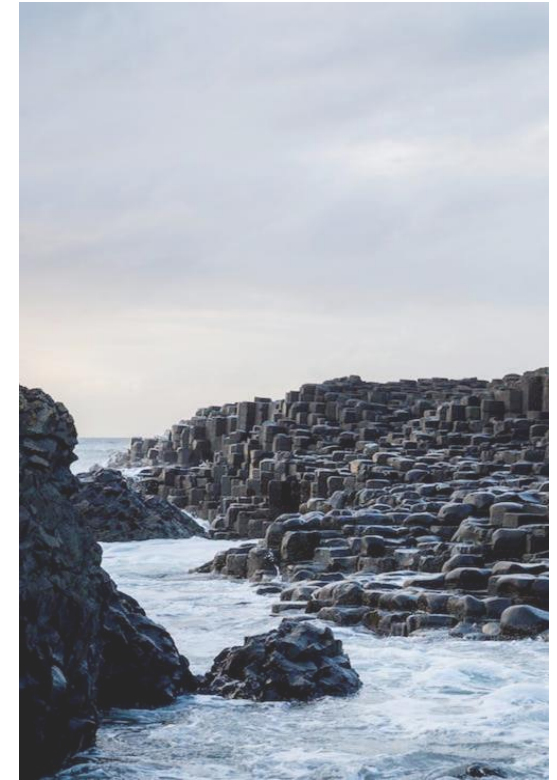
The Independent Commission for Reconciliation and Information Recovery is an independent organisation that has been established to recover information about Troubles/Conflict-related deaths and serious injuries to families, victims, and survivors and to promote reconciliation.

We are building a values-led organisation. We operate with integrity, impartiality, openness, accountability, and respect, as set out in our Code of Conduct. This is reflected in our fair and open recruitment processes. We encourage people to join us across all backgrounds, communities and faiths to help us deliver.

The Commission is based in Belfast, with further operational sites in Northern Ireland and London. Travel to all locations will be required, but hybrid working arrangements will help us support a range of flexible working patterns. This is an exciting opportunity to join an organisation with a unique and vital remit.

The Commission is formed of seven Commissioners, the Chief Commissioner, Sir Declan Morgan, the Chief Executive Officer, Louise Warde Hunter, and the Commissioner for Investigations, Peter Sheridan, as well as four Non-Executive Commissioners to provide challenge and scrutiny to the executive team.

We are committed to creating a diverse and inclusive workplace. We welcome applications from all communities and backgrounds, including underrepresented groups. We value diversity in our workforce as it enhances our ability to serve the communities of Northern Ireland and the United Kingdom.



ICRIR's Code of Conduct

- Integrity
- Impartiality
- Openness
- Accountability
- Respect

The Commission's work will:

- investigate deaths and other serious Troubles/Conflict-related incidents, where requested, including deciding whether a criminal investigation should be part of the investigation.
- as part of investigations, give the opportunity for individuals to make personal statements on how the incidents have affected them.
- require that any information necessary for our work is provided by PSNI, the security services, the Northern Ireland Office or any other public body and require that any person comes to the Commission to provide information.
- use police powers, where appropriate, including to secure evidence, arrest, and question suspects.
- produce and publish reports setting out the findings that have been determined from the investigations and addressing questions that have been raised by those making the request.
- refer deaths and other serious Troubles/Conflict-related incidents to prosecutors, where appropriate.
- produce a record of deaths that were caused by incidents during the Troubles/Conflict, and strive, through all it does, to promote reconciliation.

In addition to its principal objective to promote reconciliation, the Commission has agreed that a trauma and resiliency - informed approach should be taken in all its work and that it should follow three essential principles:

- Compliance with the ECHR;
- Respect for the principles of the 1998 Belfast Good Friday Agreement; and
- Focus on providing useful information to those affected by the Troubles/Conflict.

About the role

Job Title

IT Support Assistant

Band

Band 1

Salary

£31,000

Location

This role is located in Belfast, with regular travel required to our operational site in London. Home working will be considered subject to operational requirements and in line with the Commission's approach on hybrid working and with the agreement of your line manager.

How to apply

Application is by way of CV and Statement of Suitability, and written confirmation that you meet National Security Vetting minimum UK residency requirements see page 10 for further details

Working Pattern

Full time, part time and flexible working. The role may include occasional out-of-core-hours working.

Contract Type

This role is offered on a permanent contract. Secondment arrangements from other organisations will also be considered, including employer pension contributions.

Security Level

Willingness to be assessed against the requirements for SC clearance, if not already cleared. **Please note** National Security Vetting (NSV) requires applicants to meet minimum UK residency criteria to allow their NSV application to be considered. Please find further information on NSV (National Security Vetting), and minimum UK residency eligibility requirements:

[National security vetting: clearance levels - GOV.UK](https://www.gov.uk/national-security-vetting/clearance-levels).

Closing Date

8th September 2025, 5pm

We are recruiting an **IT Support Assistant** to be part of the newly established Independent Commission for Reconciliation and Information Recovery (ICRIR).

This is an exciting opportunity to help consolidate and shape the organisations growing IT provision. The right candidate will be keen to work in collaboration with others working across the range of disciplines with a can-do approach.

The successful candidate will be part of the wider Estates and IT which is central to delivering the Commission's mission successfully. The unpredictable nature of our work and the business requirements mean that we must tailor the delivery of service to meet the business requirements as it develops.

The successful candidate will work well in a team demonstrating flexibility with a willingness to learn and develop. They will have the ability to prioritise tasks and deal with workload efficiently. The role will provide the opportunity to be part of bigger projects while providing the stability of a routine. This role would be ideal for someone looking to add to their existing CV or to consolidate experience in a different environment.

We are seeking a proactive individual, who is customer focussed and happy to step in and problem solve. The role requires liaise with the shared service supplier so ability to drive would be an advantage. Some travel to other offices would be required and regular office attendance is part of the flexible working policy for the department.

We welcome the unique contribution diverse applicants bring and do not discriminate based on culture, ethnicity, race, nationality or national origin, age, sex, gender identity or expression, religion or belief, disability status, sexual orientation, educational or social background or any other factor.

Key Responsibilities

This is an exciting opportunity to join a growing organisation. Working as part of a joint Estates and IT team delivering a joined-up approach to support staff in the workplace. The successful candidate will be working closely with other disciplines such as Estates and Data to deliver effective and safe working environments. The post holder will ensure that onboarding and off boarding of staff are carried out efficiently and effectively and that staff receive IT support in their day-to-day activities.

You will respond to staff and stakeholders across the organisations. On a day-to-day basis this will include:

- Assisting with onboarding new staff, offboarding of staff including responsibility for movement and configuration of kit.
- Providing local and remote first line support including responding to walk-ups, phone calls, emails and support tickets. This includes support with AV, MFDs and consumables.
- Managing user system permissions and administrative tasks such as IT asset trackers, spend trackers etc.
- Incident management: Tracking and managing incidents/requests from start to finish
- Working with our IT provider to provide timely and effective solutions
- Writing and maintaining documentation for end users
- Participating in wider team activities as required

Person Specification

Essential Criteria

- Demonstrate the values set out in the ICRIR Code of Conduct
- Diploma or Degree in IT plus 1 years' experience in a related field or 3+ years' relevant experience
- Demonstrate proficiency in MS 365 platform including office and SharePoint, incorporating the ability to troubleshoot issues and support staff effectively within that environment
- Demonstrable experience in troubleshooting both Software and Hardware issues using initiative to seek and provide appropriate solutions to the full range of IT issues.
- Willingness to be assessed against the requirements for SC clearance, if not already cleared.

Desirable Criteria

- Demonstrate experience of working within a shared service environment.
- Demonstrate experience in administering a range of professional software
- Experience in developing a helpdesk
- Strong SharePoint administration skills
- Experience of working in partnership with a range of stakeholders to build effective working relationships with all levels of staff. Using your skills to tailor the support you provide to the audience as appropriate.

Our Recruitment Process

All applications for employment are considered strictly on the basis of merit. This job description should not be taken as constituting conditions of employment. You should consider if you can meet the values in the ICRIR Code of Conduct, especially in relation to any conflicts of interest that you might have. More information can be found at [ICRIR Code of Conduct – Independent Commission for Reconciliation & Information Recovery](#).

Additional information received after the closing date will not be considered. Failure to provide sufficient information in support of an application prior to the closing date will not be considered as grounds for an appeal if an applicant is not shortlisted for interview.

The selection and interview process will consist of two stages as detailed below:

Stage 1: Sift

Your application (i.e., CV and statement of suitability) will be reviewed against the Person Specification above by a blended panel.

Please provide a CV setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps within the last two years.

Please also provide a statement of suitability (max 1000 words) setting out your key skills and experience against the essential criteria listed in the person specification.

Where appropriate, please indicate your location preference for the role – either Belfast or London.

Stage 2: Interview Successful candidates who meet the required standard at sift will be invited to an interview held via video conference or face-to-face.

At this stage, candidates will also be asked to complete a draft Declaration of Interest.

At your interview, you will be assessed on how your skillset and experience align with the essential and desirable criteria of this role.

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore asked to note the timetables provided under the about this role section. Please note dates may be subject to change and we reserve the right to close the job earlier than advertised.

You can apply for this post through Recruitment@icrir.independent-inquiry.uk

Outcome

Please note that if you are successful in your application, you will be asked to list any interests you have which may be relevant to this role and consider any potential conflicts of interest. Your provisional offer will also be subject to right to work checks, providing two satisfactory references

and obtaining the relevant security clearance level. A formal offer will then follow. Please do not provide notice to your employer until the formal offer has been accepted.

If you have any questions or would like an informal chat about the role before applying, please contact Recruitment@icrir.independent-inquiry.uk

Guaranteed Interview Scheme (GIS)

We are committed to being an inclusive employer with a diverse workforce. We will offer an interview to any applicant with a disability who has indicated they would like to take part in our Disability Interview Scheme, provided they meet the essential criteria for the post as set out on the Person Specification page. Please let us know if this applies to you when submitting your application. If you

need any reasonable adjustments to take part in our selection processes, please contact Recruitment@icrir.independent-inquiry.uk

Merit Lists

If we identify more appointable candidates than we currently have posts available, we will hold applicant details on a reserve list from which further appointments can be made for a period of 12 months.

If you don't want to be added to the reserve list, please contact Recruitment@icrir.independent-inquiry.uk

Expected Timeline

The anticipated timetable is as follows:

Advertisement Closing Date	29 August 2025
Stage 1: CV and Statement of Suitability	W/C 8 th September 2025
Stage 2: Interview	W/C 22 nd September 2025
Outcome	W/C 29 th September 2025

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore asked to note the above timetable, exercising flexibility through the recruitment and selection process, to meet the dates given. Please note that these dates may be subject to change.

Benefits of working for the ICRIR

As an employee of the ICRIR, you will have access to a wide range of benefits. These include:

- ✓ **Investment in you.** Whatever your role, we take your career and development seriously and want to enable you to build a successful career. You will benefit from development opportunities, the opportunity to take bespoke training and study leave where applicable, as well as the opportunity to take secondments.
- ✓ **Flexible ways of working,** including a blend of office and home working and options for working compressed hours arrangements.
- ✓ A **supportive work environment,** with access to occupational health services, wellbeing support and disability friendly policies.
- ✓ A **positive work life balance.** We offer 30 days of annual leave in addition to 10 bank holidays observed in Northern Ireland from Day 1. In addition, you can take paid special leave for volunteering commitments up to 5 days per year.
- ✓ **Family Friendly Policies,** with generous maternity, paternity, adoption and shared parental leave notably more than the statutory minimums, including paid leave for prenatal and preadoption appointments, as well as paid compassionate and emergency leave. We also offer paid leave in the event of miscarriage and loss of a child.
- ✓ **High occupational sick pay** notably above statutory minimums (1-month full pay, 1 month half pay, rising to 4 months full pay, 4 months half pay in your 5th year with the ICRIR).
- ✓ **Tax-free charity donations,** interest free loans and salary advances via payroll
- ✓ **Travel and subsistence** where you are required to travel for work commitments with us.

Pension Package

The ICRIR operates the Northern Ireland Local Government Officers' Superannuation Scheme. This is a defined benefit scheme with a generous employer contribution rate that allows you to save while you are working to enable you to enjoy a pension when you retire and peace of mind when it comes to planning for your future retirement.

Benefits of the NI local government pension scheme include:

- ✓ Main defined benefit pension scheme, providing a pension payable for life with no investment uncertainty.
- ✓ Choice of a tax-free lump sum.
- ✓ Generous employer contribution rate.
- ✓ Able to nominate anyone for a tax-free lump sum in the event of your death.
- ✓ Option to take early retirement.
- ✓ Tax relief on all your pension contributions.

You can find further information about the scheme on www.nilgosc.org.uk/members

FAQs

Is this role suitable for part-time working?

This role is available for full-time, or flexible working arrangements (including job share partnerships).

Will the role involve travel?

Regular travel to and presence at the Belfast HQ will be required if you are not Belfast based.

Where will the role be based?

The post can be based in Belfast or London. Whichever office you choose to be based in, weekly travel to our other office may be required to support delivery of key objectives. Relocation costs will not be reimbursed, however, travel costs between Belfast and London can be reclaimed as an expense.

Can I claim back any expenses incurred during the recruitment process?

No. Unfortunately we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

What are the nationality requirements for this role?

To be eligible for employment to this role you must be a national from the following countries:

- The United Kingdom
- The Republic of Ireland
- The Commonwealth*
- A European Economic Area (EEA) Member State
- Switzerland
- Turkey

Certain family members of EEA, Switzerland and Turkish nationals are also eligible to apply regardless of their nationality. (*Commonwealth citizens not yet in the UK, who have no right of

abode in the UK and who do not have leave to enter the UK are ineligible to apply.) All ICRIR roles require National Security Vetting (NSV) for which you must meet a **minimum UK residency criterion**. Please find further information on NSV (National Security Vetting), and minimum UK residency eligibility requirements: National security vetting: clearance levels - GOV.UK. and also gov.uk.

What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process. If you feel that you may need a reasonable adjustment to be made, or you would like to discuss your requirements in more detail, please

contact Recruitment@icrir.independent-inquiry.uk

Do you offer Guaranteed Interview Scheme (GIS)?

We will offer an interview to any applicant with a disability who has indicated they would like to take part in our Disability Interview Scheme, provided they meet the essential criteria for the post as set out on the Person Specification page. Please let us know if this applies to you when submitting your application.

Is security clearance required?

Yes. If successful you must hold the required security clearance or be willing to obtain the required security clearance for this role. Information about the vetting process can be found [online](#).

What do I do if I want to make a complaint?

The law requires that selection is on merit on the basis of fair and open competition. If you feel your application has not been treated in accordance with this and our values, and you wish to make a complaint, contact Recruitment@icrir.independent-inquiry.uk

What should I do if I think that I have a conflict of interest?

Candidates must note the requirement to declare any interests that might give rise to a conflict of interest. You should consider the policy [ICRIR Code of Conduct – Independent Commission for Reconciliation & Information Recovery](#) and if you believe that you may have a conflict of interest, before submitting your application please contact Recruitment@icrir.independent-inquiry.uk

Data Sharing

We will ensure that we will treat all personal information in accordance with data protection legislation, including the General Data Protection Regulation and Data Protection Act 2018.

The legal basis for processing your personal data

Processing is necessary for the performance of a task carried out in the public interest.

Personal data are processed in the public interest because understanding employee experiences is important to inform decisions taken to improve these experiences, and ultimately organisation performance.

Sensitive personal data is personal data revealing racial or ethnic origin, political opinions, religious or philosophical

beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

The legal basis for processing your sensitive personal data

Processing is necessary for reasons of substantial public interest for the exercise of a public body: it is important to know if groups of staff with specific demographic characteristics have a better or worse experience, so that appropriate action can be taken to level this experience.

Processing is of a specific category of personal data and it is necessary for the purposes of identifying or keeping under

review the existence or absence of equality of opportunity or treatment between groups of people with a view to enabling such equality to be promoted or maintained.

Please note if you are successful in your application, your sensitive personal data will be used as part of the on-boarding process to build your employee record.

For further information please see the [GDPR Privacy Notice](#).



Diversity and Inclusion

We value and support all our people and are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures, and experiences.

We are a new organisation and are using this opportunity to build a supportive and inclusive culture. We will develop strong and proactive staff networks, special leave policies for hospital appointments, reasonable adjustments put in place for those who need them, and diversity talent programmes to help everyone, irrespective of background, to achieve their potential.

We want all our people to feel valued for who they are, and we are confident that you will find the Independent

Commission for Reconciliation and Information Recovery a warm, welcoming and inclusive place to work.

We understand that the application process can be daunting. We offer the opportunity for prospective applicants to have an informal conversation with our hiring managers. This is to provide more information about the role, discuss any accommodations needed, and answer any questions you may have.

Disabled Candidate Interview Scheme

We are committed to being an inclusive employer with a diverse workforce. We will offer an interview to any applicant with a disability who has indicated they would like to take part in our Disability Interview Scheme, provided they meet

the essential criteria for the post as set out on the Person Specification page. Please let us know if this applies to you when submitting your application.

If you need any reasonable adjustments to take part in our selection processes, please contact Recruitment@icrir.independent-inquiry.uk

Contact Us

If you would like to submit an application or ask more information about this role, please contact Recruitment@icrir.independent-inquiry.uk