



OPERATIONAL CONTRACT MANAGER

(Independent Emotional Support Contract)

Independent Commission for Reconciliation and Information
Recovery (ICRIR)

Closing Date: 26th August 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

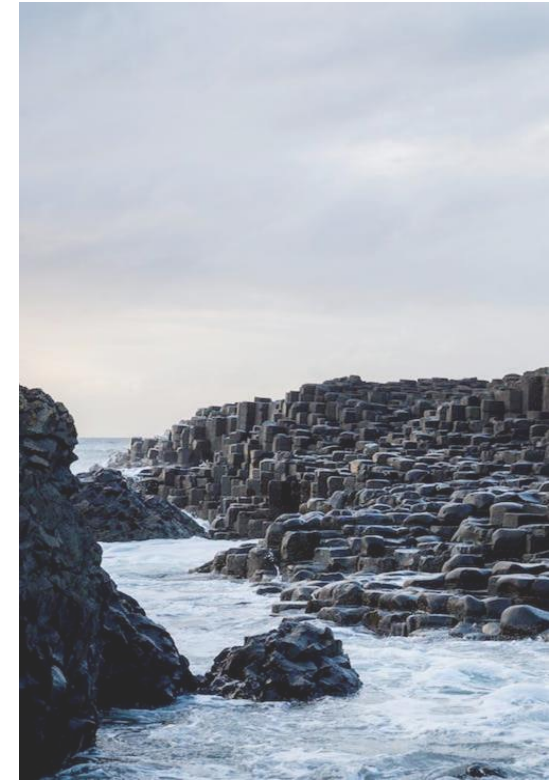
The Independent Commission for Reconciliation and Information Recovery is an independent organisation that has been established to recover information about Troubles/Conflict-related deaths and serious injuries to families, victims, and survivors and to promote reconciliation.

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

Operational Contract Manager (Independent Emotional Support Contract)

Band

Band 4

Salary

£59,000 (**pro rata**)

Location

Our main base is Belfast, with site in London. Staff are split across our London and Belfast offices; therefore, regular travel may be required as will regular attendance in the office. Home working will be considered on occasions subject to work 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

This is a 24 hour week part-time role

Contract Type

This role is offered on a permanent contract

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](#).

Closing Date

26th August 2025, 5pm

The Role

The Commission is seeking a clinically trained, experienced and dynamic Operational Contract Manager to oversee and manage the delivery of an independent emotional support service (IESS). The IESS is provided by Mindwise NI. This role is crucial to supporting requesting individuals (victims, survivors, and their families) in their engagement with the Commission. The Operational Contract Manager will bring substantial clinical experience and ongoing learning within the Commission from engagements with families, victims and survivors; to develop, challenge and support how operational teams and the Commission more broadly support trauma informed and resiliency focused practices. They will assist in identifying risks of retraumatisation and make appropriate responses. The Operational Contract Manager will work in the following critical areas:

1. Contract oversight and partnership working.
2. Clinical and strategic insights supporting design of internal practice and approaches.
3. Leadership and organisational learning.

The role bridges clinical expertise and contract management, ensuring trauma informed and resiliency focused support is not only available but continuously improved through robust insight, governance and collaboration.

Purpose of the Role

You will be the main liaison between the Commission and the commissioned service provider, ensuring contractual compliance, effective partnership working and performance monitoring. You will use your clinical insights and analytical skills to establish standards of cooperation, collaborating with operational teams to champion trauma informed and resiliency focussed support in all engagements and in the provision of emotional support. You will assist in gathering data and information about how requesting individuals are impacted by engaging with the Commission to address concerns about retraumatisation, mitigate these risks and respond. Your response will be driven by your clinical skill, your knowledge of TRIM and its resiliency skills and your knowledge of safeguarding. Where evidence indicates, you will ensure the Commission learns lessons and service provision improves.

Key Responsibilities

The Operational Contract Manager will be responsible to the Assistant Commissioner: Support & Engagement, within the Investigations Directorate and work across the Commission. Within a dynamic team, innovation, creativity, and fidelity to good practice will be essential to the Commission's ability to achieve the trauma informed, resiliency focused practice required to support those seeking investigations and the best investigative outcomes possible.

Contract Oversight and Partnership Working, to ensure best practice standards, partnership and service delivery

- Oversee the operational delivery of the independent emotional support contract, including monitoring performance
- Lead regular contract review meetings with service providers
- Ensure governance, safeguarding, and risk management frameworks are met
- Support assurance and audit processes as required.
- Support procurement, retendering, or recommissioning activities, as required.

Clinical & Strategic Insight supporting design of internal practice and approaches, using skill and experience in engagements with families, victims and survivors

- Analyse service data and feedback, including from operational teams, to identify trends, gaps, and opportunities and ensure those being impacted have their voices heard.
- Work alongside the operational teams to ensure they are alert and responsive to the needs of victims, survivors and families experiencing stress and trauma.
- Bring skill and learning to the development of a similar support approach for witnesses
- Bring experience of delivering safeguarding standards within complex settings, including health and wellbeing settings, to work collaboratively with the Head of Safeguarding and the Contract Provider, to ensure robust frameworks for delivery and response to the providers' needs in this area should they arise.
- **Leadership and organisational learning, to ensure the voice of families, victims and survivors impact how the Commission does its work**
 - Define indicators for improvement and support the development and design of TRIM, continuously embedding TRIM.
 - Champion the Commission's trauma informed and resiliency focused model across teams within the Commission.
 - Use insights from service provision to inform and develop the Commission's Trauma & Resiliency Informed Model.
 - Promote reflective practice and learning from delivery of the emotional support contract, safeguarding incidents, and feedback from operational teams and families, victims and survivors.
 - Build mutually beneficial relationships, bringing learning back into the Commission, in partnership and/or engagement with mental health and wellbeing providers.

Person Specification

Essential Criteria

- Experience managing health or wellbeing service contracts in complex, fast paced working environments.
- Clinical qualification and experience, including trauma-informed care. The qualification should be or equivalent to that required for Psychotherapy or clinical counselling. Experience should be of at least 10 years and should include experience in complex health settings where challenges were multi-faceted, requiring sometimes fast paced responses. The individual should be BACP, UKCP, ICP (or equivalent) registered and should provide dates of registration and with whom, at application.
- Experience delivering safeguarding practice and supporting those working on the front line with safeguarding matters
- Understanding of Troubles/Conflict related Trauma, or delivering trauma informed mental health care.
- Familiarity with legal or investigatory processes where emotional support is provided to participants.
- Strong analytical and reporting skills (e.g. using data to influence outcomes).
- Excellent communication and stakeholder management skills.
- Ability to work independently and collaboratively across sectors.

Desirable Criteria

- Experience commissioning or managing third-sector mental health services.
- Knowledge of safeguarding and regulatory requirements in emotional support contexts.
- Knowledge of or training in the Community Resiliency Model as taught by the Trauma Resource Institute, California.
- Experience delivering somatic support, EMDR or other trauma-focused interventions which you should specify.

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 to include written confirmation that you meet minimum UK residency requirements for National Security Vetting) 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

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	26 th August 2025, 5pm
Stage 1: CV and Statement of Suitability	Expected week of 25 th August 2025
Stage 2: Interview	Expected week commencing 8 th September 2025
Outcome	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, in order 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 job applicants with a disability 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 an interview scheme for disabled candidates?

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.

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