

2021 APPRENTICESHIP CANDIDATE BRIEFING DOCUMENT V.4



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1. ABOUT NIE NETWORKS

Northern Ireland Electricity Networks (NIE Networks) is the owner of the electricity transmission and distribution networks in Northern Ireland, transporting electricity to over 895,000 customers including homes, businesses and farms.

NIE Networks is owned by ESB but operates as an independent organisation with its own Board and management teams and separate regulation via the Utility Regulator for Northern Ireland. ESB celebrated 10 years of ownership in 2020.

Our role is to maintain and extend the electricity infrastructure across Northern Ireland, connect customers to the network and ensure that our equipment is safe and reliable. We also provide electricity meters and metering data to suppliers and market operators.

NIE Networks do not supply electricity. Customers receive their electricity bill from their chosen electricity supplier of which there are currently five operating in Northern Ireland.

NIE Networks is a regulated company and business activities are overseen by the Utility Regulator for Northern Ireland. Our business plan for delivering our services to customers is approved for a number of years ahead with the current price control period set to run until 2024.

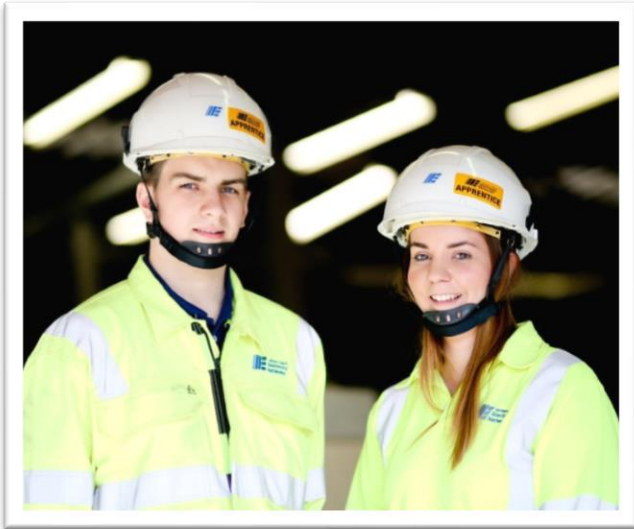
Our priority is to deliver benefits for all our customers and this is reflected in the important services we provide, including;

- ensuring reliability of network performance;
- maintaining public safety of the network;
- minimising the impact on the environment; and
- continually improving customer service and satisfaction.

We invest over £100 million annually in maintaining and upgrading the electricity transmission and distribution infrastructure in Northern Ireland to ensure it remains in a safe and reliable condition.

NIE Networks is fully committed to protecting the health and safety of all employees, contractors and the customers we serve. Safety is a core value of our company and we aim to provide an environment of zero harm. We promote an open and proactive health and safety culture and our employees recognise that safety is everyone's responsibility. Fast resolution of power cuts is particularly important to our customers and therefore by 2024 we will aim to have 90% of customers restored within 3 hours and 100% of customers restored within 18 hours, excluding severe weather events. If customers experience a power cut they can use the Powercheck facility on the NIE Networks website which provides real-time information about how our teams are responding and an estimated time for restoration. NIE Networks is committed to supporting all customers who may require additional support in the event of a power cut. If a customer is dependent on life supporting medical equipment they can apply to the NIE Networks Medical Customer Care Register to receive regular information during a power cut.

2. OUR PEOPLE



NIE Networks employs a highly skilled work force of approximately 1,200 people. Roles include electrical engineers, customer service agents, financial analysts, IT specialists, surveyors, jointing and overhead lines teams, meter readers, communications professionals and human resource experts. We are an accredited Investor in People Gold Company.

NIE Networks was first awarded a Bronze Diversity Charter Mark from Diversity Mark NI in 2020 and has retained its accreditation for 2021. The Bronze Charter Mark commits organisations to focus initially on gender diversity through specific initiatives that drive a positive gender balance and promote a positive and inclusive workplace environment.

The NIE Networks Apprenticeship Programme, which has been running for over 50 years, is the only IET accredited apprenticeship programme in Northern Ireland. Over the last five decades more than 600 apprentices have qualified with the company, with thirty apprentices currently enrolled.

The apprenticeship programme offers a range of disciplines from cable jointers, tree cutters, overhead lines and plant maintenance electricians, to meter operatives, digital cartographers, planners, wayleave officers and surveyors.

The company was awarded the title of Best Apprenticeship Scheme for 2019 at the national CIPD People Management Awards UK.

On completion, apprentices are offered the opportunity to join our Apprentice to Graduate Scheme. Successful individuals have the opportunity to complete a BENG in Electrical and Electronic Engineering at Queens, University Belfast, later re-entering the business as Graduate Trainee Engineers.

We also offer an annual scholarship programme in Electrical and Electronic Engineering and Software and Electronic Systems Engineering in partnership with Queen's University Belfast, in addition to a graduate entry programme.

We engage annually with 18,000 young people in Northern Ireland through our outreach and education initiatives, including school visits, career days, Balmoral Show and Skills NI. Our employees are role models for the young people we engage with and act as ambassadors to inspire and promote diversity in STEM careers.

Through increasing awareness of STEM subjects and partnerships with industry bodies, including Women in Business and the Institute of Directors, we are striving to increase awareness of the careers on offer within the energy industry and attract more female employees. Since 2015 over 20% of our graduate intake and 25% of our sponsored scholars have been female.

3. OUR PEOPLE MATTER

NIE Networks we realise our employees are at the heart of our success and they are the future of an ever-changing energy industry. With employee wellbeing at the core of our approach, we are continually investing in our people and are committed to helping every individual reach their full potential through both professional and personal development. We believe in nurturing effective teams and high performing leaders to deliver the best possible service for our customers.

As a member of our team you will enjoy many benefits including:

Excellent Rewards

- A competitive salary
- Pension including employer contributions
- Minimum of 20 days annual leave plus 11 statutory days
- Buy & Sell Annual Leave Scheme

Growth & Development

- Educational and training opportunities
- Professional accreditation
- Company mentors

Personal Wellbeing

- Health checks
- Occupational health and welfare counselling support
- Childcare vouchers and family friendly policies
- Enhanced maternity provisions
- Eye test voucher
- Annual health and wellbeing events
- Access to discounts

Community

- Volunteering opportunities
- Participation in the NIE Networks Charities Fund

4. 2021 APPRENTICESHIP OPPORTUNITIES

With outstanding in-house training facilities, a dedicated team of experienced instructors and the opportunity to gain on the job training, our apprenticeship programme offers a career across a number of different roles. Each year we recruit apprentices for one or more of these roles depending on our business requirements.

This year we are recruiting for the following apprenticeships:

Planners - co-ordinate the job from the initial customer request for supply, through the design, costing and have an overview of the construction work by the craft teams. They are the key customer contact point throughout the lifespan of the job.

Digital Cartographers - are required to update and maintain all relevant NIE Networks' assets on our mapping system. They are a key customer contact.

AutoCAD Technicians – are responsible for creating, updating and maintaining Computer Aided Drawings for electrical systems, structural systems, civil works, and cable records. On site, you will also be responsible for doing land and cable surveys via GPS both in urban and rural locations. They regularly work with engineers, and occasionally with customers and landowners. This role includes the variety of both office and on-site work.

Regardless of the discipline safety remains our number one priority for all of our apprentice disciplines.

5. APPRENTICESHIP PROGRAMME

NIE Networks offer a competitive salary and benefits package from day one, an opportunity to learn alongside experienced people, an opportunity to earn as you learn via day release with our partnership technical college, and an opportunity to gain a bespoke technical qualification in Advanced Manufacturing Engineering. The two year NIE Networks Apprenticeship Programme is designed to ensure you gain real life, on the job experience and develop new skills and knowledge that will provide you with a platform from which you can build a meaningful career within NIE Networks.

Following completion of the fixed term training contract, successful Apprentices will have the opportunity to apply and be considered for permanent positions within the business.

As part of the apprenticeship scheme NI Networks will offer you:

- A two year comprehensive training programme;
- Completion of a BTEC Level 3 Diploma in Advanced Manufacturing Engineering
- Mandatory Health & Safety Training;
- Other operational training;
- Pastoral support via Apprentice Co-ordinator and HR
- Technical support via an experienced mentor
- Day to day work experience

Essential Entry Criteria

Applicants MUST be able to demonstrate in their application:

- 16 by the start date (September 2021)
- Have, or expect to achieve 4 GCSES including Maths, English and a STEM related subject at grade c or above (or equivalent)
- Hold a full current driving licence or be willing to obtain a driving licence as soon as possible



6. PERSONAL COMPETENCIES

(for the purposes of your application – please expand on how you meet each of these)

We currently have opportunities for self-motivated and enthusiastic Apprentices who are interested in making a difference and building a career with NIE Networks.

At NIE Networks we take into consideration more than just qualifications. We place huge importance on the personal skills and natural attributes every employee brings to our team.

Problem Solving

Our industry requires innovative thinking and the ability to overcome new challenges through identifying possible solutions and making those solutions a success.

Creativity

We are always looking for creative ideas, ways to improve our processes and exciting new opportunities for the business to explore.

Cognitive Flexibility

Every career comes with challenges and change. Employees who can embrace change and turn it into something positive will add value to our organisation.

Collaboration

We work on lots of different projects that require collaborative and crossdepartmental working. Successful collaboration requires a cooperative spirit and mutual respect.

Emotional Intelligence

Our work is multi-dimensional including high risk and customer facing, so emotional intelligence amongst your team and towards those you come in contact with is very important. Being able to listen, navigate difficult social situations and demonstrate self control are critical attributes for success.

In addition this role requires candidates to display the following core competencies:

- Can-do, solutions focused
- Health & Safety focused
- Team work
- Strong IT skills
- Initiative
- Good communication skills
- Excellent customer service
- Organisational skills
- Attention to detail
- Adaptable
- Deadline driven

The nature of the job will change over time as the needs of the business change. It is a requirement of the jobholder to contribute to the development of the role in best reflecting these changes.

The job also requires a considerable degree of commitment, flexibility and adaptability on the part of the jobholder to meet quality standards and work deadlines.

NIE Networks is a 24/7 business. We require significant flexibility from our employees when responding to severe weather such as storms, snow, gales, flooding and lightning; these events can damage equipment and cause power cuts to homes and businesses. This can be outside normal working hours.

7. THE APPLICATION PROCESS

NIE Networks is committed to the principles of public appointments based on merit with independent assessment, openness and transparency of process.

How to Apply

- Candidates are required to apply through the NIE Networks recruitment portal.
- The best experience of this portal will be through **Google Chrome**.
- You will initially be asked to create a “candidate area” by inputting your email address and a secure password – once you select “Create candidate area” you can then log in directly using these same details.
- Please create your profile using an email address that you check regularly, the address that you register with will be the address that we contact you on.
- We recommend you complete your application in a quiet space with no interruptions.
- No CV’s will be accepted, there is no requirement to upload any additional information; the application will capture all the information we initially require.
- Please allow plenty of time to complete the application. It is your responsibility to ensure that you submit the online application before the closing time/date.
- Please proof read your application – checking for spelling and grammar mistakes. This is your opportunity to make a good first impression.
- Please review your application form before submission – you will not have the opportunity to amend the application form once it has been submitted.
- You will receive an email confirmation once your application has been submitted.
- Late applications will not be accepted. CVs will not be accepted.

Applications will close at 12 midnight on Wednesday 10 March.

8. SELECTION PROCESS

The selection process is outlined below.

- Shortlisting
- Online assessment (aptitude test)
- Competency based interview

NIE Networks reserves the right to change and amend the selection process, dependent on the volume of applicants and based on the need for flexibility due to the current pandemic situation.



9. DIVERSITY AND EQUALITY

NIE Networks is committed to equality of opportunity and acknowledges the unique contribution that all potential candidates can bring in terms of their education, ethnicity, race, gender, nationality, age, religion, disability, sexual orientation and opinions. Applications are positively welcomed from all backgrounds and appointments are made on merit following a fair, open and transparent selection process.



10. DISABILITY

- NIE Networks will provide reasonable support to disabled applicants throughout the recruitment process.
- Applicants who may require special arrangements should identify this clearly within their application form to enable us to make any appropriate adjustments.

11. FURTHER INFORMATION

- Further information about the work of NIE Networks can be gained by visiting www.nienetworks.co.uk
- Read our [FAQ's](#) for full details about the Apprenticeship Programme 2021.