

NICS HR FOI

From: Section 40(2) Belfast CSAC
Sent: 25 October 2023 13:18
To: Section 40(2) (DfC)
Cc: Henderson, Donna
Subject: Request for budget confirmation for AOs (NI funded) in CMS

Follow Up Flag: Follow up
Flag Status: Flagged

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Section 40(2)

We wish to submit bids for 17 AOs in NI CMS. This is to offset attrition.
Grateful if you would confirm there is funding available for CMS to fill the AO posts which are NI funded posts.
If you require any further information, please let me know. Grateful if you could reply to me today in order to meet the deadline for submitting bids for the next allocation exercise.

Thanks

Section 40(2)

Section 40(2) | **Business Analytics Unit & Case Monitoring Team & BST** | Department for Communities | Child Maintenance Service
Level 2 | Great Northern Tower | 17-22 Great Victoria Street | Belfast | BT2 7AD |
Contact: ✉ Section 40(2)

WORKING FROM HOME

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Supporting People, Building Communities, Shaping Places

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NICS HR FOI

From: Section 40(2) (DfC)
Sent: 25 October 2023 17:07
To: Section 40(2) Belfast GNT Service Centre
Cc: Henderson, Donna
Subject: Request for budget confirmation for 17 AOs (NI funded) in CMS
Attachments: Request for budget confirmation for AOs (NI funded) in CMS

Hi Section 40(2)

I've considered the request below and note the following:-

Overall CMS Position

Oct Baseline 206.32
Mar SIP 208.93 (1.74 over baseline therefore max = 206.32)
Sep SIP 198.98 less 3 staff leaving CMS = 195.98
Plus 5.00 EO2 vacancies submitted = 200.98
Leaves 5.34 to fill

We are unable to approve funding for future attrition (ie for those with leaving dates not yet known) however, given that you are prepared to redeploy or release Agency staff as permanent staff are recruited to remain within 206.32 FTE I am content that funding will be available for 17 AO vacancies.

Please note when looking at the AO grade in isolation CMS NI SIP is only 0.77 under the October baseline (see below). This should be taken into consideration when recruiting permanent staff/releasing Agency staff.

Oct Baseline 111.13
Mar SIP 118.61 (7.48 over baseline therefore max = 111.13)
Sep SIP 110.36

Happy to discuss.

Regards

Section 40(2)

Section 40(2) | WHG/SPG Finance Business Partner | Financial Management | Department for Communities

Level 5 | Causeway Exchange | 1-7 Bedford Street | Belfast | BT2 7EG

Contact: ✉ Section 40(2)

Supporting people, Building communities, Shaping places

From: Section 40(2) CMS BELFAST CSAC Section 40(2)
Sent: 25 October 2023 16:30
To: Section 40(2) (DfC) <Section 40(2)>
Subject: Request for budget confirmation for 17 AOs (NI funded) in CMS

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Section 40(1)

Attrition at AO grade is approximately 3 per month. We wish to recruit AOs to offset this attrition. We also wish to backfill the agency AO attrition with permanent AOs.

Should the bid for 17 AOs be met and increase the FTE above the baseline, we will review the agency resource and consider redeployment or release of the agency resource in order to remain within the agreed baseline.

Grateful if you would confirm the 17 AO posts are affordable.

Thanks

Section 40(2)

Section 40(2) | Business Analytics Unit & Case Monitoring Team & BST | Department for Communities | Child Maintenance Service

Level 2 | Great Northern Tower | 17-22 Great Victoria Street | Belfast | BT2 7AD |

Contact: ✉ **Section 40(2)**

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Supporting People, Building Communities, Shaping Places

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Funding and Headcount Approval Form	HR-VAC 1.7
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A Quick Reference guide on how to fill a vacancy is available on the [Employee Services Portal](#)

SECTION 1 – DETAILS ABOUT YOUR VACANCY

Department	DfC
Full Branch name <small>This should be a direct lift from the IRC screen when creating the vacancy</small>	DfC, NI CMS 2012 Maintenance
Office Address	Great Northern Tower, 17 Great Victoria Street, Belfast BT2 7AD
Grade of Post (and job title if any)	NI CMS 2012 Maintenance VAO
Number of Vacancies <small>The number of vacancies against this Position ID only</small>	17
Full time or Part time	Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> If part time, FTE _____
Security clearance level required for the post <small>Majority of posts require Basic security clearance. If you are unsure about the level for your post, please seek advice from your Departmental Security Officer</small>	Basic: <input checked="" type="checkbox"/> CTC: <input type="checkbox"/> SC: <input type="checkbox"/> DV: <input type="checkbox"/>
Date post will become vacant <small>If the post is already vacant then insert today's date, otherwise insert date current post holder will vacate the post</small>	As soon as possible
Duration of the post <small>Majority of individuals placed into a post will be permanent staff. However, if you wish to fill this post with a Civil Servant on a fixed term then select the relevant option.</small>	Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/>
Is this an existing post: <small>If No, ensure the grading evaluation has been completed before submitting – refer to the Quick Reference Guide. Relevant approvals must also be completed in Section 2.</small>	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
Why has the vacancy arisen?	Attrition/reorganisation

Please provide a brief description of the duties and responsibilities of the post.
(Job Description may be attached)

To contribute to the delivery of operational targets for the NI Child Maintenance Service and to provide a professional, efficient service to all clients. To contribute effectively as a member of an operational team.
We would like these staff to be employed on 8 - 8 pattern to allow operational flexibility.

SECTION 2 – DEPARTMENTAL APPROVALS

This form must be completed and authorised in accordance with the relevant department's procedures to confirm affordability before NICSHR or P&OD can proceed to fill the vacant post(s).*

Cost centre budget relating to the post

The Department authorising officer will need to confirm if the post is affordable and so needs to know which cost centre will meet the salary costs of the post

.070 21924

Post requested by *(Should normally be SO and above)*:

Line Manager: Section 40(2) **Grade:** DP **Date:** 25/10/23

Line Manager email address: Section 40(2)

Signature (if hard copy):

Head of Branch/budget manager confirmation that all costs will be met from my existing Departmental Running Costs for this year and future years *(Should normally be G7 and above)*:

Authorising Manager: Peter Hanna **Grade:** G7 **Date:** 25/10/23

Signature (if hard copy):

For new/upgraded/additional posts Head of Division confirmation of necessary funding and headcount approvals *(Should normally be Grade 5 or above)*

Authorising Manager: **Grade:** **Date:**

Signature (if hard copy):

Departmental approval has been given to treat this as a Priority Post:

Yes: No:

SECTION 3 - VACANCY REFERRAL INFORMATION

Once approvals are in place the vacancy should be created on HRConnect and the IRC number inserted below (The Quick Reference Guide is available [here](#))

Vacancy Reference(s) (IRC number(s))

This is the reference number assigned to the vacancy when you create it on HRConnect, one IRC reference should be used per vacancy.

IRC297855, IRC297856, IRC297858, IRC297859, IRC297861, IRC297862, IRC297863, IRC297864, IRC297865, IRC297866, IRC297867, IRC297868, IRC297869, IRC297870, IRC297871, IRC297872, IRC297873

Position Name|Post ID

Direct lift from the IRC screen when creating the vacancy e.g. Corporate Governance EO2|123456.

NI CMS 2012 Maintenance VAO|202084

Departmental contact name and number

This is who NICSHR/P&OD should contact about filling the vacancy

Section 40(2)

Completed forms should be submitted in line with your Departmental process to the relevant NICSHR Resourcing mailbox below. Forms will only be accepted from authorised approvers – please refer to the Quick Reference Guide ([ESP](#)).

NICSHR.Resourcing@finance-ni.gov.uk - (excluding DoJ/PPS)

NICSHR.ResourcingDOJPPSOnly@justice-ni.gov.uk For DOJ/PPS staff only

NB. Senior Civil Service (SCS) vacancies are managed by the SCS Team in People and Organisational Development (P&OD) *

Completed forms for all SCS vacancies should be sent directly to:

SCSresourcing@finance-ni.gov.uk

NICS HR FOI

From: Section 40(2) Belfast CSAC
Sent: 30 October 2023 10:02
To: Section 40(2) Belfast CSAC
Subject: RE: FW: F&H Form - SPG, DfC, Child Maintenance & Wraparound, DfC, NI CMS 2012 Maintenance Arrears Management – 17 x AO posts

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Sharon

Apologies, the correct IRC numbers are:

IRC297855, IRC297856, IRC297858, IRC297859, IRC297861, IRC297862, IRC297863, IRC297864, IRC297865, IRC297866, IRC297867, IRC297868, IRC297869, IRC297870, IRC297871, IRC297872, IRC297873.

Thanks

Section 40(2)

Section 40(2) | Business Analytics Unit & Case Monitoring Team & BST | Department for Communities | Child Maintenance Service
Level 2 | Great Northern Tower | 17-22 Great Victoria Street | Belfast | BT2 7AD |
Contact: ✉ Section 40(2)

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Supporting People, Building Communities, Shaping Places

From: Section 40(2)
Sent: 30 October 2023 09:49
To: Section 40(2) CMS BELFAST CSAC Section 40(2) CMS BELFAST
Section 40(2)
Cc: Section 40(2)
Subject: FW: F&H Form - SPG, DfC, Child Maintenance & Wraparound, DfC, NI CMS 2012 Maintenance Arrears Management – 17 x AO posts

Hi Section 40(2)

Can I check should, IRC279861 – IRC279873 be IRC297861 - IRC297873?

Thanks

Section 40(2)

Section 40(2) | **VACANCY MANAGEMENT** | DoF
3rd Floor | 2-4 Bruce Street | Belfast | BT2 7JD

Contact: [redacted] Section 40(2)



From: DfC OD Workforce Planning <ODWorkforcePlanning@communities-ni.gov.uk>
Sent: Friday, October 27, 2023 10:15 AM
To: NICS HR Resourcing <NICSHR.Resourcing@finance-ni.gov.uk>
Cc: Section 40(2) Belfast CSAC <[redacted] Section 40(2) Belfast CSAC <[redacted] Section 40(2) (DfC) [redacted] Section 40(2) [redacted]>>
Subject: F&H Form - SPG, DfC, Child Maintenance & Wraparound, DfC, NI CMS 2012 Maintenance Arrears Management – 17 x AO posts

Good afternoon,

Please see attached Funding & Headcount Form - SPG, DfC, Child Maintenance & Wraparound, DfC, NI CMS 2012 Maintenance Arrears Management – 17 x AO posts

Please note these have been added to lines 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776 & 777 of the DfC tracker.

Affordability for these posts has been confirmed by Finance. Please note these posts are AWP.

Additional information below and job description attached in f&h form.

Thank you

PLEASE TREAT AS OFFICIAL SENSITIVE

Section 40(2) | Organisational Development Branch – Workforce Planning | Strategic Policy & Professional Services | Department for Communities

Contact: ✉ [redacted] Section 40(2) [redacted] [redacted] [redacted]

Supporting people, Building communities, Shaping places



From: Section 40(2) CMS BELFAST CSAC <[redacted] Section 40(2) [redacted]>
Sent: Wednesday, October 25, 2023 7:06 PM
To: DfC OD Workforce Planning <ODWorkforcePlanning@communities-ni.gov.uk>
Cc: Section 40(2) (DfC) [redacted] Section 40(2) [redacted] Belfast CSAC <[redacted] Section 40(2) [redacted]>
Subject: Action needed HC & F for 17 x AO in CMS

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Good afternoon

Please see attached a request for 17 AOs in CMS. The posts are full time AWP posts. The posts are funded by NI.

Also attached is an email from the Finance Business Partner.

The posts are client facing.

For each of the 17 AO posts, we would be seeking a full time officer due to the work volumes, work practices needed on a daily basis and business & customer needs.

If you require any further information, please let me know.

Thanks

Section 40(2)

Section 40(2) | Business Analytics Unit & Case Monitoring Team & BST | Department for Communities | Child Maintenance Service

Level 2 | Great Northern Tower | 17-22 Great Victoria Street | Belfast | BT2 7AD |

Contact: ✉ [Redacted] **Section 40(2)**

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NICS HR FOI

From: NICS HR Resourcing
Sent: 13 January 2026 10:17
To: Section 40(2)
Subject: FW: F&H Form - ODG, DfC, Child Maintenance & Wraparound, DfC, Belfast CMS 2012 COCS Non Benefit – 30 x AO posts
Attachments: Generic CMS AO job description.docx; Funding and Headcount form V5.0 (30 x AWP AOs Jan 26).docx

From: DfC OD Workforce Planning <ODWorkforcePlanning@communities-ni.gov.uk>
Sent: 12 January 2026 15:44
To: NICS HR Resourcing <NICSHR.Resourcing@finance-ni.gov.uk>
Cc: Section 40(2) Belfast GNT Service Centre <Section 40(2)>; Bailie John Belfast GNT Service Centre <Section 40(2)>; Section 40(2) Belfast GNT Service Centre <Section 40(2)>
Subject: F&H Form - ODG, DfC, Child Maintenance & Wraparound, DfC, Belfast CMS 2012 COCS Non Benefit – 30 x AO posts

Good Afternoon,

Please see attached Funding & Headcount Form – ODG, DfC, Child Maintenance & Wraparound, DfC, Belfast CMS 2012 COCS Non Benefit – 30 x AO posts

Please note these posts have been added to lines 6367 - 6396 of the DfC tracker.

Affordability for these posts has been confirmed by Finance. Please note these posts are DWP funded and AWP.

Additional information below & job description attached.

Thanks

PLEASE TREAT AS OFFICIAL SENSITIVE

Section 40(2) | Organisational Development Branch – Workforce Planning | Corporate Services Group | Department for Communities

Contact:  Section 40(2)   

Supporting people, Building communities, Shaping places

INVESTORS IN PEOPLE™

We invest in people Standard

From: Section 40(2) CMS Belfast CSAC <Section 40(2)>
Sent: 12 January 2026 15:09
To: DfC OD Workforce Planning <ODWorkforcePlanning@communities-ni.gov.uk>
Cc: Bailie John Belfast GNT Service Centre <Section 40(2)> Belfast GNT Service Centre <Section 40(2)>
Subject: Action needed HC & F form Non Benefit AO bids

CAUTION – This email has been received from outside the NICS network. If you have any concerns, please report for investigation.

Hi

Please see attached funding and headcount fund requesting 30 VAOs for the DfC, Belfast CMS 2012 COCS Non Benefit team. Note these posts will be AWP.

Is the vacancy Full Time or Part Time (if Part Time please specify the working pattern required). **FULL TIME** .

Is the vacancy Standard or Alternative Working Pattern i.e. AWP 8 to 8pm. **AWP**

What funding stream will be used to fund this vacancy. Is this a DWP funded post. **This is a post funded by DWP**

Does the post have any conditions (eg qualifications) that would require a specialist competition to fill the post. **This is a general service post**

Please provide a detailed Job Description for this vacancy. Please note whether it is an operational or non-operational post and if the postholder will be required to deal with the public on a daily basis. Will this be on a Face to Face basis. **Job description attached.**

Is the role a daily Telephony role and if not can you outline the telephony duties within the role and percentage of time spent on these. **This is not a telephony role**

Would you consider the possibility of a job share for this post provided you have a minimum of 1 FTE cover. If you cannot consider facilitating a job share arrangement please supply a legitimate business reason for being unable to do so. **This post is not suited to job share due to the nature of the role. The tight deadlines and complexity of the work require consistency in approach**

If you need any more information, please let me know.

Many thanks

Section 40(2)

Section 40(2) | Business Analytics Unit & CMT | Department for Communities|

Child Maintenance Service Level 2, Great Northern Tower, 17-22 Great Victoria Street, Belfast, BT2 7AD

Email: **Section 40(2)**

Teams: **Section 40(2)**

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AO job description

The main business of the Child Maintenance Service is to promote the financial responsibility parents have for their children; to provide information and support for parents to enable them to make effective child maintenance arrangements; and to provide an efficient statutory maintenance service with effective enforcement powers.

You will work as a member of a team in a busy and fast paced environment providing an efficient and effective service to our customers. Staff are expected to contact customers by phone to enable us to gather information and process applications and changes as quickly as possible. Dealing with inbound calls and making outgoing calls are an integral part of the work in CMS. You should remember that your actions in dealing with cases can have a major impact on the lives of our customers so your calculations must be accurate and decisions fully recorded.

When you complete your training you will join one of our business teams and while your specific duties will depend on the team in which you are placed, dealing with customers by phone will be a major part of your work.

Duties will include

Call handling

- Handling inbound calls from Paying Parents (PP), Receiving Parents (RP), and potentially Employers. There will be outbound calls to be made.
- Managing customer's expectations, taking the time to explain processes clearly and providing realistic and accurate timeframes for action to be completed.
- Collecting and recording evidence and information by phone to speed up the processing of new claims and to action 'change of circumstance' requests quickly and accurately to ensure paying cases continue paying.
- Handling all calls in a calm and professional manner

Other duties/responsibilities:

- * Where appropriate, making decisions in relation to maintenance calculations and recording those decisions fully and accurately
- * Making appropriate use of Child Maintenance computer systems to record and retrieve information
- * Taking efficient and effective action on all incoming correspondence to deliver a high-quality customer service
- * Using available 'tracking tools' to manage own workload and contribute to achieving the organisations targets

Ensuring adherence with GDPR by ensuring that all customer information is held appropriately and securely

Funding and Headcount Approval Form	HR-VAC 1.7
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A Quick Reference guide on how to fill a vacancy is available on the [Employee Services Portal](#)

SECTION 1 – DETAILS ABOUT YOUR VACANCY

Department	DfC
Full Branch name <small>This should be a direct lift from the IRC screen when creating the vacancy</small>	Belfast CMS 2012 COCS Non Benefit
Office Address	Great Northern Tower, 17 Great Victoria Street, Belfast BT2 7AD
Grade of Post (and job title if any)	DWP Belfast CMS 2012 COCS Non Benefit VAO 202080
Number of Vacancies <small>The number of vacancies against this Position ID only</small>	30
Full time or Part time	Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> If part time, FTE
Security clearance level required for the post <small>Majority of posts require Basic security clearance. If you are unsure about the level for your post, please seek advice from your Departmental Security Officer</small>	Basic: <input checked="" type="checkbox"/> CTC: <input type="checkbox"/> SC: <input type="checkbox"/> DV: <input type="checkbox"/>
Date post will become vacant <small>If the post is already vacant then insert today's date, otherwise insert date current post holder will vacate the post</small>	12/01/2026
Duration of the post <small>Majority of individuals placed into a post will be permanent staff. However, if you wish to fill this post with a Civil Servant on a fixed term then select the relevant option.</small>	Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/>
Is this an existing post: <small>If No, ensure the grading evaluation has been completed before submitting – refer to the Quick Reference Guide. Relevant approvals must also be completed in Section 2.</small>	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
Why has the vacancy arisen?	Re-organisation

Please provide a brief description of the duties and responsibilities of the post.
(Job Description may be attached)

See attached

SECTION 2 – DEPARTMENTAL APPROVALS

This form must be completed and authorised in accordance with the relevant department's procedures to confirm affordability before NICSHR can proceed to fill the vacant post(s).

Cost centre budget relating to the post

The Department authorising officer will need to confirm if the post is affordable and so needs to know which cost centre will meet the salary costs of the post

070 21984

Post requested by *(Should normally be SO and above)*:

Line Manager: ██████████ **Grade:** EO1 **Date:** 12/01/2026

Line Manager email address: ██████████ Section 40(2)

Signature (if hard copy):

Head of Branch/budget manager confirmation that all costs will be met from my existing Departmental Running Costs for this year and future years *(Should normally be G7 and above)*:

Authorising Manager: John Bailie **Grade:** G7 **Date:** 12/01/2026

Signature (if hard copy):

For new/upgraded/additional posts Head of Division confirmation of necessary funding and headcount approvals *(Should normally be Grade 5 or above)*

Authorising Manager: **Grade:** **Date:**

Signature (if hard copy):

Departmental approval has been given to treat this as a Priority Post:

Yes: No:

SECTION 3 - VACANCY REFERRAL INFORMATION

Once approvals are in place the vacancy should be created on HRConnect and the IRC number inserted below (The Quick Reference Guide is available [here](#))

Vacancy Reference(s) (IRC number(s))

This is the reference number assigned to the vacancy when you create it on HRConnect, one IRC reference should be used per vacancy.

IRC323464 - IRC323465 - IRC323466
IRC323467 - IRC323468 - IRC323469
IRC323470 - IRC323471 - IRC323472
IRC323473 - IRC323474 - IRC323475
IRC323476 - IRC323477 - IRC323478
IRC323479 - IRC323480 - IRC323481
IRC323482 - IRC323503 - IRC323487
IRC323488 - IRC323489 - IRC323490
IRC323491 - IRC323492 - IRC323493
IRC323494 - IRC323495 - IRC323496

Position Name|Post ID

Direct lift from the IRC screen when creating the vacancy e.g. Corporate Governance EO2|123456.

DWP Belfast CMS 2012 COCS Non Benefit
VAO|202080

Departmental contact name and number

This is who NICS HR/P&OD should contact about filling the vacancy

Section 40(2)

Completed forms should be submitted in line with your Departmental process to the relevant NICS HR Resourcing mailbox below. Forms will only be accepted from authorised approvers – please refer to the Quick Reference Guide ([ESP](#)).

NICS HR.Resourcing@finance-ni.gov.uk - (excluding DoJ/PPS)
NICS HR.ResourcingDOJPPSOnly@justice-ni.gov.uk For DOJ/PPS staff only

Completed forms for all SCS vacancies should be sent directly to:

SCSresourcing@finance-ni.gov.uk

NICS HR FOI

From: NICS HR Resourcing
Sent: 15 April 2026 12:31
To: Section 40(2)
Subject: FW: F&H Form - ODG, DfC, DWP Services, DfC, Belfast CMS 2012 COCS Non Benefit – 30 x AO posts
Attachments: Generic CMS AO job description.docx; Funding and Headcount form V5.0 (30 x AWP AOs May 26).docx

From: DfC OD Workforce Planning <ODWorkforcePlanning@communities-ni.gov.uk>
Sent: 15 April 2026 11:53
To: NICS HR Resourcing <NICSHR.Resourcing@finance-ni.gov.uk>
Cc: Section 40(2) Belfast GNT Service Centre Section 40(2); Bailie John Belfast GNT Service Centre Section 40(2) Belfast GNT Service Centre Section 40(2)
Subject: F&H Form - ODG, DfC, DWP Services, DfC, Belfast CMS 2012 COCS Non Benefit – 30 x AO posts

Good Morning,

Please see attached Funding & Headcount Form – ODG, DfC, DWP Services, DfC, Belfast CMS 2012 COCS Non Benefit – 30 x AO posts

Please note these posts have been added to lines 6723 - 6752 of the DfC tracker.

Affordability for these posts have been confirmed by Finance. Please note these posts are AWP and DWP funded.

Additional information below and job description attached.

Thanks

PLEASE TREAT AS OFFICIAL SENSITIVE

Section 40(2) | Organisational Development Branch – Workforce Planning | Corporate Services Group | Department for Communities

Contact:  Section 40(2)

Supporting people, Building communities, Shaping places

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We invest in people Standard

From: Section 40(2) CMS Belfast CSAC Section 40(2)
Sent: 14 April 2026 14:11
To: DfC OD Workforce Planning <ODWorkforcePlanning@communities-ni.gov.uk>
Cc: Bailie John Belfast GNT Service Centre Section 40(2) Belfast GNT Service Centre Section 40(2)
Subject: Action needed HC & F form Non Benefit AO bids

Hi

Please see attached funding and headcount fund requesting 30 VAOs for the DfC, Belfast CMS 2012 COCS Non Benefit team. Note these posts will be AWP.

Is the vacancy Full Time or Part Time (if Part Time please specify the working pattern required). **FULL TIME** .

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Does the post have any conditions (eg qualifications) that would require a specialist competition to fill the post. **This is a general service post**

Please provide a detailed Job Description for this vacancy. Please note whether it is an operational or non-operational post and if the postholder will be required to deal with the public on a daily basis. Will this be on a Face to Face basis. **Job description attached.**

Is the role a daily Telephony role and if not can you outline the telephony duties within the role and percentage of time spent on these. **This is not a telephony role**

Would you consider the possibility of a job share for this post provided you have a minimum of 1 FTE cover. If you cannot consider facilitating a job share arrangement please supply a legitimate business reason for being unable to do so. **This post is not suited to job share due to the nature of the role. The tight deadlines and complexity of the work require consistency in approach**

If you need any more information, please let me know.

Many thanks

Section 40(2)

Section 40(2) | Business Analytics Unit & CMT | Department for Communities
Child Maintenance Service Level 2, Great Northern Tower, 17-22 Great Victoria Street, Belfast, BT2 7AD

Email: **Section 40(2)**
Teams: **Section 40(2)**

E_M_A_I_L_B_L_O_C_K

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AO job description

The main business of the Child Maintenance Service is to promote the financial responsibility parents have for their children; to provide information and support for parents to enable them to make effective child maintenance arrangements; and to provide an efficient statutory maintenance service with effective enforcement powers.

You will work as a member of a team in a busy and fast paced environment providing an efficient and effective service to our customers. Staff are expected to contact customers by phone to enable us to gather information and process applications and changes as quickly as possible. Dealing with inbound calls and making outgoing calls are an integral part of the work in CMS. You should remember that your actions in dealing with cases can have a major impact on the lives of our customers so your calculations must be accurate and decisions fully recorded.

When you complete your training you will join one of our business teams and while your specific duties will depend on the team in which you are placed, dealing with customers by phone will be a major part of your work.

Duties will include

Call handling

- Handling inbound calls from Paying Parents (PP), Receiving Parents (RP), and potentially Employers. There will be outbound calls to be made.
- Managing customer's expectations, taking the time to explain processes clearly and providing realistic and accurate timeframes for action to be completed.
- Collecting and recording evidence and information by phone to speed up the processing of new claims and to action 'change of circumstance' requests quickly and accurately to ensure paying cases continue paying.
- Handling all calls in a calm and professional manner

Other duties/responsibilities:

- * Where appropriate, making decisions in relation to maintenance calculations and recording those decisions fully and accurately
- * Making appropriate use of Child Maintenance computer systems to record and retrieve information
- * Taking efficient and effective action on all incoming correspondence to deliver a high-quality customer service
- * Using available 'tracking tools' to manage own workload and contribute to achieving the organisations targets

Ensuring adherence with GDPR by ensuring that all customer information is held appropriately and securely

Funding and Headcount Approval Form	HR-VAC 1.7
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A Quick Reference guide on how to fill a vacancy is available on the [Employee Services Portal](#)

SECTION 1 – DETAILS ABOUT YOUR VACANCY

Department	DfC
Full Branch name <small>This should be a direct lift from the IRC screen when creating the vacancy</small>	Belfast CMS 2012 COCS Non Benefit
Office Address	Great Northern Tower, 17 Great Victoria Street, Belfast BT2 7AD
Grade of Post (and job title if any)	DWP Belfast CMS 2012 COCS Non Benefit VAO 202080
Number of Vacancies <small>The number of vacancies against this Position ID only</small>	30
Full time or Part time	Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> If part time, FTE
Security clearance level required for the post <small>Majority of posts require Basic security clearance. If you are unsure about the level for your post, please seek advice from your Departmental Security Officer</small>	Basic: <input checked="" type="checkbox"/> CTC: <input type="checkbox"/> SC: <input type="checkbox"/> DV: <input type="checkbox"/>
Date post will become vacant <small>If the post is already vacant then insert today's date, otherwise insert date current post holder will vacate the post</small>	14/04/2026
Duration of the post <small>Majority of individuals placed into a post will be permanent staff. However, if you wish to fill this post with a Civil Servant on a fixed term then select the relevant option.</small>	Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/>
Is this an existing post: <small>If No, ensure the grading evaluation has been completed before submitting – refer to the Quick Reference Guide. Relevant approvals must also be completed in Section 2.</small>	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
Why has the vacancy arisen?	Re-organisation

Please provide a brief description of the duties and responsibilities of the post.
(Job Description may be attached)

See attached

SECTION 2 – DEPARTMENTAL APPROVALS

This form must be completed and authorised in accordance with the relevant department's procedures to confirm affordability before NICSHR can proceed to fill the vacant post(s).

Cost centre budget relating to the post

The Department authorising officer will need to confirm if the post is affordable and so needs to know which cost centre will meet the salary costs of the post

070 21984

Post requested by *(Should normally be SO and above)*:

Line Manager: Section 40(2)

Grade: EO1

Date: 14/04/2026

Line Manager email address: Section 40(2)

Signature (if hard copy):

Head of Branch/budget manager confirmation that all costs will be met from my existing Departmental Running Costs for this year and future years *(Should normally be G7 and above)*:

Authorising Manager: John Bailie

Grade: G7

Date: 14/04/2026

Signature (if hard copy):

For new/upgraded/additional posts Head of Division confirmation of necessary funding and headcount approvals *(Should normally be Grade 5 or above)*

Authorising Manager:

Grade:

Date:

Signature (if hard copy):

Departmental approval has been given to treat this as a Priority Post:

Yes: No:

SECTION 3 - VACANCY REFERRAL INFORMATION

Once approvals are in place the vacancy should be created on HRConnect and the IRC number inserted below (The Quick Reference Guide is available [here](#))

Vacancy Reference(s) (IRC number(s))

This is the reference number assigned to the vacancy when you create it on HRConnect, one IRC reference should be used per vacancy.

IRC327165 - IRC327166 - IRC327167
IRC327168 - IRC327169 - IRC327170
IRC327171 - IRC327172 - IRC327173
IRC327174 - IRC327175 - IRC327176
IRC327177 - IRC327178 - IRC327179
IRC327180 - IRC327201 - IRC327202
IRC327204 - IRC327205 - IRC327206
IRC327207 - IRC327208 - IRC327209
IRC327210 - IRC327211 - IRC327212
IRC327213 - IRC327214 - IRC327215

Position Name|Post ID

Direct lift from the IRC screen when creating the vacancy e.g. Corporate Governance EO2|123456.

DWP Belfast CMS 2012 COCS Non Benefit
VAO|202080

Departmental contact name and number

This is who NICS HR/P&OD should contact about filling the vacancy

Section 40(2)

Completed forms should be submitted in line with your Departmental process to the relevant NICS HR Resourcing mailbox below. Forms will only be accepted from authorised approvers – please refer to the Quick Reference Guide ([ESP](#)).

NICS HR.Resourcing@finance-ni.gov.uk - (excluding DoJ/PPS)
NICS HR.ResourcingDOJPPSOnly@justice-ni.gov.uk For DOJ/PPS staff only

Completed forms for all SCS vacancies should be sent directly to:

SCSresourcing@finance-ni.gov.uk