

CANDIDATE INFORMATION BOOKLET

**USA/AO/18
Admin Officer
June 2018**

**Completed Applications Forms must be returned
no later than 12noon (UK time)
on
Friday 29th June 2018**



Ulster-Scots Agency
Boord o Ulstèr-Scotch

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THE ULSTER-SCOTS AGENCY BACKGROUND

The Ulster-Scots Agency, or Tha Boord o Ulster Scotch as it is known in Ullans (another name for the Ulster-Scots language), has been given the legislative remit of the “promotion of greater awareness and use of Ullans and of Ulster-Scots cultural issues, both within Northern Ireland and throughout the island”.

The Ulster-Scots Agency is part of a cross-border implementation body, the North/South Language Body which was established following the Belfast Agreement of 1998. The other part of the Language Body is Foras na Gaeilge which has responsibility for the development of the Irish (Gaelic) language. Each of these agencies has its own Board whose members together constitute the Board of the North/ South Language Body.

The Agency is an ArmsLength Body of the Department for Communities in Northern Ireland and the Department of Culture, Heritage and the Gaeltacht in the Republic of Ireland and to reports directly to the North/South Ministerial Council.

JOB DESCRIPTION

There is currently one full time permanent AO position to be filled.

The Ulster-Scots Agency

The Ulster-Scots Agency is an independent employer. Its staff are public servants, while not civil servants are employed on conditions similar to those of the Northern Ireland Civil Service (NICS).

Salary

The salary for the post will be within the AO range of £20,692- £22,739 within which pay increases will be on an incremental basis provided staff performance reports are satisfactory.

Starting salary will normally be at the minimum of the scale.

Location

The successful candidate will be based at The Corn Exchange, 31 Gordon Street, Belfast, BT1 2LG. The premises are wheel chair accessible and there are accessible rest facilities.

Annual Leave

In addition to the 12 standard public and privilege holidays, there is an annual leave allowance of 25 days. The leave year runs from 1 February to 31 January.

Working Hours

The successful candidate will normally be required to work 5 days each week, totalling 37 hours. A flexible working scheme is in operation. The successful candidate may be required on occasion to work outside normal working hours dependent on business need.

Training

Appropriate training will be provided, where required, to enable the successful candidate(s) to carry out the full range of assigned duties.

Pension

New entrants who join the Ulster-Scots Agency are eligible to join the N/SPS pension scheme. Further information can be obtained on page 14.

Equality Commitments

Candidates will be expected to contribute to the Ulster-Scots Agency fulfilling all its commitments in relation to Section 75 equality legislation.

Probation

The post holder will serve 12 months probation in the new post. This will commence from the date of appointment. Performance will be reviewed on an ongoing basis to determine if the posting will be made permanent.

Further Information

Further information about the post may be obtained from Lorna Elliott by email at lelliott@ulsterscotsagency.org.uk or by telephone on 028 9026 1988.

If you have any queries about the competition process you should contact Lorna Elliott, HR/Office Manager, or email lelliott@ulsterscotsagency.org.uk.

PURPOSE OF THE ROLE

To assist in the promotion of greater awareness and use of Ullans and the Ulster-Scots cultural issues, both within Northern Ireland and throughout the island by ensuring the Financial Assistance Scheme is administered in a manner which meets the needs of the Community while adhering to all corporate governance compliances.

KEY RESPONSIBILITIES

Reporting to the Director of Corporate Services, the Admin Officer is accountable for providing professional administrative support to the Grants Department. The main duties of the post will be:

- In association with the Grants team to administer Agency support of the Community through the Financial Assistance /scheme.
- To liaise with representatives of Community Groups to ensure applications and claims submitted meet Agency requirements.
- To liaise with colleagues in the office to ensure all staff are aware of the position with applications and claims received in the Agency.
- To assist in the preparation of claims for Grant Officer approval prior to the payment of the award.
- To update the grants information held on the bespoke Agency database.
- To update and maintain the Grand Funders Database.
- To update electronic grant policies, application forms and claim form templates.
- To provide additional admin support to the Executive team as and when required.
- Assist in preparation of reports. Provide information from records when required to assist officers with Freedom of Information request, Parliamentary and Assembly Questions.
- Assist officers with the organisation and administration of events and internal/external communications including mailshots, room bookings, hospitality arrangements, databases and registrations.
- Comply with the Agency's Equal Opportunities Policy and other policies.
- Participate in training and development initiatives in line with Agency policies and guidelines.
- To provide reception cover as and when required including use of telephone system and updating staff extensions.
- To process incoming and out-going post and record accordingly on Agency systems.
- To act as recording secretary at meetings in the absence of the PA.
- Continually review and develop system within the Grants department to ensure that it remains functional and efficient. Using innovation and initiative, develop these systems and process further in line with the emerging needs of the Service.

This list is not exhaustive and the successful candidate will be required to carry out other duties as allocated by management.

ELIGIBILITY CRITERIA

Applicants must, by the closing date for applications, provide evidence in their application form which demonstrates that they satisfy the following essential criteria:

1. Applicants must hold 5 GCSES grade A-C including English Language and Maths or equivalent
2. Minimum of three years recent experience in organising and delivery administrative service in a busy office.
3. Minimum of three years experience using office based software including Microsoft Office and Windows applications.
4. Minimum of three years experience in a customer facing/services environment.
5. Very strong interpersonal skills, problem solving and decision making skills.
6. Previous extensive experience of communicating to a variety of audiences in an appropriate style both written and oral.
7. Experience of prioritising workloads in line with deadlines.

SHORTLISTING CRITERIA

In addition, applicants should be aware that after an eligibility sift, should it be necessary to shortlist candidates to go forward to interview, the following shortlisting criterion will be applied in order:

8. Hold a recognised qualification that demonstrates competency in IT e.g. European Computer Driving Licence, CLAIT, OCR, RSA II Word processing.
9. Experience of working in a grants processing role.

Relevant or equivalent qualifications: Applications will also be considered from applicants with relevant formal qualification considered by the selection panel to be in an equivalent subject area to those stated. If you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied etc. so that a well-informed decision can be made.

In providing evidence for each of the criteria it will be essential that candidates draw upon specific examples of work they have undertaken to illustrate the extent to which they possess the experience and skills required. It will not be sufficient to simply to list the duties and responsibilities of post held.

For the purpose of shortlisting 'recent' is described as within the last five years.

Please note:

- **You should ensure that you provide evidence of your experience in your application form, giving length of experience, examples and dates as required.**
- **It is not sufficient to simply list your duties and responsibilities.**
- **The panel will not make assumptions from the title of the applicant's post or the nature of the organisation as to the skills and experience gained.**
- **If you do not provide sufficient details, including the appropriate dates needed to meet the eligibility criteria, the selection panel will reject your application.**

ONLY the details provided by you in your application form (the employment history and eligibility criteria) will be provided to the selection panel for the purpose of determining your eligibility for the post.

COMPETENCY BASED INTERVIEWS

Selection panels will design questions to test the applicant's knowledge and experience in each of the above areas and award marks accordingly.

INTERVIEWS

It is intended that interviews for this post will take place in Belfast from week commencing week beginning 23rd July 2018.

INTERVIEW GUIDANCE FOR APPLICANTS

If this is your first experience of a competence-based interview, bear in mind that it does not require to you:

- Talk through previous jobs or appointments from start to finish,
- Provide generalised information as to your background and experience: or
- Provide information that is not specifically relevant to the competence the question is designed to test

A competence-based interview does however require you to:

- Focus exclusively, in your responses, on your ability to fulfil the competences required for effective performance in the role: and
- Provide specific examples of your experience in relation to the required competence areas.

In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:

- Situation – briefly outline the situation;
- Task – what was your objective, what were you trying to achieve;
- Action – what did you actually do, what was your unique contribution;
- Result – what happened, what was the outcome, what did you learn.

The panel will ask you to provide specific examples from your last experience in relation to each of the competences. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each competence area. You may draw examples from any area of your work / life experiences.

SELECTION PROCESS

The Merit Principle

Appointments to the Ulster-Scots Agency are made under the 'merit principle', where the best person for any given post is selected in fair and open competition.

Making your application

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the eligibility/shortlisting criteria.

Guidance for Applicants

- The space available on the application form is the same for all applicants and must not be altered.
- We will not accept CVs, letters, additional pages or any other supplementary material in place of or in addition to completed application forms.
- Applicants must complete the application form in either typescript font size 12, or legible, block capitals using Black Ink.
- Applicants must not reformat applications forms.
- Information in support of your application will not be accepted after the closing date for receipt of applications.
- The Ulster-Scots Agency will not examine applications until after the closing deadline.
- Do not use acronyms, complex technical detail etc. Write for the reader who may not know your employer, your branch or your job.
- Write down clearly your personal involvement in any experience you quote. Write "I" statements e.g. I planned meetings, I managed a budget, I prepared a presentation. It is how you actually carried out a piece of work that the panel will be interested in.
- The examples you provide should be concise and relevant to the criteria. This is very important as the examples which you provide may be checked out at interview and you may need to be prepared to talk about these in detail if you are invited to interview. It is your unique role the panel are interested in, not that of your team of Division.

Application Form Submission

- Please refer to the Candidate Information Booklet before completing an application.
- All parts of the application form must be completed by the applicant before this application can be considered. Failure to do so may result in disqualification.
- All applicants must be received by the advertised closing date. Late applications or applications received by fax or by email will not be accepted. Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is also the responsibility of the application to ensure the sufficient postage has been paid to return the form to the Ulster-Scots Agency.

The Ulster-Scots Agency will not accept any application where they are asked to pay any shortfall in postage.

- Only employment history, eligibility and shortlisting sections will be made available to the panel.
Please do not attempt to reformat applications forms as this will result in disqualification.

Changes in personal circumstances

Please ensure the Ulster-Scots Agency is informed immediately of any changes in personal circumstances.

Transgender Requirements

Should you currently be going through a phase of transition in respect of gender and wish this to be taken into consideration in confidence to enable you to attend any part of the assessment process please contact HR/Office Manager. Details of this will only be used for this purpose and do not form any part of the selection process.

Communication between Ulster-Scots Agency and you

The Ulster-Scots Agency will issue electronically as many competition communications as possible, you should therefore check your email account to make sure that you don't miss any important communications in relation to this competition. There may, however, still be a necessity to issue some correspondence by hard copy mail.

Further appointments from this competition

Where a further position in the Ulster-Scots Agency is identified which is considered broadly similar to that outlined in this candidate information booklet, consideration will be given to filling the position from this competition. The merit listing resulting from this competition will be valid for a period of up to one year.

Disability Requirements

We will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form any part of the selection process. If you have indicated on your application that you have a disability and are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact the HR/Office Manager.

Equal opportunity Monitoring Form

Please note, this form is regarded as part of your application and failure to complete and return it will result in disqualification.

For guidance on completing the Monitoring Form and to read the NICS Equal Opportunities Policy Statement to which the Ulster-Scots Agency adheres please refer to page 18.

THE ULSTER-SCOTS AGENCY IS AN EQUAL OPPORTUNITIES EMPLOYER.

Assessment Information

It is the Ulster-Scots Agency's policy that all candidates invited to attend for assessment brings sufficient documentation to satisfy the eligibility/shortlisting criteria and the Nationality and Vetting requirements. Further details regarding acceptable documentation will be used with an invitation to attend for assessment. You should ensure that these documents are readily available.

Employment Requirements

The Ulster-Scots Agency must ensure that you are legally entitled to work in the United Kingdom.

Entry to the United Kingdom is controlled under the Immigration Act 1971. Everyone who does not have the right of abode is subject to immigration control. You should check whether there are any restrictions on your stay or your freedom to take or change employment before you apply for a post. If you are invited to interview we will ask you to provide documentation confirming that you are entitled to work in the UK, under the terms of the Asylum and Immigration Act 1996.

Advice on entitlement to work may be obtained from the Home Office Website, www.ind.homeoffice.gov.uk.

Nationality Requirements

There are no nationality requirements for Ulster-Scots Agency posts.

Vetting Procedures

1. Baseline Personnel Security Standard

For this post the level of vetting is Baseline Standard. For this check you will be required to provide the following:

- a) Your passport OR
- b) A document verifying your permanent National Insurance Number (e.g. P45, P60 or National Insurance card) AND your birth certificate which includes the names of your parents (long version).
- c) Other acceptable documents are listed on www.ind.homeoffice.gov.uk.
- d) A specimen signature at any assessment event and have this validated against passport, driving licence, application form etc.

Order of Merit

The selection panel will assess candidates against the interview criteria. Those candidates who meet the required standard(s) and pass mark will be deemed suitable for appointment. The selection panel will then list those suitable for appointment in order of merit with the highest scoring applicant ranked first. The Agency will allocate a candidate (or candidates) to a vacancy (or vacancies) in the order listed. The order of merit is valid for one year.

GENERAL INFORMATION

Pensions

New Entrants who join the Ulster-Scots Agency are eligible to join the North/South Pension Scheme (N/SPS).

Northern Members of the Scheme:

The UK government requires all employers in the public and private sector to enrol eligible workers into a qualifying pension scheme. Upon joining the Ulster-Scots Agency, you are automatically enrolled in the organisation's pension scheme, which is referred to as the North South Pension Scheme (N/SPS), with the option to opt-out of the scheme if you wish. It is contribution scheme to which you will pay a percentage (based on your salary) if you decide to remain in the scheme during your employment with the Agency. The scheme is contracted out of the State Earnings Related Pension Scheme. Full details of the North South Pension Scheme are given in the scheme guide which is issued to all new entrances to the Ulster-Scots Agency.

Southern Members of the Scheme:

The Ulster-Scots Agency has an Occupation Pension Scheme. This is referred to as the North South Pension Scheme (N/SPC). It is a contributory scheme to which you will pay a percentage (based on your salary). Full details of the North South Pension Scheme are given in the scheme guide which is issued to all new entrances to the Ulster-Scots Agency.

Feedback

The Ulster-Scots Agency is committed to ensuring that the processes used to recruit and select staff are fair. We are consequently committed to providing feedback in respect of decisions taken in determining eligibility/shortlisting as well as at interview. Feedback in respect of eligibility/shortlisting will be communicated automatically to those candidates who fail to satisfy any criteria.

THIS INFORMATION PACK DOES NOT FORM PART OF CONDITIONS OF EMPLOYMENT.

Please return your completed hardcopy application form to the HR/Office Manager:

Ms Lorna Elliott
HR/Office Manager
The Ulster-Scots Agency
The Corn Exchange
31 Gordon Street
BELFAST
BT1 2LG

Note: Late applications or applications received by fax or email will not be accepted.

Contact details:

If you have any queries regarding the competition process please contact the HR/Office Manager at the address above or by:

Email: lelliott@ulsterscotsagency.org.uk

Tel: 028 9026 1988

EQUALITY, DIVERSITY AND INCLUSION POLICY STATEMENT

The Northern Ireland Civil Service Equality, Diversity and Inclusion Policy statement to which the Ulster-Scots Agency adheres is set out below.

“The Northern Ireland Civil Service (NICS) has a strong and clear commitment to equality, diversity and inclusion. It is our policy that all eligible persons shall have equal opportunity for employment and advancement in the NICS on the basis of their ability, qualifications and aptitude for the work. Everyone has a right to equality of opportunity and to a good and harmonious working environment and atmosphere where they are treated with dignity and respect. We aim to provide opportunities for all sections of the community and continue to strive to create an inclusive working environment in which difference is recognised and valued. Bringing together people from diverse backgrounds and giving each person the opportunity to contribute their skills and experience will help us to respond more effectively to the needs of the people we serve”.

We all want to work in a harmonious workplace where we feel valued, respected and included, irrespective of gender including gender reassignment, marital or civil partnership status, race/ethnic origin, religious belief or political opinion, disability, having or not having dependants, sexual orientation and age.

In order to provide a high quality service to the people of Northern Ireland the NICS needs to attract, recruit, develop and retain the very best people at all levels. Our approach is based on three key principles:-

Equality – we promote equality of opportunity by seeking to remove barriers, eliminating discrimination and ensuring equal opportunity and access for all groups of people.

Diversity – we accept each person as an individual. Our success is built on our ability to embrace diversity – and we believe that everyone should feel valued for their contributions. By working together we will deliver the best possible service for our staff, customers and stakeholders.

Inclusion – we create a working culture where differences are not merely accepted, but valued; where everyone has the opportunity to develop in a way that is consistent with and adheres to NICS values of impartiality, honesty, integrity and objectivity. Our aim is to be an organisation where people feel involved, respected and connected to our success.

It is the responsibility of all staff to be aware of and to apply this policy. Both Management and Trade Union Side are fully committed to the policy and will endeavour to ensure its full implementation.

Equal Opportunities Monitoring

Equality monitoring is the process of collecting, storing and analysing information that is relevant to and necessary for the purpose of promoting equality of opportunity between different categories of persons. This section sets out what information is collected, the reasons for doing so and what it is used for.

You should note that the Monitoring Form is regarded as part of your application and failure to fully complete and return it will result in disqualification. The Monitoring Form will be processed separately and neither the form nor the details contained in it will be available to those considering your application.

Monitoring equality and diversity in the workforce enables the NICS to examine how our employment policies and processes are working and to identify areas where these appear to be impacting disproportionately on certain groups of staff.

Legislative Context

This section explains the reasons for gathering information by setting out the legislative background.

Gender

The Sex Discrimination (NI) Order 1976 (as amended) makes it unlawful to discriminate against an individual on the grounds of his or her sex. Information on gender is also provided in the annual statutory monitoring as required by the Fair Employment and Treatment (NI) Order 1998. Section 75 of the Northern Ireland Act 1998 requires public authorities in carrying out their functions between NI to have due regard to the need to promote equality of opportunity between men and women generally.

Age

The Employment Equality (Age) Regulations (NI) 2006 make it unlawful for employers and others to discriminate on grounds of age. Section 75 of the Northern Ireland Act 1998 requires public authorities in carrying out their functions in NI to have due regard to the need to promote equality of opportunity between persons of different ages and age groups.

Community Background

The Fair Employment and Treatment (NI) Order 1998 outlaws discrimination on the basis of religious belief or political opinion. The Order also requires the NICS to submit an annual monitoring form of a statistical return, providing information on the gender and community background composition of all people working in the NICS at the 1st January each year.

Section 75 of the Northern Ireland Act 1998 requires public authorities in carrying out their functions in NI to have due regard to the need to promote equality of opportunity between persons of different religious belief and political opinion. Following guidance issued in July 2007 by the Equality Commission for NI and NICS has decided to use 'community background' information as proxy for political opinion.

Disability

The Disability Discrimination Act 1995 (the DDA) provides protection for disabled persons against discrimination on the grounds of disability.

The DDA defines disability as a 'physical or mental impairment, which has a substantial and long term adverse effect on a person's ability to carry out normal day-to-day activities'.

This definition is interpreted as follows:

Physical impairment: this includes for instance, a weakening of part of the body (eyes, ears, limbs, internal organs etc) caused through illness by accident or from birth. Examples would be blindness, deafness, paralysis or a leg or heart disease.

Mental impairment: this includes mental ill health and what is commonly known as a learning disability and social functioning.

Substantial: put simply, this means the effect of the physical or mental impairment on ability to carry out normal day to day activities is more than minor or trivial. It does not have to be a severe effect.

Long-term adverse effect: the effect has to have lasted or be likely to last overall for at least 12 months and the effect must be a detrimental one. A person with a life expectancy of less than 12 months is of course covered if the effect is likely to last for the whole of that time.

A normal day to day activity: this is something which is carried out by most people on a fairly regular and frequent basis such as washing, eating, catching a bus or turning on a television. It does not mean something so individual as playing a musical instrument to be a professional standard or doing everything involved in a particular job.

What sort of effect must there be?

The person must be affected in at least one of the respects listed in the DDA: mobility; manual dexterity; physical co-ordination; continence; ability to lift, carry or otherwise move everyday objects; speech; hearing or eyesight; memory or ability to concentrate, learn or understand; ability to take part in normal social interaction and form social relationships; or perception of risk of physical danger.

What happens if the effects are reduced by medication or other treatment?

Broadly speaking, the effects that matter are those that would be present if there was no medication or treatment taking place. The exception is people who wear spectacles or contact lenses when what matters is the effects that remain while the spectacles or contact lenses are being used.

Are there any types of conditions covered by special provisions in the DDA?

Yes, because some people with particular conditions might not otherwise be counted as disabled. These are provisions covering:

Recurring or fluctuating conditions such as arthritis, where the effects can sometimes be less than substantial, which are treated as continuing to have a substantial adverse effect so long as that effect is likely to recur;

Conditions which progressively deteriorate, such as motor neuron disease, which count as having a substantial effect from the first time they have any effect at all on ability to carry out normal day to day activities even if it is not substantial, so long as there is eventually likely to be substantial adverse effects; and

People with cancer, HIV, or multiple sclerosis are deemed to be disable people from the point of diagnosis, regardless of whether or not they have any symptoms.

Are any conditions not covered?

Yes, the following conditions specifically do not count as impairments:

Addition to or dependency on alcohol, nicotine or any other substance (unless resulting from the substance being medically prescribed):

Seasonal allergic rhinitis (e.g. hay fever) unless it aggravates the effect of another condition;

Tendency to set fires, or steal, or physically or sexually abuse other persons;

Exhibitionism and voyeurism;

Severe disfigurements consisting of tattoos, non-medical body piercing or attachments to such piercing are not treated as having substantial adverse effects.

What if someone has recovered from a disability?

Much of the DDA also applies to people who have had a disability in the past (for example, someone who was disabled by mental ill health) but have now fully recovered. People who were registered disabled under the Disabled Persons (Employment) Act (NI) 1945 both on 12 January 1995 and 2 December 1996 will be regarded as having had a disability in the past if they do not in any case fall within the definition of the DDA.

Section 75 of the Northern Ireland Act 1998 requires public authorities in carrying out their functions in NI to have due regard to the need to promote equality of opportunity between persons with a disability and persons without.

Race

The Race Relations (NI) Order 1997 makes it unlawful to discriminate on grounds of colour, race, nationality or ethnic or national origin. Section 75 of the Northern Ireland Act 1998 requires public authorities in carrying out their functions to NI to have due regard to the need to promote equality of opportunity between persons of different racial group(s).

Sexual Orientation

The Employment Equality (Sexual Orientation) Regulations (NI) Order 2003 makes it unlawful for employers and others to discriminate on the grounds of sexual orientation. In order to monitor the effectiveness of NICS policies information is gathered on sexual orientation. Section 75 of the Northern Ireland Act 1998 requires public authorities in carrying out their functions in NI to have due regard to the need to promote equality of opportunity between persons of different sexual orientation.

Marital Status

The Sex Discrimination (NI) Order 1976 (as amended), makes it unlawful to discriminate against married persons and civil partners in employment. Section 75 of the Northern Ireland Act 1998 requires public authorities in carrying out their functions in NI to have due regard to the need to promote equality of opportunity between persons of different marital status.

Dependants Status

Section 75 of the Northern Ireland Act 1998 requires public authorities, in carrying out their functions in NI, to have due regard to the need to promote equality of opportunity between persons with dependants and persons without.

Confidentiality of Monitoring Information.

The Following general principles will be applied to all individual monitoring information:-

- Individual monitoring information will be afforded a high degree of confidentiality;
- Misuse of monitoring information will be viewed as a disciplinary offence; and
- Individual monitoring information will only be disclosed to members of staff or officials of a trade union, members of which are employed in the NICS, if it is necessary to do so for the appropriate discharge of their duties and responsibilities.

In addition to the above internal safeguards on the protection of equality monitoring information generally, the confidentiality of community background monitoring information is protected through Regulations made under the Fair Employment and Treatment (Northern Ireland) Order 1998 (FETO). These make it a criminal offence, subject to specific exceptions, for an employer or employee to disclose information on the community background of an individual which has been obtained, or is used, for the purpose of monitoring under FETO.

As with other forms of personal data, the obtaining, use, storage and disclosure of monitoring information is covered by the Data Protection Act 1998 (DPA). Monitoring information is held on computer and is protected by a high level of security. Access to this data is restricted to those NICS staff, employees of the Agency and Trade Union Officials whose duties make it necessary for them to have it. Misuse of monitoring information is viewed as a disciplinary offence.