



WORKING IN THE UK



NOTE

The information contained in this leaflet is correct to the best of our knowledge. Jobcentre Plus cannot be held responsible for any errors or changes to the details contained therein.

**Jobcentre Plus
International Relations
Steel City House
West Street
Sheffield
S1 2GQ**



WORKING IN THE UK

CONTENTS

- 1. INTRODUCTION**
- 2. GENERAL INFORMATION**
- 3. FINDING WORK**
- 4. IMMIGRATION AND REGISTRATION DOCUMENTS**
- 5. HEALTH**
- 6. SOCIAL SECURITY**
- 7. TAXATION**
- 8. EMPLOYMENT ISSUES**
- 9. ACCOMMODATION**
- 10. EDUCATION**
- 11. COMPARABILITY OF QUALIFICATIONS**
- 12. CULTURE**
- 13. LEGAL MATTERS**
- 14. INFORMATION**
- 15. CHECKLIST**



WORKING IN THE UK

1. INTRODUCTION

The information given in this booklet is only relevant to European Union (EU) & European Economic Area (EEA) (i.e. Iceland and Norway) nationals who wish to work in the United Kingdom (UK).

2. GENERAL INFORMATION

The United Kingdom is a full member of the European Union (EU). It comprises England, Scotland, Wales, and Northern Ireland. English is the official language, though Welsh (Wales) and Gaelic (Scottish Highlands and Islands, Northern Ireland) may be spoken. The ability to speak and write English is vital for most jobs.

Scotland has separate legal, education, banking and church systems and its own parliament for education, health and transport matters.

Wales also has its own National Assembly for Wales covering education and training, economic development, health and the Welsh language.

Nationals of the European Economic Area (EEA - the EU member countries plus Norway and Iceland) have the right to live and work in the UK without restriction and without a work permit. EEA nationals working in UK have the same rights as UK nationals with regard to pay, working conditions, access to housing, vocational training, social security and trade union membership. Families and immediate dependents are entitled to join them and have similar rights. However, entrants from certain countries, including Poland, must take part in the Workers Registration Scheme.

Currency

The unit of currency is the pound sterling. (£).

Notes: £50, £20, £10, £5, (£1 printed by Scottish banks).

Coins: £2, £1, 50p, 20p, 10p, 5p, 2p, 1p.

Weights and Measures

1 inch	=	2.54 cm
1 foot	=	30.48 cm
1 yard	=	91.44 cm
1 mile	=	1.6 km
1 pint	=	0.57 litres
1 gallon	=	4.55 litres
1 ounce (oz)	=	28.35 grammes
1 pound (lb)	=	0.45 kg
1 ton	=	1016 kg



WORKING IN THE UK

Electrical

Three pin plugs are standard in the UK; therefore, you will require an adapter for any appliances that you bring to the UK that are fitted with a two-pin plug.

Driving

Unlike the rest of the EEA, in the UK we drive on the left.

Emergencies

Dial 999 for the police, fire brigade or ambulance. These calls are free. The coastguard also is 999, free call.

3. FINDING WORK

A work permit is required for the Isle of Man and Alderney in the Channel Islands. For details about your employment rights in the other Channel Islands, contact:

The Controller of Social Security

32 La Motte
St Helier
Jersey
Tel. 00 44 (0) 1534 280 000

Guernsey Social Security Authority

Edward T Weadon House
Le Truchat
St Peter Port
Guernsey
GY1 3WH
Tel. 00 44 (0) 1481 732 500

Isle of Man Jobcentre

Division House
31 Prospect Hill
Douglas
Isle of Man
IM1 1PJ
Tel. 00 44 (0) 1624 685 680



WORKING IN THE UK

Jobcentre Plus

Jobcentre Plus has a network of offices throughout the UK. Look in a telephone directory under Jobcentre Plus to find the address of your nearest, or call Jobseeker Direct on 00 44 (0) 845 606 0234

Jobcentre Plus vacancies are also advertised on the Internet. The website address is www.jobcentreplus.gov.uk.

Private agencies

These are in most towns and cities. Look under Employment Agencies or Personnel Consultants in a business directory e.g. Yellow Pages for addresses and telephone numbers.

Vacancy information on the web

There are a number of vacancy websites on the internet. Selections are listed below:

Reed Online – information and job opportunities from Reed employment agency
www.reed.co.uk

Fish4jobs – vacancies from the UK's national and regional press-
www.fish4jobs.co.uk

Top Jobs on the Net – Professional, technical and management jobs-
www.topjobs.co.uk

Monster – vacancies, on-line curriculum vitae facility and interview tips. Has a link to the Mortar Board site, which is aimed at graduates- www.monster.co.uk

Adecco– job bank from Adecco employment agency- www.adecco.co.uk

Channel Islands Jobs Board is a free online recruitment for the Channel Islands of Guernsey, Jersey, Sark and Herm- www.cijob.com

Newspapers

National newspapers such as The Guardian, The Times, The Independent, The Telegraph and The Financial Times all carry job adverts usually for the more professional appointments such as in teaching, business, law and social work. Many also now have sites on the Internet.

The Guardian <http://recruitment.guardian.co.uk>
www.jobsunlimited.co.uk



WORKING IN THE UK

The Independent	www.independent.co.uk
The Times	http://www/the-times.co.uk
The Daily Telegraph	http://www.appointments-plus.co.uk

Seasonal and Casual Work.

This more readily available during the summer months and typically, will be in places such as hotels, factories, farms, holiday centres, etc.

Speculative Applications

Curriculum Vitae/applications should be typed and accompanied by a covering letter. You should send these, typically, to large firms or organisations in the UK. If your profession has a registering body or association, they might be able to provide you with information about companies in the process of recruiting or about to do so.

4. IMMIGRATION AND REGISTRATION DOCUMENTS

To work in the UK you must have a full EU/EEA passport or National Identity card of one of the Member States of the EU/EEA;

EEA nationals are free to enter the UK for up to 6 months to look for work or set up in business.

You will have the right to remain longer as a jobseeker only if you are continuing to look for work and have a genuine prospect of finding work.

If you find employment, you may apply for a residence permit to confirm your right of residence as a worker.

Application forms (ECC1) and further information can be obtained from:

Immigration and Nationality Directorate

European Community Group

B6 Division

Block C Whitcraft Centre

Wellesley Road

Croydon

CR9 1AT

Tel: 00 44 (0) 870 241 0645



WORKING IN THE UK

5. HEALTH

Free medical services are available to EU/EEA nationals in employment or seeking employment in the UK.

You should apply to your local health centre to be registered with a National Health Service (NHS) doctor. Note that some NHS doctors also practise privately.

In the UK there are charges for prescribed medicines, dental services, eye test and spectacles. However, if you are on a low income or already receiving other state benefits you may be able to get help with the cost of these items. For further information, contact your local Jobcentre Plus office or social security office.

Sickness Benefit

If you are already in receipt of state sickness benefit in your home country then you may be able to transfer this payment to the UK. Ask for further details at any social security office in your own country before you come to the UK.

If you become sick whilst you are working in the UK consult your employer for information on procedures. You can also contact the local Jobcentre Plus office, Jobcentre or social security office for information concerning your rights and your employer's statutory obligations.

Further information

For more information concerning your health rights whilst in the UK contact

Department of Health
Primary Care Branch
Room 7E04
Quarry House
Quarry Hill
Leeds
LS2 7UE
Tel: 00 44 (0) 113 254 5834

6. SOCIAL SECURITY

EEA citizens should obtain certificate E301 from their social security departments **before** they come to the UK and take it to their local Jobcentre Plus office, Jobcentre or social security office in order to make a claim.

Social security benefits cover unemployment, illness, invalidity, work accidents, work related illnesses, maternity, widowhood and pensions. Contact your local



WORKING IN THE UK

Jobcentre Plus office or jobcentre for further details. The Jobcentre Plus website address is: www.jobcentreplus.gov.uk

Further information is given in the leaflet SA29 'Your Social Security, Insurance, Benefits and Health Care Rights in the European Community and in Norway, Iceland and Liechtenstein'.

Jobseeker's Allowance

If you are entitled to unemployment benefit (Jobseeker's Allowance) in your own country and have been claiming this benefit for at least 4 weeks, you may continue to receive this benefit for up to 3 months whilst you seek work in the UK. To export unemployment benefit from other countries to the UK, **you should give your own social security office as much notice as possible. You will need to ask for form U2 from your Social Security Office before you leave. Give form U2 to the office at which you register to claim benefit in the UK. However, note that some countries will not give you form U2. Instead, they will send it directly to the UK Department for Work & Pensions (DWP) Pension's and Overseas Benefits Directorate.**

To be eligible for Jobseeker's Allowance without a break you must register at the nearest Jobcentre Plus office or jobcentre in the UK within 7 days. If you miss the deadline, you will only receive benefit from the day you register.

If you become unemployed whilst in the UK register with your local Jobcentre Plus Office or Jobcentre. If you do not register straight away, you may only receive benefit from the day you register.

Pensions

If you work in two or more EEA countries, you will be able to combine state pension insurance paid in each state. For more information contact the Social Security office in your own country before you, leave for the UK. If you are already here in the UK, contact your local social security office.

The Citizens Advice Bureau (CAB)

This organisation offers free independent advice on all social welfare issues. There is an office in most towns and are listed under "Information Services" in business directories e.g. The Yellow Pages or on the website www.adviceguide.org.uk.



WORKING IN THE UK

7. TAXATION

The British tax system levies various taxes on all income generated in Britain, and on British residents' income from abroad. Anyone who is physically present in Britain for six months or more in any tax year is regarded as resident for tax purposes, but tax is also payable under certain other circumstances.

Before entering the UK check with your own taxation institute for further advice.

In the UK, you should contact Her Majesty's Customs and Revenue, www.hmrc.gov.uk for information and advice. You will find the address and telephone number of the nearest office here or in a business directory e.g. **The Yellow Pages**.

Income Tax

Any income you receive from employment in the UK is likely to be liable for tax. All EU countries have reciprocal **double taxation** agreements in place, which means you, will not have to pay tax twice on the same income.

After allowances, income tax is charged at rates of 20%, 40% or 50% Income tax is levied in the UK at three rates:

Basic Rate (20%)	£0- £37,400	(2010/2011 figures)
Higher Rate (40%)	£37,401- £150,000	(2010/2011 figures)
Additional Rate (50%)	over £150,000	(2010/2011 figures)

Value Added Tax (VAT)

This is levied at a standard rate of 15 %. VAT is not payable on certain goods and services such as rent and children's clothing.

Council Tax

This is a local taxation to pay for the public services in your area. It is assessed on the value of your property, whether you own or rent.

National Insurance Contributions

National insurance contributions are deducted from all employees' wages, providing:

- they are over age 16;
- they are under state retirement age; and



WORKING IN THE UK

- their earnings are above the Lower Earnings Limit (the Lower Earnings Limit for 2010/2011 is £97 per week)

Every employee eligible to pay National Insurance contributions is issued with a National Insurance number (NINO). Your employer will arrange this for you and will calculate the amount of National Insurance deducted from your gross salary, before tax.

More information on tax and National Insurance allowances can be found at the Inland Revenue's website at <http://www.inlandrevenue.gov.uk/rates/index.htm>

8. EMPLOYMENT ISSUES

REMEMBER, employment protection legislation in your home country does not extend to work in the UK. The terms and conditions of employment are a matter of agreement between you and your employer.

Contracts.

If you are offered a contract, you should make sure you understand the method and frequency of your pay.

Working Conditions

The Working Time Regulations 1998 covers various regulations - maximum working hours, annual leave entitlement, rest periods, health and safety etc.- but there is some flexibility so

you should expect to find some variation in working practices. An average would be a 37.5 hour working week with four weeks annual holiday.

For a leaflet explaining these regulations call 00 44 (0) 845 6000 925.

For more information see www.acas.org.uk or the Department of Trade and Industry (DTI) Information Line on 00 44 (0) 20 7 215 5000.

Pay

There is a national minimum wage. Workers between 18-21years old are entitled to a minimum wage of £4.83 per hour, rising to £5.80 per hour for workers aged 22 or over. These levels can only be affected by provision of accommodation or accredited training.

Statutory sick pay commences after four days though companies usually top this figure up with their own sick pay schemes for established workers.



WORKING IN THE UK

There is no legal requirement for employers to recognise trade unions, but they are widely recognised.

Dismissal and Termination of Contract

The Advisory, Conciliation and Arbitration Service (ACAS) aims to help conciliation in industrial disputes including those about unfair dismissal, equal pay, sex and race discrimination.

ACAS can be phoned, see yellow pages under “Information Services”.

Equal Opportunities

Under the Race Relations Act 1976, racial discrimination is unlawful in all areas of life such as employment, education and advertising. This legislation is enforced by the Commission for Racial Equality.

Sexual Discrimination is also unlawful under the Sex Discrimination Acts 1975 and 1976. These acts cover areas such as employment and training, housing and education. Women in Britain are entitled to equal pay with men when doing similar work and legislation is enforced by the Equal Opportunities Commission.

9. ACCOMMODATION

Finding accommodation in the UK is not easy. It is strongly recommended that you do not come to the UK without accommodation.

Short Term Accommodation

Short-term accommodation includes Youth Hostels, YMCA/YWCA hostels, Bed and Breakfast places (B&B) and hotels. Local tourist offices will be able to help.

Rented Accommodation

Accommodation is often advertised in local newspapers and in estate agencies and accommodation agencies. Shop windows are also used. An advance of one months rent plus a refundable bond for furnishings is usual. If you use an agency you can expect to pay an additional fee.

Lettings are generally of two kinds: assured tenancies with long term security of tenure, and assured shorthold tenancies for a fixed period of at least six months.

It is illegal for landlords to evict tenants from their home without a court order. Harassing tenants to make them leave is also a criminal offence. You should report any case of harassment or illegal eviction to the Local Authority, which has the power to prosecute Rents vary widely according to size and standard of



WORKING IN THE UK

accommodation and on a regional basis. Rents are highest in London and the South East.

Buying Property

Details of houses and flats for sale can be obtained from estate agents (or from solicitors in Scotland) and advertisements in newspapers.

Mortgages

You may be able to obtain a mortgage loan to help pay for a house or a flat. You will probably have to provide part of the purchase price, and the normal maximum loan will be about three times your gross annual earnings, typically repayable over 25 years.

Housing Benefit

If you are on a low income or receiving benefits you may be able to claim Housing Benefit from the Local Authority. Contact your local town hall for further advice (or Housing Department in Scotland).

10. EDUCATION

Education in England, Scotland and Wales is part of the local government structure and Local Education Authorities are responsible. In Northern Ireland, education is a central government responsibility in liaison with local authorities.

For specific information about education in a particular area of the UK, you should contact the local council's Education Department.

Education is compulsory between the ages of five and sixteen.

The National Assembly sets the content of the National Curriculum in Wales. The study of the Welsh language is compulsory up until the age of sixteen.

Pre-School Education

Every child aged four and over in the UK has the right to a free place in a state-run nursery school. Places in voluntary or private pre-school establishments for children under three years old are usually paid for by the parents. Many children under the age of five attend state nursery schools or nursery classes attached to primary schools. Others may attend playgroups in the voluntary sector or in privately run nurseries. Some schools operate an early admission policy that admits children under 5 into "reception classes". Attendance at all of the above is voluntary and may be on a full or part-time basis (e.g. from a few hours to five days a week).



WORKING IN THE UK

State Schools

The majority of pupils attend publicly funded (state) schools, where parents do not pay for their children's places. Generally, children aged between five and ten attend primary schools, those between eleven and sixteen (and sometimes beyond) attend secondary schools. Primary schools generally accept both boy and girl pupils (co-educational). Most secondary schools are co-educational, but some are single-sex schools. There are very few state-maintained boarding schools; information and advice about those that do exist can be obtained from the State Boarding Information Service (STABIS) on www.stabis.org.uk or www.dfes.gov.uk/boarding/

Independent Schools

About 10% of children in the UK attend independent schools, known as public schools. Independent schools do not receive any funding from the state; most of their finances are raised from fees paid by parents or income from investments. Further information and advice about independent schools can be obtained from the Independent Schools Information Service (ISIS) by telephoning 00 44 (0) 207 798 1500.

The (National) Schools Curriculum

The National Curriculum operates in England, Wales and Northern Ireland and starts at five years old. It covers all state school education in four "key stages" up to the age of sixteen. The Curriculum sets out what subjects pupils should study, what they should be taught and what standards they should achieve. The final assessment at the end of Key Stage 4 is in the form of GSCE (General Certificate of Secondary Education) examinations.

In Scotland, the Secretary of State issues national advice and guidance to schools. Pupils between the ages of fourteen and sixteen generally study for Standard Grade examinations and National Certificates.

Further Education

Over the age of sixteen, education is not compulsory, but is available in some secondary schools or sixth form colleges (England and Wales only), tertiary colleges and colleges of further education.

Further education colleges cater for full-time 16-18-year-olds, but also usually offer a broad and flexible range of part-time academic, vocational and professional courses for adults. These courses can range from foundation to degree level.



WORKING IN THE UK

Colleges are responsible for determining their own policies regarding tuition and examination fees for adults; fees for 16-18-year-old UK and EEA students are not usually charged.

Higher Education

Degrees, post graduate study and research, higher diplomas, higher certificates and a limited number of professional courses are offered in universities and colleges of higher education on a full time basis for students over the age of 18.

Students in Higher Education may receive grants, but are largely reliant on subsidised loans to cover both living expenses and fees. Students from other EEA are treated on the same basis as UK students. For further details contact:

Department for Education and Skills

Mowden Hall
Staindrop Road
Darlington
County Durham
DL3 9BG
Tel: 00 44 (0) 870 0012345

Adult Education

Local authorities also run adult education programmes. Contact your local education authority for further details.

Open University is a nation-wide distance learning scheme which offers a wide range of degree courses. No previous qualifications are needed. For further details write to:

Open University
Walton Hall
Milton Keynes
MK7 6AA
Tel: 00 44 (0) 190 827 4066

11. COMPARISON OF QUALIFICATIONS

Professional/degree qualifications can be compared by Naric. There is a fee for this. Contact them on their website www.naric.org.uk.



WORKING IN THE UK

12. CULTURE

You should remember that the way of life, customs, educational methods and standards in the UK may be very different from those in your country, and you may feel at a disadvantage if you do not speak English. The laws governing personal and business relationships, trade unions, driving, personal freedom, international travel, buying and selling and so on, may be quite different from what you are used to.

Without a high degree of fluency in English, getting established will be very difficult. It may be useful to contact the British Embassy or British Council in your own country. For extensive cultural information contact:

British Tourist Authority

Thames Tower
Blacks Road
London
W6 9EL

Web: <http://britishtouristauthority.org/>

There are also tourist information offices in most towns.

Although most people in Wales speak English, for some, Welsh is their first language. This is particularly so in North and West Wales. In many jobs it is essential to speak both Welsh and English and all road signs are given in English and Welsh which can be confusing for visitors.

13. LEGAL MATTERS

Once in the UK you will be subject to the laws of the UK. In the event of any legal problems, you should contact your Embassy or High Commission.

14. INFORMATION

The British Council run a wide range of international programmes, including work placement opportunities, graduate teacher programmes, vocational training and course-related work experience. Full details of all programmes, including downloadable fact sheets, are available on the British Council website, at www.britishcouncil.org

The Central Bureau provides information and advice on all forms of educational visits and exchanges:



WORKING IN THE UK

Central Bureau for International Education & Training

10 Spring Gardens

London

SW1A 2BN

United Kingdom

Tel: 00 44 (0) 20 7 389 4004

Web: www.centralbureau.org.uk

15. CHECKLIST

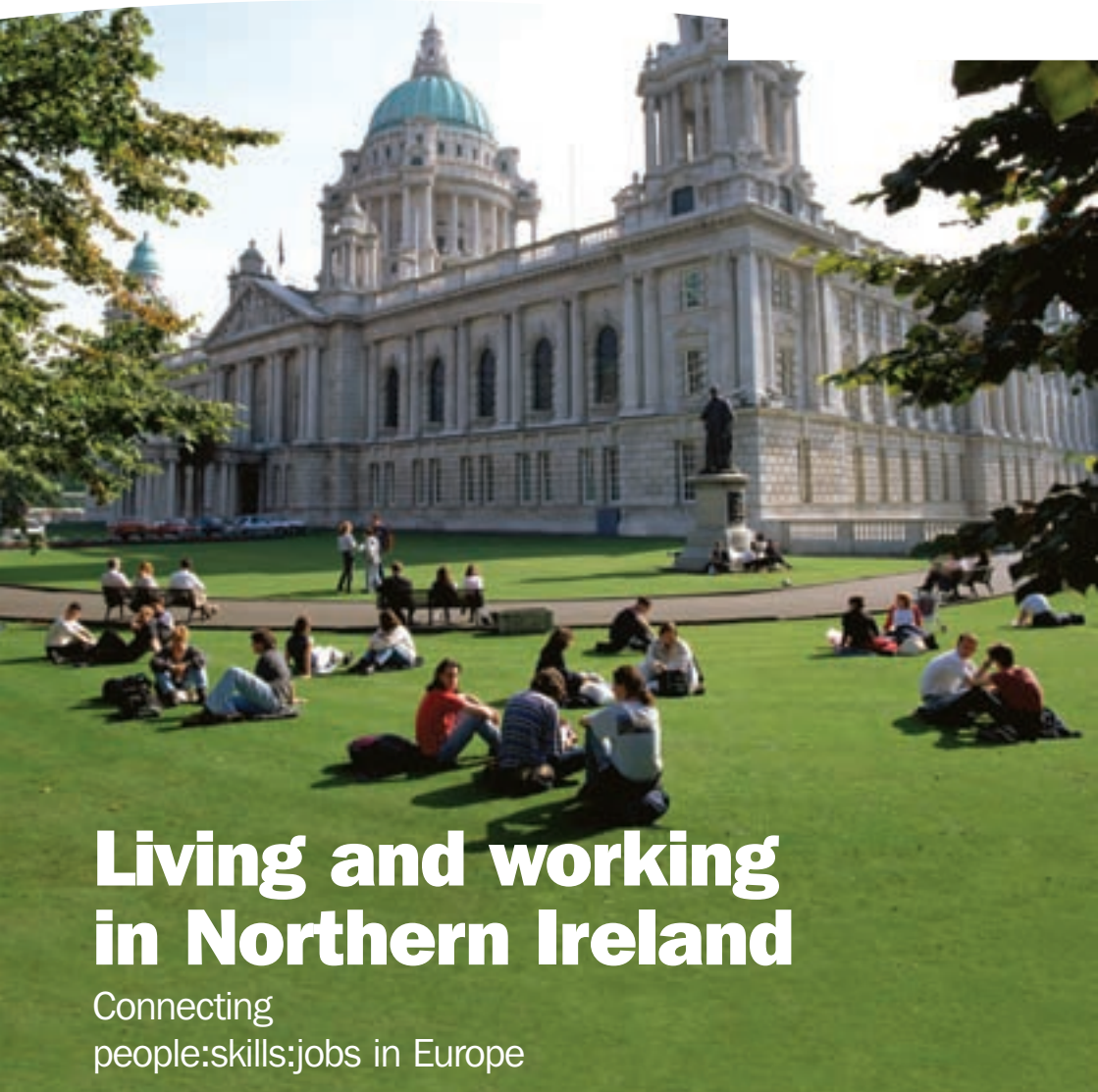
Before you leave your home to take up employment in the UK, ensure that:

- ❖ You have a full EU passport or national Identity Card.
- ❖ You know of and have any documentation required for your stay/employment
- ❖ You understand the terms and conditions of your contract of employment including the method/frequency of pay
- ❖ You know what travel arrangements need to be made, who is liable to pay for them (you or the employer) and whether there are any conditions attached to them being reimbursed
- ❖ You have arranged accommodation
- ❖ You have investigated the area of health insurance (i.e. European Health Insurance Card)
- ❖ You have adequate money to last until you are paid or if you need to return home for any reason.

people:skills:jobs:



Department for
**Employment
and Learning**
www.delni.gov.uk



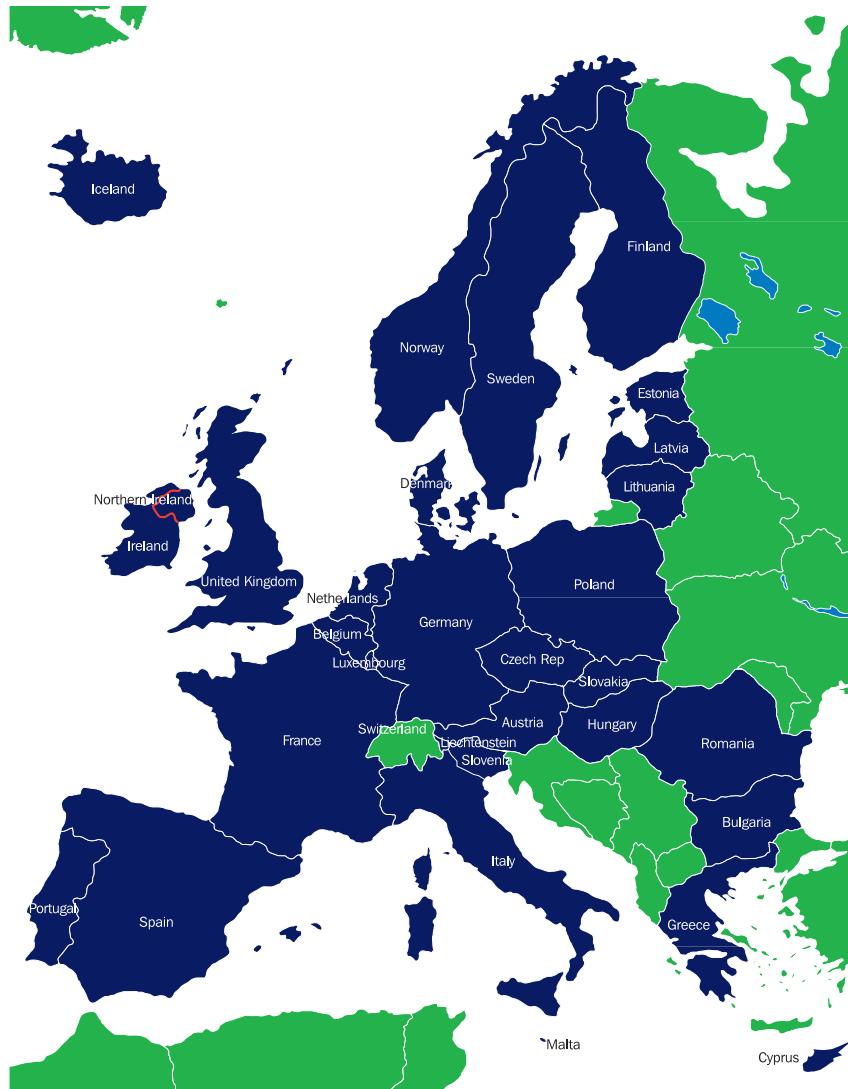
Living and working in Northern Ireland

Connecting
people:skills:jobs in Europe



www.eures.europa.eu

Map of Europe



The E.E.A. consists of 27 E.U. Member States plus Liechtenstein, Norway and Iceland. Switzerland is not a member of the E.E.A. though it is linked by bilateral agreement

Contents

Countries of the European Economic Area (EEA)	4
Introducing Northern Ireland	6
Life in Northern Ireland	8
Working in Northern Ireland	14
National Insurance Number	22
Workers Registration Scheme	23
Gangmasters Licensing Authority	26
Romania and Bulgaria	27
Jobs and Benefits offices and JobCentres NI	28
Other useful websites and contacts	30

Living and working in Northern Ireland

This is a brief guide for anyone who is living abroad and considering a move to Northern Ireland.

No one guide can give all the details required so it is important for prospective migrants to seek information on their own initiative. This guide includes internet addresses which would be useful for anyone considering Living and Working in Northern Ireland.

Organising the move to another country takes preparation and time. It is essential to investigate what possibilities exist for employment before leaving one's own country. You may also wish to contact the European Employment Services (EURES) office in your own Public Employment Service for further information. Northern Ireland is a welcoming hospitable place. It is also an extraordinarily beautiful place that we hope you will explore and enjoy.

The information in this guide dates from January 2010. However, if by the time you receive this booklet and you find any incorrect information, please contact EURES HQ Tel. No. 0044 2890252270 or email eures.section@delni.gov.uk and we will endeavour to provide the correct information.

Countries of the European Economic Area

Austria	France
Lithuania	Germany
Belgium	Greece
Bulgaria	Slovenia
Cyprus	Hungary
Malta	Slovakia
Norway	Ireland
Denmark	Iceland
Spain	Italy
Estonia	Latvia
Portugal	Luxembourg
Finland	Czech Republic
Poland	United Kingdom
Romania	The Netherlands
Sweden	Liechtenstein



Introducing Northern Ireland

Northern Ireland is part of the United Kingdom and comprises the six northern counties of the Island of Ireland. The United Kingdom is a full member of the European Union (EU) and forms part of the European Economic Area (EEA). The EEA now consists of twenty-seven EU member states plus Liechtenstein, Norway and Iceland. Switzerland is not a member of the EEA though it is linked to the EU by bilateral agreement.

Northern Ireland is a region of natural beauty with a clean environment. Its scenic landscape of mountains and forest parks, lakes and windswept moors contrast with bustling cities and historic towns which bridge the gap between tradition and modern technology.

Belfast is the capital and largest city in Northern Ireland. Over the past 10 years Northern Ireland has emerged as the United Kingdom's fastest improving economy and one of Europe's most vibrant regions. Northern Ireland has also attracted high levels of investment from major international corporations within the last 10 years.

Culture

You should remember that the way of life, customs, educational methods and standards in other countries can be very different from those at home, and you may feel at a disadvantage if you do not speak the language of the country you are in. The laws governing personal and business relations, driving, internal travel, buying and selling and other aspects of daily life can be quite different from what you are used to. You should be prepared to thoroughly research the current situation in Northern Ireland/United Kingdom and contact some of the organisations listed throughout the booklet to assist you in adapting to a new way of life.

You may wish to contact the EURES advisor in your local Public Employment Office or check out the EURES website www.eures.europa.eu

The Euro guidance centre in your country will also be able to offer help and information on moving to Northern Ireland/United Kingdom. You can find the contact details at www.euroguidance.net

Language

The official language is English and the

ability to speak and write English is an important requirement for jobseekers. You can find information about English Classes at i.e. Further Education Colleges, community groups, local Job Centres etc. Learn Direct may also provide advice on English Classes in your area. There may be a charge for these courses.

Helpline 0800 101 901 8am - 11pm, 7 days a week or check the website on www.learnirect.co.uk

For advice on career change and learning new skills, contact the Careers Advice Service on 0800 100 900 or visit the website www.careersadvice.direct.gov.uk

Currency

The unit of currency is pounds sterling (British Pound).

Time

Local time in the United Kingdom is GMT/BST. This is 1 hour behind most EEA countries.

International dialling codes

UK to elsewhere

00 followed by the country code, area code and number.

Elsewhere to UK

00 44 followed by the area code (minus the first "0") and number.

Bank/Public holidays in Northern Ireland

New Year	January 1st
St Patricks Day	March 17th
Easter	March/April, 2 days
May Bank Holidays	First and last Monday in May
Bank Holiday	12th/13th July
Bank Holiday	Last Monday in August
Christmas Day	December 25th
Boxing Day/ St Stephens Day	December 26th
Bank Holiday	December 27th

The minimum holiday entitlement in the UK is 20 days. There are also generally recognised public holidays, although employers are not obliged by law to recognise these.

Emergency Services

The emergency services number is **999** for fire, police and ambulance services.



relaxation



experiencing the culture in Derry City



The Lagan, Belfast

Life in Northern Ireland

Finding somewhere to live

Accommodation in certain areas of Northern Ireland can be expensive and difficult to find. It is advisable to arrange accommodation before you arrive in Northern Ireland.

At the very least you should bring the names, addresses and telephone numbers of approved hostels and estate agents. For rented accommodation, one to two months rent or a similar amount is often required as a deposit. A list of addresses and telephone numbers for accommodation i.e. hostels and letting agents can be found in the Yellow Pages telephone directory or at www.yell.com

For information on short-term accommodation visit the Northern Ireland Tourist Board's website: www.discovernorthernireland.com or try www.hostelnorthernireland.com and www.nihe.gov.uk

Look under other useful websites and contacts at the back of this booklet for more information on accommodation.

How much money do I need?

In addition to your travel costs you will need enough money to cover food, accommodation and travel expenses until you receive your first payment from your employer. Even if you secure employment immediately you should expect to wait at least a month before your first payment.

Names, addresses and phone numbers

Ensure that you have information on contacts and agencies in Northern Ireland. Keep names, addresses and telephone numbers of relatives and friends in case of emergency.

Opening a bank account

Before a bank can let you have any kind of account, they need to be confident that you are who you say you are and live where you say you live. Therefore the most important thing you must do is provide the bank with at least one current proof of your identity and one current proof of your UK address.

If opening an account in person banks will usually accept as proof of identity:

- Passport.

Or if you are from a country in the European Union or European Economic Area:

- National Identity Card
- Residence Permit issued by the Home Office to EU nationals
- National Driving Licence.

Providing an address in the UK may be more difficult but the following documents may be acceptable:

- Tenancy Agreement
- A letter from your employer in the UK confirming your UK address (and if you already have pay slips it would help to show them also)
- The bank may also want to see proof of your previous or permanent address in your home country. A driving licence or identity card may be acceptable for this purpose. The bank may also ask for written permission to get a reference about you from a bank in your home country.

Infrastructure

Northern Ireland has a comprehensive transport network. As well as an extensive rail and road network, Northern Ireland has five commercial ports and three airports. Most places

can be reached by road and rail. Translink is Northern Ireland's integrated bus and rail public transport company and can be contacted by telephone on 028 9066 6630 or visit www.translink.co.uk

Driving - A Valid driving licence, issued in an EU Country is valid throughout the EU. In some countries in addition to carrying a valid driving licence, you will need to have your vehicle registration document with you.

For information on vehicle and driving licences visit the website on www.dvlni.gov.uk

Driving safely

In all EU countries, it is compulsory to wear a seat belt in both the front and back of the car. Child car seats must also be used for children travelling in the vehicle.

Remember to drive on the left side of the road in the UK and Ireland, you normally have to give way for traffic coming from the right.

Also keep an eye on road signs to ensure you are driving at the correct speed limit, and any special conditions that apply.

Using a mobile phone while driving is forbidden in all EU Countries as it can lead to accidents, you can use a hands free device for your mobile. It is illegal to drive under the influence of alcohol or drugs, there will be strict penalties for this.

Further advice can be found at www.roadsafetyni.gov.uk

Road Signs are used extensively throughout Northern Ireland, you must adopt your driving to the appropriate type and condition of the road you are on. Check www.highwaycode.net for information on Road Signs or www.direct.gov.uk or www.nidirect.gov.uk

The health system

Healthcare is provided through the National Health Service (NHS). Most NHS care is free, although items such as prescriptions and dental treatment must be paid for. EEA nationals may use NHS facilities in the same way as UK citizens, provided they have the correct E forms. A reciprocal agreement between member states enables you to get urgent medical treatment free in the UK. In order to claim this entitlement you will need to have a European Health Insurance Card.

The European Health Insurance Card was introduced in 2006, to facilitate access to healthcare in the EU and to speed up the reimbursement of costs. It has replaced the E111 form. You can get applications from the local post office or apply online at – www.ehic.org.uk or apply by calling 0845 606 2030

On arrival to Northern Ireland you should register with a local health centre where you will be assigned to a doctor. Your doctor can treat most illnesses but may refer you to a hospital if you require tests or your condition is more serious.

NHS hospitals provide free healthcare.

If you are involved in an accident or suddenly take ill, you may need to go to Accident and Emergency (A&E). The number to call for an ambulance is **999** they will take you to the A&E at the nearest hospital. For most other hospital treatment, a referral from a doctor is necessary.

Private medical care is also available, usually paid for with private medical insurance. For details of your nearest Health Centre or hospital, visit website: www.healthandcareni.co.uk

In case of emergency

Dial 999 and you will be asked if you need Police, Ambulance or the Fire Service or dial 112 European Emergency number - It works from mobiles or landlines. You can also contact a local police station in case of an emergency. Most Police Service of Northern Ireland (PSNI) stations have 'Language Line' and/or access to translators.

- If you are a victim of domestic violence, call the Women's Aid 24-Hour Emergency Service Helpline on 028 90 249041 or 0800 9171 414 www.niwaf.org
- If you have been the victim of rape or sexual abuse, contact the Victim Support Line (028 9024 4039) or (0845 3030 900) Access to interpreters can be arranged.

Advice and support services

- For information, advice and guidance contact EURES (European Employment Services) on 028 9025 2270
- For information and advice on immigration issues contact the Law Centre NI helpline on 028 9024 4401 or email admin.belfast@lawcentreni.org

- For support and advice for racial harassment contact the Northern Ireland Council for Ethnic Minorities (NICEM) on 028 9023 8645.

For free advice on your rights as a traveller and any other rights and where to go for help, telephone the Europe Direct Service on 008 006 7891 011 from anywhere in the EU. You can also email the service via www.europedirect.europa.eu

Education

Northern Ireland has a very high standard of education with over 60% of young people leaving secondary education in NI going on to university or college. All children receive an education between the ages of 4 and 16, the compulsory age for attendance, but the system also meets the needs of those who choose to stay on until the age of 18.

Two world class universities - University of Ulster and Queens University Belfast - and an extensive network of Further Education Colleges, provide vocational and academic training for young people.

The Giants Causeway



For information on education, schools and universities check the following web addresses -

www.deni.gov.uk

www.delni.gov.uk

www.education-support.org.uk

www.qub.ac.uk

www.schoolswebdirectory.co.uk

www.ulst.ac.uk

Childcare services in Northern Ireland

In Northern Ireland there are four Childcare Partnerships, which provide information about childcare and family support services in the four Health and Social Services Board (HSSB) areas of Northern Ireland. These services are usually described under the generic term 'Early Years'.

The range of services that fall into this term include Day Nurseries, Crèches, Childminders, Playgroups, After School Clubs and Nursery Schools.

There are a number of information sources for such services that include local Health and Social Services Trusts and Education and Library Boards.

To find out the contact details for the information sources in your area contact:

www.easternchildcarepartnership.org.uk

www.childcare-west.org

www.northernchildcare.com

www.southernchildcarepartnership.ni.org

Northern Ireland contact for translating qualifications

The Europe Open for Professions' link on www.europeopen.org.uk is a useful source of information where you can obtain details on recognition of your qualifications.

NARIC - is a network of National Academic Recognition Information Centres in the member states of the European Union, the countries of the European Economic Area and the associated countries in central and Eastern Europe and Cyprus.



Contact

Head of UK NARIC

ECCTIS Ltd.
Oriel House
Oriel Road
Cheltenham
UK-Gloucestershire GL50 1XP

Tel: +44(0) 8713 307033
Calls cost 10p per minute from a BT
Landline. Mobile providers and other
networks may vary.
E-mail: info@naric.org.uk
Office Hours:
Monday - Friday 9am - 5pm
If you are phoning from overseas you
can use the following number
00441242258621
www.naric.org.uk

Working in Northern Ireland

The UK including Northern Ireland did not impose any restrictions of access to the labour market on any members of the European Economic Area.

If you are a national of any of the member states of the European Economic Area (EEA) you have the right, not just to take up employment in any such state, but also to live there and enjoy the same treatment and conditions as local citizens in regard to pay, working conditions, access to

housing, vocational training, social security and trade union membership. Families and immediate dependents are entitled to accompany the individual and are entitled to similar rights. Citizens from the 10 new Accession countries may only be entitled to work related benefits whilst in the UK/NI.

Citizens from Bulgaria and Romania will need to check with the local Jobs and Benefits office regarding benefits entitlement or visit the following website on - www.hmrc.gov.uk

Work permits

Jobseekers from outside the EEA are required to have a work permit before they can take up employment in Northern Ireland. It is normally the responsibility of the employer to apply for a work permit on behalf of the potential employee.

Nationals from 28 Member States of the European Economic Area (EEA) including Swiss Nationals do not need a work permit. They can work in Northern Ireland/UK without any restrictions.

The European Union (EU) consists of Austria, Belgium, Denmark, Germany, Finland, France, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, Sweden, UK, Cyprus, the Czech

Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovenia and Slovakia, together with Iceland, Liechtenstein and Norway.

From 1 January 2007, Bulgaria and Romania joined the EU. There are certain restrictions with these two countries at present. Check the following sites - www.workpermit.com and www.ukba.homeoffice.gov.uk/ These 30 countries make up the EEA.

Members from the 8 Accession Countries (A8) Czech Republic, Estonia, Hungary, Lithuania, Poland, Slovakia, Latvia and Slovenia are legally required to register with the Home Office within 1 month of starting work - under the Workers Registration Scheme - (WRS). Applicants can download an application from www.bia.homeoffice.gov.uk/workingintheuk/wrs or alternatively call Tel: 087 0521 0224. Members from Cyprus and Malta are not required to register.

Finding work in Northern Ireland

Jobseekers from the countries of the European Economic Area have the opportunity to seek employment through the European Employment Services (EURES) system.

EURES European Employment Services

EURES is a network of specialist EURES advisers based throughout the EEA in the Public Employment Services and partner organisations. There are over 700 specially trained advisers throughout the EEA including Switzerland. Their role is to promote employment mobility within Europe. EURES Advisers specialise in the practical issues surrounding employment in the EEA member states. EURES Advisers can be contacted via EURES website below:
www.eures.europa.eu

All EURES advisers are linked by a computer system that circulates information on vacancies and living and working conditions throughout the EEA. To check if there are any suitable vacancies in Northern Ireland, contact your local EURES adviser or Public Employment Services Office.

Jobseekers should start looking for a job before leaving their country of residence. The European Employment Services (EURES) Adviser in your own country can help you.

EURES is a European network of employment services and has its own vacancy website -

www.eures.europa.eu

Remember to search under the United Kingdom, region Northern Ireland for vacancies here. You can carry out a direct search for vacancies or post your CV on the site. You can also find vacancies in Northern Ireland web sites (listed).

The Northern Ireland public employment website is www.jobcentreonline.com

Vacancies which the employer has specifically identified as being suitable for people from outside Northern Ireland will be highlighted.

If you have already arrived in Northern Ireland then there are various ways you can find work.

Department for Employment and Learning - Public Employment Services

The Public Employment Services in Northern Ireland is part of the Department for Employment and Learning. There is a network of 35 JobCentres and Jobs and Benefits offices (JBO) throughout Northern Ireland which advertise a wide range of vacancies. You can call into a local JobCentre in NI or check the website www.jobcentreonline.com. There is a EURES Liaison Officer in each JobCentre or JBO. They are the local office point of contact, who can assist you.

Alternatively you can find details of employment agencies by looking in the yellow pages telephone directory under the heading 'Employment Agencies' or the website is - www.yell.com

Many of the agencies are members of a professional body called the Recruitment and Employment Confederation (REC). REC members can be obtained by contacting - 0044 20 7323 4300 or at www.rec.uk.com

The press in Northern Ireland

Another important medium for job search are the Northern Ireland newspapers:

The Belfast Telegraph - www.nijobfinder.co.uk

Irish News - www.irishnews.com/jobs

Newsletter - www.newsletter.co.uk
www.jobstoday.co.uk

Jobs are advertised on the following days:

The Belfast Telegraph -	Tuesday & Friday
Irish News -	Thursday
Newsletter -	Thursday

Internet

The internet is another useful source of job information; there are many different websites where you can search for jobs in Northern Ireland. There are also a number of recruitment fairs, held throughout the year, in Northern Ireland. You can check with a local JobCentre or in the newspapers, for information on these events.

Applying for jobs

The procedure for applying for jobs may differ, depending on the type of work and the employer. When applying through EURES you normally need a CV and a covering letter. Help with CVs can be found in the links from www.jobcentreonline.com You can also download JobCentre application forms from this site if that is the method required by the employer.

The application procedure will differ depending on the type of work you are looking for. Employers may also interview applicants in person.

Application forms

When applying for a job, the employer may require a completed application form. The use of such forms is wide spread, but they tend to follow a similar format. Standard questions may cover education and training, work experience, hobbies and personal interests. Companies in NI/UK like to get an idea of what you do outside work as this might provide insight into the qualities you could bring to the job. Questions requiring longer answers may ask about your motivation for the job, your interest in the sector and why you wish to work for that particular company. Photographs are not normally required.

The Curriculum Vitae (CV)

The structured curriculum vitae is used in all cases, comprising personal data, information about education, professional experience, language and other skills, as well as personal interests of the applicant.

The CV should be clear and concise, provide complete (in contents, form and style) information about experience and skills. Information must always be true, failure to provide true and accurate information can result in dismissal from the job at a later stage.

The interview

The job interview will focus on the reasons why you are applying for the vacancy. You should therefore expect to be asked why you have chosen this particular company. Another question candidates, are often asked is to list some of their positive and negative characteristics. Most interviews are conducted by two or three interviewers. At the end of the interview you will be given the opportunity to ask your own questions.

The employment contract

Once you have been offered the job you need to sign an employment contract. A formal employment contract involves a relationship in which you are answerable to your employer, you are paid for the work you do (wage or salary) and you give a personal undertaking to carry out work for your employer. An employer contract is an agreement between an employer and an employee.



Hospitality and Catering Employment



sculpture, Derry City



Finding work in Northern Ireland

General conditions: before you take up employment you should ensure that:

- You have a current EEA passport/identity card or form of identification, or have an appropriate work permit
- For A8 countries nationals only - A Workers Registration Form (see details on WRS further on)
- You have a copy of, or know the terms and conditions of employment
- You know the method and frequency of the salary
- You know what travel arrangements need to be made and whether you or the employer will pay
- You have accommodation in the area to which you are moving
- You have sufficient funds to last until you are paid, or to return home if necessary
- You apply for a National Insurance Number which permits you to work in NI/UK.

What documents do you need?

To avoid problems with prospective employers and government agencies you should bring the following documents with you:

- Passport/Identity Card (essential)
- Birth Certificate (essential)
- Marriage Certificate (if applicable)
- Typed Curriculum Vitae (in English)
- References (previous work and personal)
- Copies of educational and training certificates
- European Health Insurance card (applicable to EU/EEA nationals).

Taxation and e forms

For information on taxation and e forms, contact the Inland Revenue
Tel: 0845 302 1407 or log on to www.homeoffice.gov.uk or www.ukba.homeoffice.gov.uk/

Inland Revenue Enquiry Centre -
Belfast
Beaufort House
31 Wellington Place
Belfast
BT1 6BH
Tel: 0845 366 7896
0845 300 3900
Website: www.hmrc.gov.uk

Unemployment in Northern Ireland

Whilst in Northern Ireland, if you become unemployed you should contact your local Social Security Agency office or Jobs and Benefits office. An appointment will be made for you to see a Client Adviser. You need to be working one year continuously, without a break, of no more than 30 days - before you are entitled to any benefits (this only applies to the A8 countries i.e. Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovenia and Slovakia).

For further information contact your local Social Security Agency Office or Jobs and Benefits office.

Nationals of the EEA Member States may be able to export their unemployment benefits (for a maximum of three months) where a reciprocal agreement is in place between their home country and the UK/NI.

Nationals from the A8 Countries may be able to apply for benefits after they have been continuously working in NI/UK for 1 year.

Who has access to income - related benefits?

To be eligible for an income - related benefit (income - related benefits are Income Support, income - based Jobseekers Allowance, State Pension Credit, Housing Benefit and Council Tax Benefit) a person must have a right to reside and be habitually resident in the UK, the Channel Islands, Isle of Man or the Republic of Ireland (subject to certain exemptions) Some A2 nationals - Romanian and Bulgaria may be able to claim for income related benefit. Check with the local Social Security or Jobs and Benefit Office for further information.



fishing at Lough Beg



Bluegrass Music Festival, Tyrone

National Insurance Number - NINO

In order to work in Northern Ireland you will need a national insurance number which is personal to you and no one else should use this number. To obtain this you need to contact one of the following Jobs & Benefits offices and ask for National Insurance section-

Portadown - Armagh

Tel: 028 3839 7200

Shaftsbury Square - Belfast

Tel: 028 9054 5500

Lisnagelvin - Derry/Londonderry

Tel: 028 7131 9300

Office selection is based on address of client. Initial contact will be a telephone interview, clients will be called in for a face to face interview at their local JobCentre or Jobs & Benefits office. Evidence is required to prove that you are -

- Working
- Actively seeking work (photocopies of job applications and employer replies required)
- Claiming benefit (however this is not the case for A8 nationals because of the 1 year rule for claiming benefit).

Jobseekers can get more information on the following website:
www.hmrc.gov.uk/faqs/ynino.htm

National Minimum Wage

With a few exceptions all workers in the UK aged 16 or over are legally entitled to be paid a minimum amount per hour. The National Minimum Wage increases yearly, currently in October, therefore it is essential that you check the rate applicable to you. There is a set rate for 16-17 year olds, 18-21 year olds and for aged 22 and above. If you are in the Agricultural sector the NWW is different Tel 028 9052 0813 (Northern Ireland) for information. These rates can only be affected by the provision of accommodation or accredited training. For more information contact the national minimum wage helpline on 0800 917 2368. Information is also available at www.nmwadvice.co.uk

More information and guidance on the provision of accommodation and deductions, can be found here www.nmwadvice.co.uk/employers.aspx

Working hours

The maximum weekly working hours in the UK is 48 (averaged over a 17 week period) or over 26 if you are working on a farm. If you work any more hours than the average 48 hours, you will be

required to agree in writing that you are willing to do so.

Workers Registration Scheme (WRS)

Workers from A8 countries of the New Member states are legally required to register with the Home Office within one month of starting work in the UK. Once you have been working legally in the UK for 12 months without a break you will have full rights of free movement and will no longer need to register on the Worker Registration Scheme. You can then get a residence permit confirming your right to live and work in the UK. Further Information is available on the Immigration and Nationality Directorate website www.bia.homeoffice.gov.uk. You should apply using form EEA1. If you need further information, please contact the Immigration and Nationality Enquiry Bureau on Tel. No. 0870 606 7766.

Applications for registration are the responsibility of the individual. Application forms (WRS) can be obtained by telephoning 0117 344 1471 or downloading from www.ukba.homeoffice.gov.uk/workinginuk/eea/wrs/workers There is a registration fee. Check the website for information.

For employers:

If you employ a worker from one of the A8 countries, you must ensure that the individual is provided with either a contract or letter on company paper showing place of work, position held, wage, hours worked and start date, which the individual will need when applying for workers registration. Employers will be responsible for ensuring that they are authorised to employ a worker from the A8 member states. They should:

- Take and retain a copy of the individuals completed application form as evidence that they have applied for registration within one month of starting work
- Retain a copy of their valid registration certificate.

The Home Office Workers Registration Team will send you a copy of the registration certificate once approved. WRS does not apply to self-employed workers, however they must register with the Inland Revenue on 0845 915 4515 as soon as they start work in the UK.

Further guidance for employers is available from the Home Office website: <http://www.bia.homeoffice.gov.uk/workingintheuk/eea/wrs/employers/>

Sketrick Island



You may be committing a criminal offence, and face a fine of up to £5,000, if you continue to employ a worker if:

- The worker does not apply for a registration certificate within one month of starting work for you; or
- You do not have a copy of a completed application form.

You will be sent a copy of the worker's registration certification, if his/her application is approved, or a copy of the refusal letter. If the application is refused you will no longer be authorised to employ him/her and must stop doing so.

For more general guidance on a range of issues covering employing workers from other countries, you can contact the employers helpline 0845 010 6677

Latvian non-citizen (alien) passport holders

If you have a Latvian alien passport, you do not have the right to work in the United Kingdom under the Worker Registration Scheme and must apply for permission to enter the country before you come to the United Kingdom to work.

This permission is called '**entry clearance**'. It will be in the form of a visa or entry clearance certificate. To obtain it, you should apply to the [British Diplomatic post](#) in the country where you live. For information about Visas, see the UK Visa Services website.

Contact

- **Immigration Enquiry Bureau**
0870 606 7766

UK Border Agency
Lunar House
40 Wellesley Road
Croydon
Surrey
CR9 2BY

- **Work Permits Customer Contact Centre**
0114 207 4074
Customer Contact Centre
UK Border Agency
PO Box 3468
Sheffield
S3 8WA

Gangmasters Licensing Authority

Are you a worker on one of these regulated sectors - agriculture, horticulture, forestry, shellfish gathering and the processing and packaging of food and drink?

The Gangmasters Licensing Authority (GLA) has been set up to ensure employees receive the rights they are legally entitled to. The Gangmasters Licensing Authority will protect your legal rights and take action against any labour provider who mistreats workers.

Anybody who supplies workers in or to the UK in the regulated sectors must be licensed. To get a licence the GLA will inspect and make sure that the labour provider is fit to hold a licence and they must meet a strict set of standards. If they break these standards at anytime the GLA can take the licence away and force them to stop trading.

If you encounter problems you should contact the GLA on 0845 602 5020 or 0044 845 602 5020 from outside the UK. There is a confidential reporting form which is anonymous

and you can download the form from www.gla.gov.uk or ring the helpline on the number above. You can email information to intelligence@gla.gsi.gov.uk.

Any worker who has information about exploitation should contact the GLA on the above numbers immediately. It is not acceptable that anybody should have to suffer these conditions and the GLA has the power to stop this. The GLA has the power to inspect your labour provider at any time and knowing about problems in advance helps to uncover and deal with the problems as quickly as possible.

The GLA can help you if:

- You are being threatened or intimidated
- You are being forced to work against your will
- There are debts that prevent you freely seeking other employment
- You are being forced to stay in accommodation
- Your accommodation is not safe

- You have had your passport retained
- You are being paid less than the UK National Minimum Wage
- You are having deductions taken from your pay that are not shown on your payslip
- You have had to pay a fee to get the job
- You do not receive sick pay and annual leave entitlement
- You are not allowed to take breaks at work
- Your place of work is not safe
- Vehicles you are transported in are not safe

If you do provide information to the GLA they will protect your identity and the labour provider or any other person mentioned will never be told how we got the information.

New rules approved for managing access to the UK labour market by Romanians and Bulgarians.

Romania and Bulgaria joined the EU on 1st January 2007. There has been transitional arrangements put in place for these new member states whilst progress on immigration reforms, are properly understood, on the wider impacts of an expanded European Union.

At the heart of the new regulations is the restriction of low skilled worker to existing quota schemes in the agricultural and food processing sectors. Skilled workers will continue to be able to work in the UK if they qualify for a work permit or under the Highly Skilled Migrant Programme.

For more information visit www.ukba.homeoffice.gov.uk/ where you can print of a leaflet on Rights and Responsibilities of Nationals from Bulgaria and Romania.

Work Permits Customer Contact Centre
Tel: 0114 207 4074



Jobs and Benefits offices and JobCentres in Northern Ireland

Jobs and Benefits offices

Antrim

20 Castle Street
Antrim BT41 4JE
Tel: 028 9442 6500
antrim.delmail@nissa.gsi.gov.uk

Armagh

Alexander Road
Armagh BT61 7JL
Tel: 028 3752 9777
armagh.jc@delni.gov.uk

Ballymoney

37-45 John Street
Ballymoney BT53 6DT
Tel: 028 2766 0100
ballymoney.jc@delni.gov.uk

Banbridge

18 Castlwellan Road
Banbridge BT32 4AZ
Tel: 028 4062 0800
banbridge.jc@delni.gov.uk

Carrickfergus

Davy Street
Carrickfergus BT38 8DJ
Tel: 028 9335 1811
carrickfergus.jc@delni.gov.uk

Coleraine

Artillery Road
Coleraine BT52 2AA
Tel: 028 7034 1000
coleraine.jc@delni.gov.uk

Dungannon

Crown Buildings
5 Thomas Street
Dungannon BT70 1HN
Tel: 028 8775 4870
dungannon.jc.@delni.gov.uk

Enniskillen

Crown Buildings
Queen Elizabeth Road
Enniskillen BT74 7JD
Tel: 028 6634 3333
enniskillen.jc@delni.gov.uk

Falls Road

19 Falls Road
Belfast BT12 4PH
Tel: 028 9025 1346
fallsroad.jc@delni.gov.uk

Foyle

Crown Buildings
Asylum Road
Londonderry BT48 7EA
Tel: 028 7131 9500
foyle.jc@delni.gov.uk

Holywood Road

106-108 Holywood Road
Belfast BT4 1JU
Tel: 028 9052 8900
eastbelfast.jc@delni.gov.uk

Kilkeel

Newry Street
Kilkeel BT34 4DN
Tel: 028 4176 1400
kilkeel.jc@delni.gov.uk

Knockbreda

Upper Knockbreda Road
Belfast BT8 8SY
Tel: 028 9054 5600
knockbreda.jc@delni.gov.uk

Larne

59 Pound Street
Larne BT40 1SB
Tel: 028 2826 3200
larne.jc@delni.gov.uk

Limavady

9 Connell Street
Limavady BT49 OTZ
Tel: 028 7776 0500
limavady.jc@delni.gov.uk

Lisburn

71 Bow Street
Lisburn BT28 1BB
Tel: 028 9262 3300
lisburn.jc@delni.gov.uk

Lisnagelvin

2 Crescent Road
Londonderry
BT47 2NJ
Tel: 028 7131 9300
lisnagelvin.jc@delni.gov.uk

Lurgan

Alexandra Crescent
Lurgan BT66 6BB
Tel: 028 3831 5600
lurgan.jc@delni.gov.uk

Magherafelt

31 Station Road
Magherafelt BT45 5DJ
Tel: 028 7930 2000
magherafelt.jc@delni.gov.uk

Newry

Phoenix House
40 Bridge Street
Newry BT35 8AJ
Tel: 028 3026 5522
newry.jc@delni.gov.uk

Newtownabbey

39-41 Church Road
Newtownabbey BT36 7LB
Tel: 028 9025 0888
newtownabbey.jc@delni.gov.uk

Omagh

7 Mountjoy Road
Omagh BT79 7EB
Tel: 028 8225 4222
omagh.jc@delni.gov.uk

Portadown

140 Jervis Street
Portadown BT62 3DA
Tel: 028 3839 7200
portadown.jc@delni.gov.uk

Shaftesbury Square

Conor Building
107 Great Victoria Street
Belfast BT2 7AG
Tel: 028 9054 5500
southbelfast.jc@delni.gov.uk

Shankill

15-25 Snugville Street
Shankill Road
Belfast BT13 1PP
Tel: 028 9054 3426
shankillroad.jc@delniv.gov.uk

JobCentres

Andersonstown

Kennedy Centre
564 - 566 Falls Road
Belfast BT11 9AE
Tel: 028 9087 1880
andersonstown.jc@delni.gov.uk

Ballymena

35-39 Bridge Street
Ballymena BT43 5EL
Tel: 028 2566 0777
ballymena.jc@delni.gov.uk

Ballynahinch

18 Crossgar Road
Ballynahinch BT24 8XP
Tel: 028 9756 0544
ballynahinch.jc@delni.gov.uk

Bangor

65 High Street
Bangor BT20 5BE
Tel: 028 9127 9999
bangor.jc.@delni.gov.uk

North Belfast

Gloucester House
57 Chichester Street
Belfast BT1 4RA
Tel: 028 9025 2222
northbelfast.jc@delni.gov.uk

Cookstown

17 Oldtown Street
Cookstown BT80 8EE
Tel: 028 8676 6950
cookstown.jc@delni.gov.uk

Downpatrick

Rathkeltair House
Market Street
Downpatrick BT30 6LZ
Tel: 028 4461 8023
downpatrick.jc@delni.gov.uk

Newcastle

113 Main Street
Newcastle BT33 0AE
Tel: 028 4372 5001
newcastle.jc@delni.gov.uk

Newtownards

9 Conway Square
Newtownards BT23 4DA
Tel: 028 9181 8653
newtownards.jc@delni.gov.uk

Strabane

23 Upper Main Street
Strabane BT82 8AS
Tel: 028 7138 2332
strabane.jc@delni.gov.uk

Other Useful Websites and Contacts:

Lower Lough Erne at sunrise

EURES - Northern Ireland

EURES Advisers
Department for
Employment and Learning
Gloucester House
57 Chichester Street
Belfast BT1 4RA

Tel: 028 90252270
Fax: 028 90252288
E-mail: eures.section@delni.gov.uk

Jobcentre Online for all general enquiries/feedback.
Mail to: jcol_feedback@delni.gov.uk

All EURES employment vacancies in Northern Ireland can be accessed through:
www.eures.europa.eu
www.jobcentreonline.com

Headquarters 39 Adelaide Street,
Belfast BT2 8FD
Tel: 028 9025 7777

For information, advice and guidance on employment rights, social security and benefits, contact:

EURES Trade Union

Barrie McLatchie
Trade Union EURES Adviser
Belfast Unemployed Resource Centre
45-47 Donegall Street
Belfast BT1 2FG
Tel: 028 9096 1111
Fax: 028 9096 1110
Email: barrie.mclatchie@burc.org

European Commission Office in Northern Ireland

74 - 76 Dublin Road
Belfast BT2 7HP
Tel: 028 9024 0708
Fax: 028 9024 8241
www.ec.europa.eu/northernireland

Citizen Advice Bureau Northern Ireland

Tel: 02890 231 120
and you will be referred to the Citizens Advice Bureau in your area or see the website at www.citizensadvice.co.uk

NICEM (Northern Ireland Council for Ethnic Minorities)

3rd Floor Ascot House
24-31 Shaftesbury Square
Belfast BT2 7DB

Tel: 028 9023 8645
Fax: 028 9031 9485

Child Benefit (Northern Ireland)

Tel: 0845 603 2000

National Insurance Registration Helpline

Tel: 0845 915 7006

National Minimum Wage (NI) - Helpline

Tel: 0800 917 2368

Tax Credits (NI)/Taxation

Tel: 0845 603 2000 or
Tel: 0845 302 1407

Public Employment Services NI

www.jobcentreonline.com

Private Recruitment Agencies

Private recruitment agencies can be contacted through Recruitment & Employment Confederation at: www.rec.uk.com
(Click "looking for work" > "Find a Consultancy" in order to search recruitment agencies by location and industry type).

Jobsearch Network in UK

www.jobsite.co.uk
www.jobcentreplus.co.uk

International Seasonal Work Network

www.anyworkanywhere.com

International Voluntary Work Network

www.workingabroad.com

Official Government Website for NI

www.nidirect.gov.uk

Newspapers

Belfast Telegraph

www.belfasttelegraph.co.uk
www.nijobfinder.co.uk

Irish News

www.irishnews.com/jobs

Newsletter

www.newsletter.co.uk
www.jobstoday.co.uk

Employment Rights

The Department for Employment and Learning publishes a series of booklets which outline employee's rights and the obligations placed upon employers. They are accessible on the Internet at: www.delni.gov.uk under 'recent publications'.

UK Immigration, Work Permits and Visas

Immigration & Nationality Directorate

www.bia.homeoffice.gov.uk

UK Visas

www.ukvisas.gov.uk

Foreign and Commonwealth Office

www.fco.gov.uk

**Home Office - UK Border Agency
Belfast Public Enquiry Office**

1 Drumkeen Complex
Upper Galwally
Belfast BT8 6TB
Tel: 0870 606 7766
By appointment only

Accommodation

Northern Ireland Tourist Board

(Official tourism agency for
Northern Ireland)
59 North Street
Belfast BT1 1NB
Tel: 0044 28 9023 1221
Email: info@nitb.com
www.tourismireland.com
Industry Website
www.nitb.com
Consumer Website
www.discovernorthernireland.com

NI Housing Executive (NIHE)

Head Office, The Housing Centre,
2 Adelaide Street, Belfast
Tel: 028 9024 0588

Housing Executive Emergency
Accommodation
Tel: 02890 317 000

Hostels in NI

www.hostels.com
www.discoverireland.com
www.hostelworld.com
Law Centre (NI)
124 Donegall Street
Belfast
BT1 2GY
Tel: 02890 244 401

Law Centre (NI) Western Area Office

9 Clarendon Street
Derry/Londonderry
BT48 7EP
Tel: 02871 262 433
www.lawcentreni.org

STEP

Migrant Worker Support Project
Unit T7, Dungannon Business Park
2 Coalisland Road
Dungannon BT71 6JT
www.stepni.org

Translators for various languages
can be arranged to assist at
appointments as required.
Appointments can be made by
telephoning (028) 8772 9002
email: info@stepni.org

**National Insurance Number
Processing Offices**

National Insurance Number Section
Jobs & Benefits Office
Conor buildings,
107 Great Victoria Street
Belfast
Tel: 02890 545 500

National Insurance Number Section

Jobs & Benefits Office
140 Jervis Street,
Portadown
Tel: 02838 397200

National Insurance Number Section

Jobs & Benefits Office
2 Crescent Road,
Lisnagelvin, Derry/Londonderry
Tel: 02871 319 300

**Equality Commission for Northern
Ireland**

Equality House,
7-9 Shaftesbury Square
Belfast, BT2 7DP
Tel: 02890 890 890
Email information@equalityni.org
Website: www.equalityni.org

Police Service of Northern Ireland

Tel: 0845 600 8000 in non
emergency cases. In an emergency
telephone **999** or **112**
www.psni.police.uk

Health and Safety Executive (NI)

83 Ladas Drive
Belfast
BT6 9FR
Tel: 02890 243249
Freephone Helpline: 0800 032 0121
www.hseni.gov.uk

Website for UK government

**Direct gov - the official UK
government website for citizens**
www.direct.gov.uk

Living and working in the UK

www.myukinfo.com

**Funding your studies /
learning english**

www.britishcouncil.org

Pay and Work Rights Helpline

0800 917 2368
Help and advice on government
enforced employment rights.



Dunluce Castle

Photography courtesy of the
Northern Ireland Tourist Board

people:skills:jobs:



Department for
**Employment
and Learning**
www.delni.gov.uk



INVESTOR IN PEOPLE

THE BRANCH:

EURES - (European Employment Services) is a co-operation network designed to facilitate the free movement of workers within the European Economic Area (EEA), offering advice and guidance to both jobseekers and employers.

THE DEPARTMENT:

Our aim is to promote learning and skills, to prepare people for work and to support the economy.

This document is available in other formats upon request.

**Further information:
EURES**

Gloucester House
Chichester Street
Belfast BT1 4RA

email: eures.section@delni.gov.uk

web: www.eures.europa.eu