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

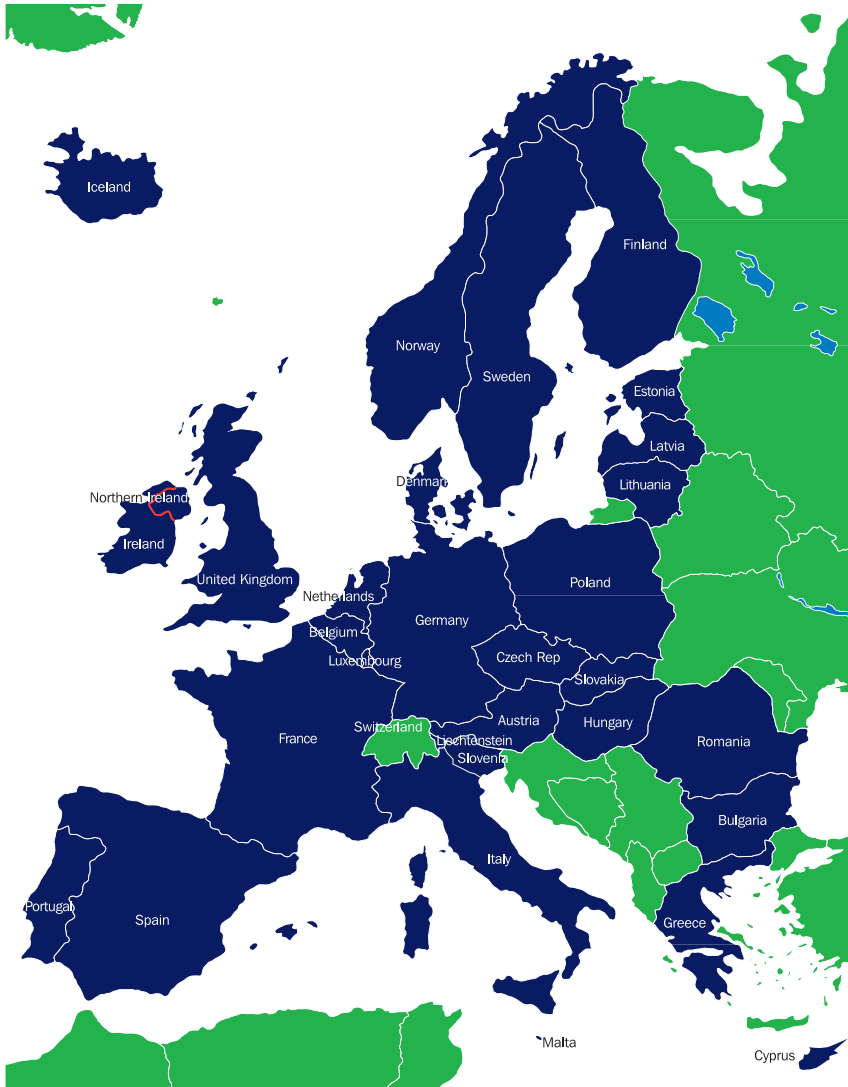


Living and Working in Northern Ireland

Connecting
people:skills:jobs in Europe



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

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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 October 2007

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.

Job opportunities are growing steadily especially in the food processing, service and hospitality, Information Technology, healthcare and construction industries.

Northern Ireland now offers a variety of excellent career possibilities, from the skilled professional to the manual operative. In addition, Northern Ireland is continuing to attract high levels of investment from major international corporations.

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 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/index.htm

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. The Helpline is: 0800 100 900 or www.learnirect.co.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

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 on 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.highwayscode.gov.uk for information on Road Signs.

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.dh.gov.uk/policyandguidance/healthadvice/travellers/fs/en or 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.



landscape viewed from The Royal County Down Golf Course

Incase 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.ec.europa.eu/europedirect


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.qub.ac.uk
www.schoolsdirectory.com
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

Individuals who need to establish UK equivalencies of academic qualifications in order to apply for a specific job should be referred to CCEA which provide a free service at present.

Council for Curriculum Examinations and Assessment (CCEA)

29 Clarendon Road
Clarendon Dock
Belfast BT1 3BG

Tel: 028 9026 1206
E-mail: rmegarell@ccea.org.uk

The Europe Open for Professions' link on www.dfes.gov.uk/europeopen is another 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: 4412 4226 0010
Fax: 4412 4225 8611
E-mail: cloudnaric@ecctis.co.uk
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.workingintheuk.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.workingintheuk.gov.uk or alternatively can 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 (see below).

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.

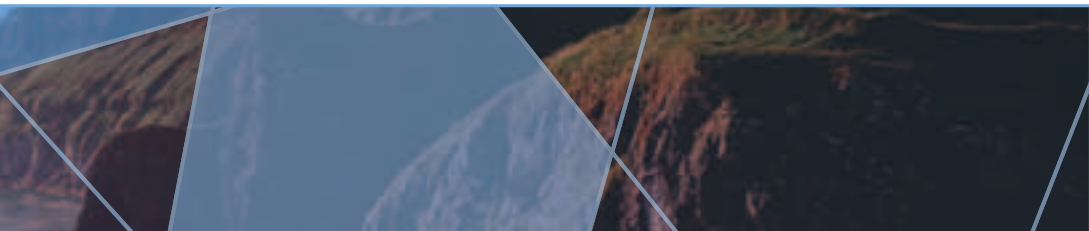
If you have already arrived in Northern Ireland then there are various ways you can find work.

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 & Jobs and Benefits offices 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



coastal scene at Carrick-a-rede

The press in Northern Ireland

Another important medium for job hunting is checking the Northern Ireland newspapers:

The Belfast Telegraph -
www.loadzajobs.ie

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

In addition, a local publication Recruitment Direct advertises local Northern Ireland vacancies as well as Cross border, Ireland vacancies.

Internet

The internet is another useful source of job information; there are many different websites for looking for jobs in Northern Ireland check www.nijobs.com There are also a number of recruitment fairs in Northern Ireland throughout the year. 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 CV's 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.





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.workingintheuk.gov.uk

Inland Revenue Enquiry Centre -
Belfast
Beaufort House
31 Wellington Place
Belfast
BT1 6BH
Tel: 0845 302 1469,
0845 300 3900
or 028 90 724678
Website: www.hmrc.gov.uk



sculpture, Derry City

Unemployment in Northern Ireland

Whilst in Northern Ireland, if you become unemployed you should contact your local Social Security Agency office or Jobs & 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 & Benefits office.

Nationals of the EEA Member States may be able to export their unemployment benefits (for a maximum of 3 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 on 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

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:

<http://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 (NI) on 0845 650 0207 or 0845 600 0678. Information is also available at www.direct.gov.uk or www.hmrc.gov.uk/nmw/

For more information on the provision of accommodation and deductions, guidance can be found here <http://www.dti.gov.uk/files/file38769.pdf>



Bluegrass Music Festival, Tyrone

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 anymore 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 <http://www.ind.homeoffice.gov.uk>. You should apply using form EEA1. If you need further information, please contact the Immigration and Nationality Enquiry Bureau on 0117 344 1471.

Applications for registration are the responsibility of the individual. Application forms (WRS) can be ordered from the Home Office on 087 0521 0224 or downloaded from

the 'Schemes and Programmes' link at: www.workingintheuk.gov.uk There is a registration fee. Check the website for information.

For Employers:

If you employ a worker from one of the 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: www.ind.homeoffice.gov.uk

Sketrick Island



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 115 900 8977 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 help 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.workingintheuk.gov.uk where you can print of a leaflet on Rights and Responsibilities of Nationals from Bulgaria and Romania from 1 January 2007.



Jobs & Benefits offices and JobCentres in Northern Ireland

Jobs & Benefits offices

Antrim

20 Castle Street
Antrim BT41 4JE
Tel: 028 9442 6500
antrim.jc@delni.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 Castlewellan 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 BT27 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:

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
www.eures-jobs.com

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

European Commission in Northern Ireland

Office in Northern Ireland
Windsor House
9-15 Bedford Street
Belfast BT7EG
Tel: 028 9024 0708
Fax: 028 9024 8241
E-mail: antbel@cec.eu.int
www.ec.europa.eu/index_en.htm

Citizen Advice Bureau

Office in Belfast
6 Callender Street
Belfast
BT1 5BN
Tel: 02890 503 000 or
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: 0845 650 0207

Tax Credits (NI)/Taxation

Tel: 0845 603 2000 or
Tel: 0845 302 1407



Lower Lough Erne at sunrise

Public Employment Services NI

www.jobcentreonline.com

Private Recruitment Agencies and Other Database

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

International Jobsearch Network

www.overseasjobsexpress.com

Newspapers

Belfast Telegraph

www.belfasttelegraph.co.uk

www.loadzajobs.co.uk

Irish News

www.irishnews.com

www.irishnews.com/jobs

Newsletter

www.newsletter.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 & Visas

Immigration & Nationality Directorate

www.ind.homeoffice.gov.uk

UK Visas

www.ukvisas.gov.uk

Foreign & Commonwealth Office

www.fco.gov.uk

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

Translators for various languages
can be arranged to assist at
appointments as required.

Appointments can be made by
telephoning (028) 8772 9002



**National Insurance Number
Processing Offices**

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

Health and Safety Executive (NI)

83 Ladas Drive
Belfast
BT6 9FR
Tel: 02890 243249
Freephone Helpline: 0800 032 0121
<http://www.hse.gov.uk/index.htm>
<http://www.hseni.gov.uk>

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 500 600
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





Dunluce Castle



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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-jobs.com

