



CANDIDATE INFORMATION BOOKLET

ROLE TITLE:	Communications & Information Manager (Higher Executive Officer level)
TENURE:	2 Year Fixed Term Contract
OFFICE:	Residential Tenancies Board
LOCATION:	Dublin City Centre (hybrid)
COMPETITION TYPE:	Open Competition

Deadline for application: 5pm Monday 30th January 2023
Applications submitted after the deadline will not be accepted.

The Residential Tenancies Board is committed to a policy of equal opportunity.

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ABOUT THE RESIDENTIAL TENANCIES BOARD

The Residential Tenancies Board, also known as the RTB, is a public body set up to support and develop a well-functioning rental housing sector. Our remit extends to the private rental, Approved Housing Body (AHB) and Student Specific Accommodation (SSA) sectors. Our role is to regulate the rental sector, provide information and research to inform policy, maintain a national register of tenancies, resolve disputes between tenants and landlords, initiate an investigation into conduct by a landlord, and provide information to the public to ensure tenancies run smoothly and no issues arise. The RTB is an independent, expert, public body, established under the Residential Tenancies Act 2004 (as amended). For public accountability purposes, the RTB operates under the aegis of the Department of Housing, Local Government and Heritage.

As a statutory body the RTB is responsible for:

- operation of the national registration system for all private residential tenancies, Approved Housing Body (AHB) sector tenancies, and student-specific accommodation (SSA) tenancies;
- provision of an efficient and cost-effective dispute resolution service to tenants, landlords and related third parties in these sectors and affording protection to all parties without them having to resort to the Courts;
- active investigation of complaints about non-compliance with residential tenancies legislation and issuing of administrative sanctions, where necessary;
- publishing the Quarterly Rent Index for private rented accommodation, conducting research into the sector and supporting the operation of the Rent Pressure Zone (RPZ) regime for controlling rental increases; and
- providing information to the public on their rights and responsibilities under the Residential Tenancies Act 2004 (as amended).

Registration

All private residential landlords, Approved Housing Bodies (who are not-for-profit housing providers, often referred to as Housing Associations), and landlords of student-specific accommodation must register their tenancies with the RTB. The registration of tenancies enables the RTB to collect important data on the sector. It is also a key part of regulating and supporting the sector and ensuring that landlords and tenants are aware of their rights and responsibilities.

From 4 April 2022, new legislation was introduced requiring landlords to register each of their tenancies with the RTB every year. This must be completed within one month of the anniversary when



the tenancy began. This brings significant change to the sector and will provide vastly more information on trends and rent levels to the RTB.

Dispute Resolution Service

Since 2004, the RTB has replaced the Courts in dealing with the majority of disputes between landlords and tenants through the operation of its Dispute Resolution Service. This service offers a choice of resolution types to parties – mediation or adjudication. The outcome of the Dispute Resolution Service can be appealed to a Tenancy Tribunal which is also operated by the RTB.

Investigation and Sanctions

The Residential Tenancies (Amendment) Act 2019 gave the RTB new powers to investigate, and sanction, defined breaches of rental law by landlords (known as “improper conducts”).

These investigations can be initiated either pro-actively by the RTB or on the basis of information received from a member of the public. An investigation may lead to a sanction of up to €15,000 and up to €15,000 costs against the landlord if they are found to have committed improper conduct. Any monetary sanction applied is paid to the Exchequer.

Information, Research and Education

The RTB provides high-quality information and assistance to the public, tenants and landlords on their rights and responsibilities, in terms of both living in and providing accommodation in the rental sector. The RTB also provides accurate and authoritative data on the rental sector, such as the Quarterly Rent Index, which allows the organisation to monitor trends in the rental sector, but also allows individuals to check and compare rents in particular locations.



RTB Vision, Mission and Values

The RTB's Vision is *"An effectively regulated residential rental sector in Ireland that is fair, accessible and beneficial to all."*

The RTB's Mission is *"To develop and support a well-functioning residential rental sector in Ireland for the equal benefit of landlords and tenants."*

The RTB's Values are:

- *Independent, fair and trusted voice*
- *Accountable, open and transparent*
- *Customer and quality focus*
- *Effective and efficient*
- *Improving and bringing change*

RTB's Strategic Priorities

The RTB is currently developing a Statement of Strategy for the period 2023-2025 and considering the organisational structure and governance requirements necessary to ensure delivery of the anticipated strategic objectives. The organisation's current strategic priorities are:

- Continued digitisation of services & improvement of customer experience;
- Improving operational performance, delivery and process quality;
- Promoting a holistic approach to dispute resolution, emphasising prevention and early resolution;
- Building the infrastructure and operating processes the RTB requires to ensure it is recognised as a credible, proactive, and effective regulator of the rental sector;
- Achieving an appropriately influential & authoritative voice across its key stakeholder groups;
- Educating and informing key customers and other stakeholder groups; and
- Supporting RTB staff to to engage with the organisation change process and to participate in the design of new and emerging ways of working.

For more information on the RTB's current Strategic Plan, visit [RTB Strategic Plan 2018-2022](#)

The RTB's new Statement of Strategy 2023-2025 will be launched shortly.



Organisational Structure and Budget

The RTB currently has a sanctioned staffing compliment of 109. Call Centre services and document management/data entry is outsourced to a third party, private sector company. The RTB is also supported by outsourced legal, ICT and other administrative services.

The RTB is funded by tenancy registration fees, disputes fees and Exchequer funding. In 2023, the RTB is operating on a budget of approximately €24 million.

Further information about the Residential Tenancies Board is available on our website WWW.RTB.IE



A CAREER IN THE RTB

Equal Opportunities Employer

The RTB is an equal opportunities employer and is committed to employment policies, procedures and practices which do not discriminate on grounds such as gender, civil status, family status, age, disability, race, religious belief, sexual orientation or membership of the travelling community. The RTB is focused on creating a diverse, inclusive and rewarding place to work for its people. We benefit from the different backgrounds, experiences and perspectives of our staff. On that basis we encourage and welcome talented people from all backgrounds to join our organisation.

What You Can Expect

As Communications and Information Manager (Higher Executive Officer level) in the RTB, you can expect to have the opportunity to grow your career through exposure to a wide variety of responsibilities and projects across the organisation's remit. The role may involve everything from researching and co-ordinating responses to media queries to managing the RTB's external communications provider contract and proactive stakeholder engagement. You may also deal directly with the RTB leadership team, staff members, board, members of the public and other stakeholders in support of services provided to them by the organisation. You may also have the opportunity to broaden your skillset by participation in groups and projects outside of your formal duties.

The RTB recognises and values the contribution of our people and we continually invest in their development. The work environment in the RTB is really friendly and supportive and provides great opportunities for personal and professional development. A career in the RTB will give you a unique opportunity to work in residential tenancy regulation with knowledgeable, experienced and expert colleagues. You will have the opportunity to develop your potential while contributing to the RTB's vision of achieving an effectively regulated residential rental sector in Ireland that is fair, accessible and beneficial to all.

Benefits Of Working as Communications and Information Manager (Higher Executive Officer level), RTB

Below are just some of the benefits that the RTB has to offer:

- Good base salary – public sector pay rates with incremental progression (Higher Executive Officer level);
- Generous annual leave - 29 working days per year;
- Public sector pension scheme membership;
- Flexible working hours and the potential to accrue flexi leave (up to 1.5 days leave per month);



- Hybrid working environment - whilst employees are contracted to work in our Dublin 2 office, they may avail of hybrid working options. In line with public sector guidance, the RTB will be rolling out a hybrid working policy to cover all employees towards the end of 2022;
- Career progression and cross-skilling opportunities;
- Educational support through employer-sponsored academic education, paid study leave, and in-house training and development programmes;
- Taxsaver travel tickets – cost of travel ticket deducted from gross salary meaning tax savings;
- Bike-to-Work Scheme and bike storage;
- Employee Assistance Service focused on mental health.



JOB DESCRIPTION

Role Details

The RTB invites applications for the position of Communications and Information Manager (Higher Executive Officer level). Appointment to this position is on a 2 year fixed term contract basis and is subject to satisfactory completion of probation.

Role Context & Purpose

The RTB is currently going through a period of significant change. We are developing a Strategy Statement for the period 2023 to 2025. This new strategy will commit the organisation to delivering on a challenging agenda of operational redesign, regulatory change and digital transformation, including a transition to a new target operating model during 2023.

The successful implementation of such change requires appropriate structures of support. The recruitment of a Communications and Information Manager (Higher Executive Officer level) is critical to providing the capabilities required to realise organisational objectives. The RTB aims to expand the provision of information to tenants, landlords and other stakeholders, helping them to understand their rights and responsibilities and thereby increasing compliance and reducing potential disputes. The successful candidate will be responsible for promoting awareness of the RTB's work among stakeholders, improving understanding of the organisation's regulatory framework and empowering landlords and tenants with knowledge of rental sector information and of the RTB's services.

Reporting Structure

The Communications and Information Manager reports directly to the Head of Communications and Research. The successful applicant will also advise and interact with the Executive Leadership Team, the Board of the RTB and staff at all levels in respect of communication and information matters as related to their areas of responsibility.

Duties & Responsibilities

Some of the key responsibilities of the Communications and Information Manager role are as outlined below:

Media Relations & Communications

- Managing the RTB's media relations and engagement. This includes drafting and coordinating RTB responses to media queries and developing and implementing internal media protocols for more efficient engagement;



- Managing the RTB's external communications provider* contract to ensure optimal contract fulfilment; act as primary contact between the RTB and the external communications provider to establish a meaningful working relationship to achieve key daily, weekly, and monthly operational goals. *The external firm provides the RTB with strategic PR advisory services, media relations, social media management, event management, crisis communications, and public affairs support services;
- Producing easy to read, accessible informational materials for publication and dissemination including new guides, brochures, templates and best practice information;
- Managing all external stakeholder communication content to ensure it reflects the values and branding of the RTB;
- Managing the RTB's social media content schedule (currently Twitter and YouTube);
- Assisting in the delivery of internal communications and events, including the development and management of the RTB's internal newsletter;
- Assisting in response to Oireachtas queries as required;
- Responding to Parliamentary Questions and Department of Housing requests as required.

Stakeholder Management & Information

- Ensuring proactive, effective and regular communication with landlord, tenants, letting agents and other stakeholders on all relevant issues including RTB services, customer supports, legislative information including statutory deadlines, events, research etc;
- Developing and delivering initiatives and engagement activities to broaden the reach of the RTB and support landlords, tenants and other stakeholders in their awareness and understanding of the regulatory framework and the RTB;
- Managing and growing the RTB's stakeholder distribution list and ensuring RTB's key stakeholders are regularly informed of any new rental-sector and RTB-related updates such as research launches and rental sector legislative updates;
- Managing and coordinating responses to stakeholder queries;
- Working closely with other business units in the RTB to identify issues, trends and opportunities to improve knowledge and develop information to support our stakeholders;
- Developing opportunities and partnerships for the widespread dissemination of information on rights and responsibilities and RTB services to ensure greater access to information. Working in partnership with relevant agencies, representative bodies and stakeholders to deliver information sessions, presentations and training to inform and support those working and living in the sector.



- Managing and developing the RTB stakeholder forums to improve promote effective and meaningful dialogue;
- Proactively working with stakeholders to identify emerging issues, trends and potential campaigns to support multi media projects and feed into website, social media and other RTB materials;
- Representing the RTB as stakeholder spokesperson as required;

Supporting the Annual Registration Project

- Managing and coordinating the RTB's weekly internal proactive communications meetings between Communications and Registrations. This includes managing internal minutes, actions and communications activities that flow out of these meetings;
- Managing regular working meetings between the RTB and representative bodies to provide updates on annual registration and online registration process. This includes managing minutes, coordinating and chairing the meetings, following up on relevant action points;
- Organising and coordinating stakeholder events to promote the requirement for annual registration amongst key stakeholders;
- Coordinating the RTB's presence at the National Ploughing Championships and other events;
- Managing and supporting the communications response for the RTB in relation to annual registration and system updates;
- Ongoing management of stakeholder queries and issues as related to annual registration;
- Providing information and support to customers via social media content and responding to Direct Messages.

Other Ad Hoc Responsibilities

- Deputising for the Head of Communications and Research in relation to communications matters ensuring the efficient running of the function;
- Taking part in RTB projects and initiatives as required;
- Attend and contribute to all relevant meetings as appropriate to the role.

Note: The functions and responsibilities assigned to this position may be changed from time to time based on organisational requirements. The person appointed must be flexible and be prepared to fulfil other roles and responsibilities at a similar level within the organisation. The responsibilities outlined



in this job description should not be regarded as comprehensive in scope and may be added to or altered as required, in line with the business requirements of the organisation.

Eligibility Requirements

- Have obtained a minimum Level 7 qualification on the National Framework of Qualifications (including Diploma & Ordinary Bachelor's Degree) in a relevant discipline that being communications, marketing, business management, digital media or equivalent qualification;
- OR**
- Have at least 3 - 5 years' satisfactory experience of successfully managing and delivering communication projects in a complex environment equivalent to RTB;
 - Experience of writing technical/legal content and understanding the style requirements for different audiences;
 - Proven experience of working with digital, social and print media and of managing the activities of external communications agencies;
 - Possess excellent English language skills – written and oral – with a thorough understanding of English grammar and current usage and ability to write high quality content in plain English.

Health: Each candidate shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service

Essential Skills & Experience

- Strong attention to detail & accuracy, with a focus on high quality outputs;
- Proven experience in managing internal and external stakeholders at all levels;
- Experience of significantly contributing to the development of communication plans and strategies;
- Excellent written and verbal communication skills, in particular, strong technical writing and proofreading skills;
- Ability to understand and interpret legislative documents in order to produce high quality communication and training materials;
- Multi-channel writing, editing and proof reading ability and application in a wide range of formats (spanning off and on-line activity);
- Excellent knowledge of best practice and emerging trends in communications;



- In-depth knowledge of the Irish media landscape, experience of public relations and managing media relations;
- Strong attention to detail & accuracy, with a focus on high quality outputs;
- Ability to prioritise and manage multiple projects concurrently;
- Ability to work independently and manage own workload;
- Strong attention to detail & accuracy with a focus on high quality outputs;
- Demonstrate possession of the key skills/competencies identified as being important for the role (see Appendix 1).

Desirable Attributes

The ideal candidate shall:

- Have a good knowledge of (or the ability to quickly acquire such knowledge) public service policies and activities, particularly in respect of RTB-related services;
- Proven ability to work effectively within multi-disciplinary teams;
- Possess strong I.T. skills (use of MS Office suite & Graphic design qualifications)



PRINCIPAL CONDITIONS OF SERVICE

The below information represents the principal conditions of service and is not intended to be a comprehensive list of terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

Tenure

Appointments to this position is on a 2 year, fixed-term contract basis as a public servant, subject to the satisfactory completion of the specified probationary period. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary period in appropriate circumstances.

During the probationary period, a staff member's performance will be subject to review by the line manager to determine whether the staff member:

- (i) has performed in a satisfactory manner; and
- (ii) has been satisfactory in general conduct.

Prior to completion of the probationary period a decision will be made as to whether the staff member will be retained. This decision will be based on the staff member's performance assessed against the criteria set out in (i) and (ii) above. The detail of the probationary process will be explained to the staff member by the RTB on commencement of employment.

Notwithstanding the preceding paragraphs in this section, the probationary period may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts 1973 to 2005.

Location

The usual place of work for the Communications and Information Manager will be RTB, O'Connell Bridge House, D'Olier Street, Dublin 2.

NOTE: RTB, guided by advice to be received from the Department of Public Expenditure and Reform, will be developing a hybrid working policy to cover all employees in early 2023. Until this is in place, all employees are required to attend at RTB offices on, at least, two days per week to be agreed with their line manager. Additional in-person attendance may also be required depending on role and business need.



Salary Scale

The salary scale for the position (rates effective from 01 October 2022) is as follows:

Higher Executive Officer Personal Pension Contribution (PPC) Salary Scale

€52,897	€54,443	€55,986	€57,529	€59,077	€60,619	€62,164	€64,394 ¹	€66,619 ²
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This rate applies to new entrants and will also apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution.

Higher Executive Officer Non-Personal Pension Contribution Salary Scale

€50,379	€51,834	€53,285	€54,749	€56,215	€57,690	€59,157	€61,267 ¹	€63,383 ²
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This rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 and who is not required to make a Personal Pension Contribution.

*The first long service increment (LSI1) is payable after 3 years satisfactory service on the “max”.

**LSI2 is payable after 3 years satisfactory service on LSI1.

Important Note re. Salary

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance, increments may be payable in line with current Government policy. Different terms and conditions may apply if, immediately before appointment, you are a currently serving civil/public servant.

Annual Leave

The annual leave allowance will be 29 working days per annum, rising to 30 days after 5 years' service.

This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays.



COMPETITION PROCESS

How to Apply

All interested and eligible candidates should visit <https://www.rtb.ie/about-the-rtb/careers> to view the candidate information booklet for this competition.

Candidates must email one document in **MS Word format** containing their cover letter and CV to recruitment@rtb.ie. Please note that omission of any or part of the requested application documentation in the correct format, as set out below, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

Cover Letter

Not exceeding 1 A4 page.

Letter should detail relevant key competencies and explain how you meet the requirements of the Communications and Information Manager role in the RTB.

CV

Up to date CV **not exceeding 3 A4 pages** (See Appendix 2 for Guidance Note and sample CV layout).

Applicants are requested to provide details in their CV of their current salary and civil/public service grade (if applicable).

The competition details will also be hosted on the Public Appointments Service website.

Only applications submitted via email to recruitment@rtb.ie will be accepted into the competition.

Acknowledgement of Applications

An acknowledgement message will be issued in respect of all applications received (this will acknowledge receipt of application but will not confirm eligibility or otherwise). If you do not receive an acknowledgement of receipt of your application within 48 hours of applying, please contact HR@rtb.ie. It is necessary to only make one application.

Closing Date

Your application must be submitted **in the specified format** via email to recruitment@rtb.ie by **5pm on 30th January 2023**. Applications will not be accepted after this time.

Campaign Updates & Correspondence

Campaign updates will be issued to your registered personal email address contained in the candidate's CV and as entered on the online application portal. The RTB will endeavour to send all correspondence during normal business hours but this is dependant on the volume of applications and business needs.



The onus is on each applicant to ensure that they are in receipt of all communication from the RTB. You are advised to check your emails on a regular basis throughout the duration of the competition; in addition, being sure to check junk/spam folders should any emails be mistakenly filtered. The RTB accepts no responsibility for communication not accessed or received by an applicant. Candidates should make themselves available on the date(s) specified by the RTB and should make sure that the contact details specified on their application are correct.

Selection Process

The selection process may include:

1. Shortlisting of candidates based on the information contained in their application;
2. A competitive interview (see details below).

Please note that any offer of employment made to a successful candidate will be subject to satisfactory:

- reference verification
- pre-employment medical

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies. While candidates may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the RTB may decide that a smaller number of applicants will only be called to interview. In this respect, the RTB provides for the employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position.

An expert board will examine the application forms against a pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in candidates' interests to provide a precise, detailed, accurate account of their qualifications/experience in their application.

Following the shortlisting process, the RTB will advise candidates via email as to whether they have been selected for the final competitive interview part of the competition process.



Competitive Interview

It is expected that interviews will take place in early – mid February 2023(*approximate date only*). Interviews will be held in-person. Interviews will be semi-structured in format, with candidates asked to provide examples of the competencies for the role as outlined in Appendix 1. We will endeavour to give as much notice as possible of interview dates and times.

References

We would appreciate it if you could start considering names of people who would be suitable referees and that we might consult (2 - 3 names and contact details). The referees do not have to include your current employer but should be in a position to provide a reference for you. Please be assured that we will only contact referees should you come under consideration after interview stage. Please note, should you be successful in this competition, we will require a reference from your current employer, prior to recommendation for appointment.

General Data Protection Regulation (GDPR)

When your application is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts 1988 to 2018.

If you have any queries related to the processing of your data, or if you wish to make a request under the Data Protection Acts 1988 to 2018, please submit your request in writing to: The Data Protection Officer, Residential Tenancies Board, O'Connell Bridge House, D'Olier Street, Dublin 2 or data.protection@rtb.ie

Subject to the provisions of the Freedom of Information Act 2014 applications will be treated in strictest confidence.

Candidates' Obligations

Candidates should note that canvassing will disqualify. The RTB will not be responsible for any expenses, including travelling expenses that applicants may incur in connection with their application for this competition.

Candidates must not:



- Knowingly or recklessly provide false information
- Canvass any person with or without inducements
- Interfere with or compromise the process in any way
- A third party must not personate a candidate at any stage of the process
- Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- Where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
- Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Candidates who do not attend for interview when and where required by the RTB, or who do not, when requested, furnish such evidence as the RTB require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Should the person recommended for appointment decline, or, having accepted it, relinquish it or if any additional vacancy arises, the RTB may, at its discretion, select and recommend another person for appointment based on the results of this selection process.

Candidates' Rights – Review Procedures in Relation to the Selection Process

The RTB will consider requests for review in alignment with the provisions of the codes of practice published by the CPSA. The Codes of Practice are available on the website of the Commission for Public Service Appointments <http://www.cpsa.ie/>.

Should a candidate be unhappy with an action or decision in relation to their application (where the selection is managed by the RTB) they can seek feedback from the RTB. An initial review will be carried out internally by the RTB HR Department as to why their application was deemed unsuccessful. The outcome of this review will be sent to the candidate in written format.



- To request an initial review, a candidate must write to the RTB within 5 working days of receiving notification of the decision on their application. The RTB will carry out the initial review without delay. If the candidate is dissatisfied with the outcome, they may resort to the formal procedures within 2 working days of receiving notifications of the outcome of the initial review.
- Should the candidate not be satisfied with the outcome of the initial review, it will be referred to the Director of the RTB who acts as the decision arbitrator.
- The decision arbitrator will be a person unconnected with the selection process and he/she will adjudicate on requests for review. The decision of the decision arbitrator in relation to such matters is final.

General Information

The admission of a person to a competition, or invitation to attend interview, or a successful result notification, is not to be taken as implying that the RTB is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for candidates to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview, you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position, the RTB will make all such enquiries that are deemed necessary to determine the suitability of that candidate.

Until all stages of the recruitment process have been fully completed, a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the RTB may, at its discretion, select and recommend another person for appointment on the results of this selection process.



Appendix 1 – HIGHER EXECUTIVE OFFICER COMPETENCIES



Team Leadership	Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise
	Provides clear information and advice as to what is required of the team
	Strives to develop and implement new ways of working effectively to meet objectives
	Leads the team by example, coaching and supporting individuals as required
	Places high importance on staff development, training and maximising skills & capacity of team.
	Is flexible and willing to adapt, positively contributing to the implementation of change
Judgement, Analysis & Decision Making	Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors
	Takes account of any broader issues, agendas, sensitivities and related implications when making decisions
	Uses previous knowledge and experience in order to guide decisions
	Uses judgement to make sound decisions with a well reasoned rationale and stands by these
	Puts forward solutions to address problems
Management & Delivery of Results	Takes responsibility and is accountable for the delivery of agreed objectives
	Successfully manages a range of different projects and work activities at the same time
	Structures and organises their own and others work effectively
	Is logical and pragmatic in approach, delivering the best possible results with the resources available
	Delegates work effectively, providing clear information and evidence as to what is required
	Proactively identifies areas for improvement and develops practical suggestions for their implementation
	Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively
	Applies appropriate systems/ processes to enable quality checking of all activities and outputs
Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers	
Interpersonal & Communication Skills	Builds and maintains contact with colleagues and other stakeholders to assist in performing role
	Acts as an effective link between staff and senior management
	Encourages open and constructive discussions around work issues
	Projects conviction, gaining buy-in by outlining relevant information and selling the benefits
	Treats others with diplomacy, tact, courtesy and respect , even in challenging circumstances
	Presents information clearly, concisely and confidently when speaking and in writing
	Collaborates and supports colleagues to achieve organisational goals
Specialist Knowledge, Expertise and Self Development	Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/ Organisation and effectively communicates this to others
	Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work
	Focuses on self development, striving to improve performance
Drive & Commitment to Public Service Values	Strives to perform at a high level, investing significant energy to achieve agreed objectives
	Demonstrates resilience in the face of challenging circumstances and high demands
	Is personally trustworthy and can be relied upon
	Ensures that customers are at the heart of all services provided
	Upholds high standards of honesty, ethics and integrity



APPENDIX 2 - CV GUIDANCE NOTE

Your CV should be no longer than 3 A4 pages in length and should clearly state your relevant achievements and experience in your career to date. A sample CV is attached below for reference.

The selection process may include shortlisting of candidates on the basis of the information contained in their cover letter and CV. It is therefore in your own interest to ensure your CV clearly and accurately reflects **your track record of achievements in the relevant areas** as well as your track record in **delivering on key strategic projects**.

Your career history is best presented in reverse chronological order so that the most recent roles appear first. Please ensure you cover the last 10-15 years work experience or last 3 or 4 roles in some level of detail depending on what you have done. For each position, please ensure you clearly indicate your Management Level and the Number of Staff reporting to you. Positions held more than 15 years ago require only a summary description.

You are also asked to include an indication of your current salary and Civil/Public Service grade if applicable.

Education Details: Please specify status of award if not complete. Should you come under consideration for appointment, you may be required to provide evidence of any qualifications awarded.

At the end you may want to briefly note other achievements that you feel may be relevant to the particular role, for example - other roles you may hold (e.g. Board Member); Key Presentations; Language Skills (including level of fluency); Industry/Sectoral recognitions; Publications etc.



APPENDIX 2 (continued)

Name:

Contact details: *i.e. Address, Telephone number & email address*

Career History

Current Position: Job Title Company Dates: *from-to* Salary/Grade

- **Key Accountabilities**
- **Key Achievements**
- **Budget Responsibility**
- **Number of Staff**

Previous Position 1: Job Title Company Dates: *from-to* Salary/Grade

- **Key Accountabilities**
- **Key Achievements**
- **Budget Responsibility**
- **Number of Staff**

Education Details:

• Institution Award (*e.g. BA, MBA etc*) Subject Year Awarded

Other Training:

• Subject Training Body Year Completed

Professional Memberships etc:

• Level of Membership Professional Body / Association

Additional Information:

•



APPENDIX 3 - ELIGIBILITY TO COMPETE

Citizenship

Eligible candidates must be:

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 1 June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants.

It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any other public service body (as defined by the Financial Emergency Measures in the Public Interest Act 2009 – 2011) for a period of 2 years from termination of the employment.

People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in the Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment of the same sector. Therefore, such retirees cannot apply while the above restrictions continue in force.



Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Superannuation and Retirement

The appointee will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ('Single Scheme'). Full details of the Scheme are at

<http://www.per.gov.ie/pensions>



Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

The key provisions attaching to membership of the Single Scheme are as follows:

- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated annually by reference to CPI);
- Pensionable Age - The minimum age at which pension is payable is 66 (rising to 67 and 68 in line with State Pension age changes).
- Retirement Age - Scheme members must retire at the age of 70.
- Post retirement pension increases are linked to CPI.

Pension Abatement

This may have pension implications for any person appointment to this position who is currently in receipt of a Civil or Public Service Pension or has a Preserved Civil or Public Service Pension which will come into payment during his/her employment in this position.

If the appointee was previously employed in the Civil Service or in the Public Service, please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment or comes into payment during this employment. This provision, to apply abatement across the wider public service, came into effect on 1 November 2012. Please note: In applying for this position, you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.

If the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), Department of Health Circular 7/2010 VER/VRS of the Department of Environment, Community and Local Government Circular Letter LG (P) 06/2013 which, as indicated above, renders a person ineligible for the competition, the entitlement to that pension will cease with effect from the date of reappointment. Special arrangement will however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation aware for which the appointee may be eligible.



Department of Education and Skills Early Retirement Scheme for Teachers

Circular 102/2007

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

III-Health Retirement

For an individual who has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

Pension Accrual

40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. **This may have implications for any appointee who has acquired pension rights in a previous public service employment.**

Additional Superannuation Contribution

The appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service pay and Pensions Act 2017.

For further information in relation to the Single Public Service Pension Scheme please see the following website: www.singlepensionscheme.gov.ie

