



## CANDIDATE INFORMATION BOOKLET

ROLE TITLE:	Executive Officer
TENURE:	Permanent
OFFICE:	Residential Tenancies Board
LOCATION:	Dublin City Centre
COMPETITION TYPE:	Open Competition

**Deadline for application: 5pm Wednesday 8<sup>th</sup> September**  
**Applications submitted after the deadline will not be accepted.**

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

THE RESIDENTIAL TENANCIES BOARD HAS ENGAGED THE SERVICES OF LEX CONSULTANCY TO RUN THIS COMPETITION.

**ALL APPLICATIONS MUST BE SUBMITTED DIRECTLY TO LEX CONSULTANCY VIA THE APPLICATION LINK:**

**<https://lexconsultancy.ie/clients/rtb>**

 lex consultancy

## TABLE OF CONTENTS

ABOUT THE RESIDENTIAL TENANCIES BOARD .....	2
JOB DESCRIPTION .....	6
PRINCIPAL CONDITIONS OF SERVICE.....	11
COMPETITION PROCESS .....	13
APPENDIX 1 – EXECUTIVE OFFICER COMPETENCIES .....	19
APPENDIX 2 - CV GUIDANCE NOTE.....	21
APPENDIX 3 - ELIGIBILITY TO COMPETE .....	23



## ABOUT THE RESIDENTIAL TENANCIES BOARD

The Residential Tenancies Board (RTB) is a public body that was established in 2004 under the Residential Tenancies Act 2004 (as amended). Its role is to support and develop a well-functioning rental housing sector in Ireland.

### 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.

It is expected that during 2021 the RTB will introduce annual registration whereby landlords will be required to register each tenancy annually from the tenancy commencement date. This will bring 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 certain breaches of rental law by landlords, called improper conducts.

The improper conducts that can be investigated include;

- where rent has been reviewed unlawfully in a Rent Pressure Zone;
- where the landlord has not registered the tenancy or appropriately updated the RTB on changes in the registration;
- where a notice of termination was issued and it transpired that the ground for termination cited in the notice was not genuine; or
- where the landlord did not offer the tenant a chance to return to the property if the reason for termination of the tenancy that was stated in the notice of termination no longer exists when the tenant had provided their contact details in writing to the landlord within 28 days of receipt of the notice for that purpose.

These investigations can be initiated either pro-actively by the RTB on information sourced from data available to the RTB under the Residential Tenancies Act 2004 (as amended), 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 2018 - 2022

The RTB's Strategic Plan 2018 to 2022 was developed with the intention to support and complement *Rebuilding Ireland – Action Plan for Housing and Homelessness* and the *Strategy for the Rental Sector* published by the Department of Housing, Local Government and Heritage. These documents contained significant plans for the rental market with short, medium and long-term actions to chart a pathway towards a more sustainable sector. During 2020, the Board of the RTB (the Board) and Executive team performed a mid-term strategy review which endorsed the original 2018 – 2022 strategic plan and focused on a set of priorities for the remainder of the plan's term.

As such, the RTB's Strategic Priorities for 2021 are:

- Digitalisation of services & improving the customer experience;
- Increasing operational excellence – in terms of ICT supporting operational excellence in all business units;
- Promoting a holistic approach to dispute resolution, emphasising prevention and resolution;
- Development of the regulatory role of the RTB and building the infrastructure and processes it requires to ensure the RTB is recognised as a credible 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



- Ensuring the organisational structure and governance model is fit for purpose given the expanding nature of the organisation and engaging, developing, valuing and supporting RTB staff to reflect the expanded organisation and emerging new ways of working.

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

## Organisational Structure and Budget

The RTB currently has a sanctioned staffing compliment of 107. 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 2021, the RTB is operating on a budget of approximately €22 million.

Further information about the Residential Tenancies Board is available on our website [WWW.RTB.IE](http://WWW.RTB.IE)



## JOB DESCRIPTION

### Role Details

The RTB invites applications for the position of Executive Officer. There are 11 immediate vacancies which the RTB wishes to fill. Vacancies are on a permanent basis, subject to the satisfactory completion of the specified probationary period. Competition for these vacancies is open to internal and external applicants.

The RTB will, following the competition process, form a panel for the posts of Executive Officer from which existing and future vacancies may be filled. This panel will comprise of all successful applicants in order of merit and may include both internal and external applicants.

The RTB may in the future offer positions to applicants from this panels should a relevant vacancy arise in the 12 month period from the date on which the panel was established.

### Role Context

The continuously evolving mandate of the RTB has led to a significant expansion of the organisation's purpose and services. The successful implementation of such change requires appropriate structures of support. The recruitment of Executive Officer posts across the organisation is critical to building the RTB's junior management team and providing the capabilities required to realise organisational objectives. Successful candidates will be responsible for carrying out the RTB's strategic plan, specifically the implementation of changes in stakeholder interactions and business processes.

### Role Purpose

Based on organisational requirements, Executive Officers are employed in all business units of the RTB covering a wide range of functional responsibilities. For operational reasons and in response to business needs, Executive Officers may be moved between business units during their employment with the RTB.

The Executive Officer position is the entry level to junior management in the organisation. The Executive Officer is expected to take ownership of tasks through the effective organisation, allocation and supervision of work. This junior management role is varied and requires the role-holder to be flexible, capable of working to and meeting tight deadlines and committed to delivering quality results. Executive Officers are involved in a wide range of roles and activities, including: researching and drafting proposals relating to relevant business areas, acting as junior managers; being responsible for



managing operations and; dealing directly with the public in support of services provided to them by the RTB. The precise nature of roles filled following this competition will vary depending on the skills of the individual concerned and the requirements of the business unit to which they are assigned.

In recruiting Executive Officers, we are conscious of the fact that many of the senior positions in the RTB may, in time, be filled by people recruited at this level. For this reason, we look for people who show the potential to take on high level responsibilities in the management of public services and the analysis of public policy issues, particularly as related to housing.

## Reporting Structure

The Executive Officer reports directly to and supports the Higher Executive Officer in the business unit in which they are working. The Executive Officer will also advise and interact with the Senior Management Team in respect of matters related to their areas of responsibility as required.

## Duties & Responsibilities

Reporting to the management of their relevant business unit, the Executive Officer will have responsibility for a wide range of activities (as appropriate to the role) and play a key role in supporting all areas of the business unit's work. Other duties relevant to the level of this post may be assigned.

Some of the key responsibilities of the Executive Officer role are as outlined below:

- Conducting the the day to day core business activities of their relevant business unit;
- Assisting the Higher Executive Officer to organise, plan, execute and monitor the work of the business unit;
- Taking ownership of assigned tasks and prioritising competing tasks in order to ensure that they are completed on time and to a high standard;
- Providing high quality administrative support to all areas of the business unit;
- Providing high quality customer service to both internal and external stakeholders and consistently setting a good example to others within the team in relation to same;
- Responding in an effective and timely manner to a variety of correspondence received;
- Sharing information, knowledge and experience with colleagues with the purpose of assisting the team/organisation to meet its objectives;
- Planning and organising people and resources to meet goals, targets and objectives;
- Ensuring records and files are managed in an organised and logical manner;





- Providing junior and new team members with on-the-job training and support to deliver on their objectives;
- Carrying out detailed research on matters relevant to the work of the RTB and analysing results;
- Making submissions and recommendations to the relevant unit Higher Executive Officer/Assistant Director;
- Analysing and preparing responses to non-routine issues, queries, correspondence etc. and escalating same as appropriate;
- Scheduling seminars, meetings, arranging meeting venues and preparing and circulating documentation as required;
- Diary and travel management for business unit management and ensuring that they are prepared for meetings;
- Preparing and editing presentations, speeches, reports for relevant business unit management;
- Contributing to new and more effective ways of 'how work is done' and implementing changes to improve efficiency and effectiveness as directed;
- Developing, writing and maintaining relevant process and information documents and participating in the review of any existing policies and procedures;
- Attending and actively contributing to team meetings, including minute-taking, production and monitoring of action logs, and dissemination of materials;
- Presenting material (written and oral) in a clear, concise, comprehensive and convincing manner;
- Creating and maintaining accurate management information;
- Contributing to the development and implementation of management information systems;
- Participating in cross-divisional work and projects when requested;
- Keeping up-to-date with the practices and procedures of the RTB and developing and maintaining the technical skills and knowledge required to perform effectively in the role;
- Representing the RTB at external meetings, conferences etc as required;
- Participating in training and development programmes/courses to maintain and improve performance and to assist in identifying personal training and support needs.

The above is a general summary of the Executive Officer duties within the RTB. Successful candidates may be allocated to any of the RTB business units and duties may vary depending on the nature of work carried out by the employing business unit.



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 fulfill 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)

**OR**

- Have at least 2 years' relevant experience in a similar role

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

- Excellent task management, planning and organisational skills with the ability to work on multiple projects concurrently and adapt to changing and conflicting priorities. Ability to prioritise tasks effectively and work on own initiative;
- The ability to work under tight deadlines, high pressure and complete tasks in a timely manner;
- Strong attention to detail & accuracy, with a focus on high quality outputs;
- Experienced in managing internal and external stakeholders;
- Excellent written and verbal communication skills - capable of presenting material in a clear, concise, comprehensive and convincing manner;
- Excellent computer skills – Excel, Word, Outlook;
- Capable of using initiative as and when appropriate;
- Ability to write and access reports of a technical nature and have a proven capacity in preparing management reports as required;
- Strong analytical skills - ability to analyse and interpret complex information and data and transfer this into practical and effective recommendations; and
- 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) of public service policies and activities, particularly in respect of RTB-related services;
- Proven ability to work effectively within multi-disciplinary teams;
- Project management and research skills are also desirable;
- Knowledge or experience or a demonstrated interest in housing would be an advantage.



## 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 are on a permanent basis as a public servant, subject to the satisfactory completion of the specified probationary period.

### Salary Scale

The salary scale for the position (rates effective from 01 October 2020) is as follows:

#### Executive Officer Personal Pension Contribution (PPC) Salary Scale

€30,884	€32,677	€33,689	€35,664	€37,436	€39,148	€40,854	€42,525	€44,213
€45,853	€47,546	€48,666	€50,259 <sup>1</sup>	€51,851 <sup>2</sup>				

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.

#### Executive Officer Non-Personal Pension Contribution Salary Scale

€29,428	€31,451	€32,253	€33,978	€35,656	€37,287	€38,906	€40,492	€42,095
€43,653	€45,258	€46,329	€47,840 <sup>1</sup>	€49,353 <sup>2</sup>				

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 23 working days per annum, rising to 24 after 5 years' service, 25 after 10 years' service, 26 after 12 years' service and 27 after 14 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://lexconsultancy.ie/clients/rtb> to review the corresponding candidate information booklet for this competition.

To apply, there are **FIVE** questions that require consideration and the candidate's response.

Candidates must upload **ONE** document in **MS Word format** containing their cover letter and CV. 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 Executive Officer 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 PAS website and the RTB website with links directing the candidate to <https://lexconsultancy.ie/clients/rtb>

Only applications submitted online to Lex Consultancy (via <https://lexconsultancy.ie/clients/rtb>) will be accepted into the competition.

### Acknowledgement of Applications

An automated 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 electronic acknowledgement of receipt of your application within 48 hours of applying, please contact [rtb@lexconsultancy.ie](mailto:rtb@lexconsultancy.ie). It is necessary to only make one application.

### Closing Date

Your application must be submitted **in the specified format** via the online application portal <https://lexconsultancy.ie/clients/rtb> by 5pm on Wednesday 8<sup>th</sup> September 2021. 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. Lex Consultancy 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 Lex Consultancy. 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. Lex Consultancy accepts no responsibility for communication not accessed or received by an applicant. Candidates should make themselves available on the date(s) specified by Lex Consultancy 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, Lex Consultancy may decide that a smaller number of applicants will only be called to interview. In this respect, Lex Consultancy 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, Lex Consultancy will advise candidates via email as to whether they have been selected for the final competitive interview part of the competition process.

## Final Competitive Interview

It is expected that interviews will take place in the **week commencing 20<sup>th</sup> September 2021** (*approximate date only*). Due to Covid 19 restrictions, video conferencing software may be used in the interview process. 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](mailto: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. Lex Consultancy and 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 Lex Consultancy, or who do not, when requested, furnish such evidence as Lex Consultancy 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.

## Lex Consultancy Quality Service

Lex Consultancy aim to provide an excellent quality service to all our candidates. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are



aware of the problem and can take the appropriate steps to resolve it. Feedback will be provided on written request.

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

Lex Consultancy 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 Lex Consultancy) they can seek feedback from Lex Consultancy. An initial review will be carried out internally by the candidate's recruitment contact 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 Lex Consultancy within 5 working days of receiving notification of the decision on their application. Lex Consultancy 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 Account Director 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 Lex Consultancy 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 Lex Consultancy will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all

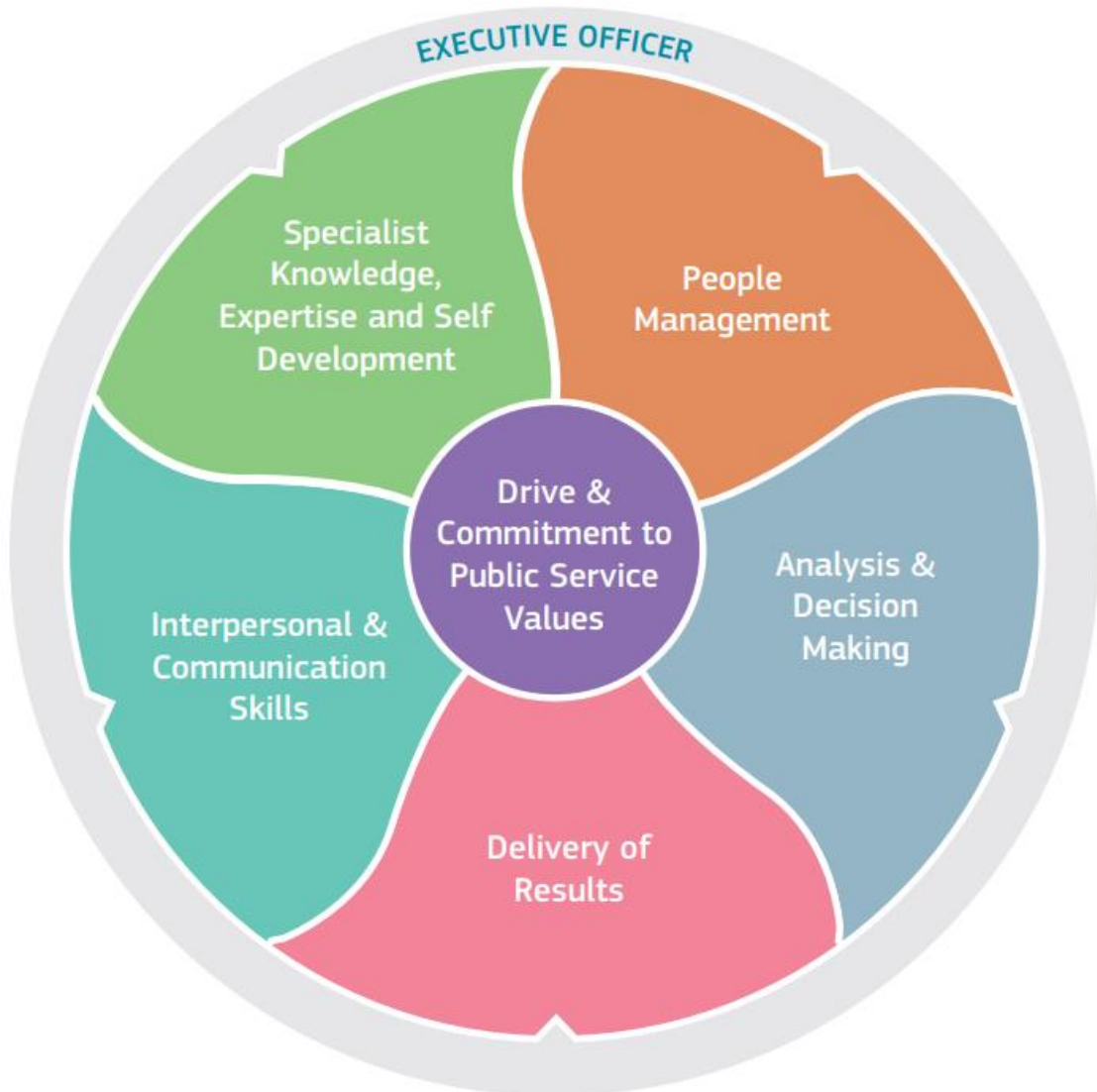


stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

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



## APPENDIX 1 – EXECUTIVE OFFICER COMPETENCIES



People Management	Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
	Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
	Values and supports the development of others and the team
	Encourages and supports new and more effective ways of working
	Deals with tensions within the team in a constructive fashion
	Encourages, listens to and acts on feedback from the team to make improvements
Analysis & Decision Making	Actively shares information, knowledge and expertise to help the team to meet its objectives
	Effectively deals with a wide range of information sources, investigating all relevant issues
	Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc
	Identifies and understands key issues and trends
	Correctly extracts & interprets numerical information, conducting accurate numerical calculations
	Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence
Delivery of Results	Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
	Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
	Constructively challenges existing approaches to improve efficient customer service delivery
	Accurately estimates time parameters for project, making contingencies to overcome obstacles
	Minimises errors, reviewing learning and ensuring remedies are in place
	Maximises the input of own team in ensuring effective delivery of results
Interpersonal & Communication Skills	Ensures proper service delivery procedures/protocols/reviews are in place and implemented
	Modifies communication approach to suit the needs of a situation/ audience
	Actively listens to the views of others
	Liaises with other groups to gain co-operation.
	Negotiates, where necessary, in order to reach a satisfactory outcome
	Maintains a focus on dealing with customers in an effective, efficient and respectful manner
Specialist Knowledge, Expertise and Self Development	Is assertive and professional when dealing with challenging issues
	Expresses self in a clear and articulate manner when speaking and in writing
	Displays high levels of skills/ expertise in own area and provides guidance to colleagues
Drive & Commitment to Public Service Values	Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team
	Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team
	Is committed to the role, consistently striving to perform at a high level
	Demonstrates flexibility and openness to change
	Is resilient and perseveres to obtain objectives despite obstacles or setbacks
	Ensures that customer service is at the heart of own/team work
Drive & Commitment to Public Service Values	Is personally honest and trustworthy
	Acts with integrity and encourages this in others



## 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).

### Ill-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](http://www.singlepensionscheme.gov.ie)

