



ROLE TITLE:	Principal Officer, Residential Tenancies Board
LEVEL:	Deputy Director (Principal Officer level)
TENURE:	Permanent
OFFICE:	Residential Tenancies Board
LOCATION:	Dublin City Centre
COMPETITION TYPE:	Open Competition

CANDIDATE INFORMATION BOOKLET

[Deadline for application: 24th June 2022](#)

[Applications submitted after the deadline will not be accepted.](#)

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

TABLE OF CONTENTS

Contents

ABOUT THE RESIDENTIAL TENANCIES BOARD	2
ADVERTISEMENT.....	5
JOB DESCRIPTION.....	6
PRINCIPAL CONDITIONS OF SERVICE	13
COMPETITION PROCESS.....	17
Appendix I: KEY COMPETENCIES (PRINCIPAL OFFICER)	26
Appendix II: ELIGIBILITY	28
Appendix III: ADDITIONAL CONDITIONS OF SERVICE.....	31
Appendix IV: KEY ACHIEVEMENTS FORM	33
Appendix V: REQUEST FOR REVIEW FORM.....	34

ABOUT THE RESIDENTIAL TENANCIES BOARD

The Residential Tenancies Board (RTB) is an independent, expert, public body, established under the Residential Tenancies Act 2004 (as amended). Its role is to support and develop a well-functioning residential rental sector in Ireland. 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 tenants, landlords and the public on the rights and responsibilities established 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 has been 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 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, 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 informs public policy as regards trends in the rental sector, as well as informing the public as to rent levels in particular locations.

RTB Vision, Mission and Values

The RTB’s current Vision is *“An effectively regulated residential rental sector in Ireland that is fair, accessible and beneficial to all.”*

The RTB’s current 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 Priorities for 2022 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 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;
- 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.
- Supporting RTB staff 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 has commenced the process of developing its Strategy Statement for the period 2023-2025. The expectation is that this Strategy Statement, when approved by the RTB Board in December 2022, will commit the organisation to a programme of extensive structural change, organisational improvement, and progressive digital transformation.



Organisational Resources

The RTB currently has a sanctioned staffing compliment of 107 staff. Call centre services and document management/data entry is outsourced to a specialist, third party, provider. The RTB's internal legal, ICT and HR functions are also supported by outsourced service providers.

The RTB is funded by tenancy registration fees, disputes fees and Exchequer funding. In 2022, 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

ADVERTISEMENT

Deputy Directors (Principal Officer level) in

- Customer Operations & Digital Lead
- Compliance Operations & Quality Lead

THE ORGANISATION

The Residential Tenancies Board (RTB) is a public body, established under the Residential Tenancies Act 2004 (as amended). Its role is to support and develop a well-functioning rental housing sector in Ireland. Its remit extends to the private rental, Approved Housing Body (AHB) and Student Specific Accommodation sectors. As regulator of the residential rental sector, the RTB's essential, public interest mission is to maintain a national register of tenancies, resolve disputes between tenants and landlords, investigate and sanction breaches of rental law by landlords, and to provide information and research to inform policy and to make landlords and tenants aware of their rights and responsibilities.

Having recently appointed its new Director, the RTB is now embarking on a period of significant change. In order to support its change agenda, the RTB is seeking to appoint two highly motivated and experienced Deputy Directors (at Principal Officer level) to help shape its new Strategy Statement and take lead roles in guiding the future direction and delivery of the RTB's strategic change agenda.

The initial areas of responsibility to which the Deputy Directors are appointed will, themselves, change as part of this process. Hence the RTB is seeking candidates who are experienced in, and comfortable with, operating, and leading, within a context which involves change in their own roles, as well as within the broader environment of a changing organisation.

DEPUTY DIRECTOR ROLES (Initial Appointments)

- **Customer Operations & Digital Lead**
The appointee will initially head up a new Directorate with responsibility for a broad portfolio of functions including; Dispute Resolutions, Registrations, and ICT and will directly support the Director in delivering on the RTB's strategic aims and objectives. The appointee will also act as lead for digital change across the RTB.
- **Compliance Operations & Quality Lead**
The appointee will initially head up a new Directorate with responsibility for a broad portfolio of functions including; Investigations & Sanctions, Legal Affairs, and Strategic Projects. The appointee will directly support the Director in delivering on the RTB's strategic aims and objectives. They will also act as lead for quality development across the RTB.

THE PERSON

Both of these senior leadership posts require outstanding individuals who have delivered significant results in terms of organisation performance, transformation and quality development. Candidates with a broad portfolio of relevant experience across areas such as customer operations, regulatory compliance, digital transformation, and quality assurance are particularly welcome.

A solid understanding of the legislative environment in the public sector (or evidence of the ability to quickly grasp complex legislative issues) and a clear understanding of the role of regulation in addressing the challenges currently facing the Irish residential tenancies sector is also necessary.

To Apply:


Lansdowne Executive Search has been retained by the RTB to manage this recruitment process.

Further information, including details on how to apply are available on www.rtb.ie.

If you feel you would benefit from a confidential discussion about this opportunity, please contact Seán McDonagh, Partner, Lansdowne Executive Search on sean.mcdonagh@lansdownesearch.ie or 087 796 1062.

The closing date for receipt of applications is Friday, June 24th, 2022.


The Residential Tenancies Board is committed to a policy of equal opportunity and encourages applications under all 9 grounds of the Employment Equality Acts.



LANSLOWNE
EXECUTIVE SEARCH

www.lansdownesearch.ie

Together with



Horton International

Lansdowne Executive Search Limited, Hamilton House, 28 Fitzwilliam Place, Dublin 2, D02 P283, Ireland.

JOB DESCRIPTION

Role Details & Context

Following the re-grading and appointment of the Director (CEO) RTB at Assistant Secretary level, the RTB seeks to recruit 2 x Deputy Directors (at Principal Officer level) who will support the Director in the management and onward development of the RTB as a highly capable rental sector regulator. The Principal Officer(s) will report to the Director and, as the RTB's executive leadership team, will provide leadership and direction to the management and staff of the RTB.

The context within which these roles are being advertised is one of substantial change for RTB. The appointees will be joining RTB in a year during which 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 appointees will have the opportunity to help shape this strategic agenda and will be expected to take lead roles in the transformation process that will follow in 2023 and beyond.

The initial areas of responsibility to which the Deputy Directors are appointed will, themselves, change as part of this process and so RTB is seeking candidates who are experienced in, and comfortable with, operating, and leading, within a context which involves change in their own roles, as well as within the broader environment of a changing organisation.

NOTE: While two posts at this level are currently approved by the Department of Housing, Local Government and Heritage, there is a possibility of a further post being sanctioned at this level during 2022. RTB may create a panel through this competition from which an appointment to this third post, if approved, could be made.

Role Purpose

The role of the Deputy Directors is to work with the Director in providing strategic leadership to the organisation and to ensure the efficient functioning of RTB as a highly capable regulator for the rental sector. These role(s) will provide executive leadership and senior management capability and the successful appointees will be responsible for overseeing the delivery of all elements of the RTB's mandate, including statutory functions, operational performance, financial management, HR

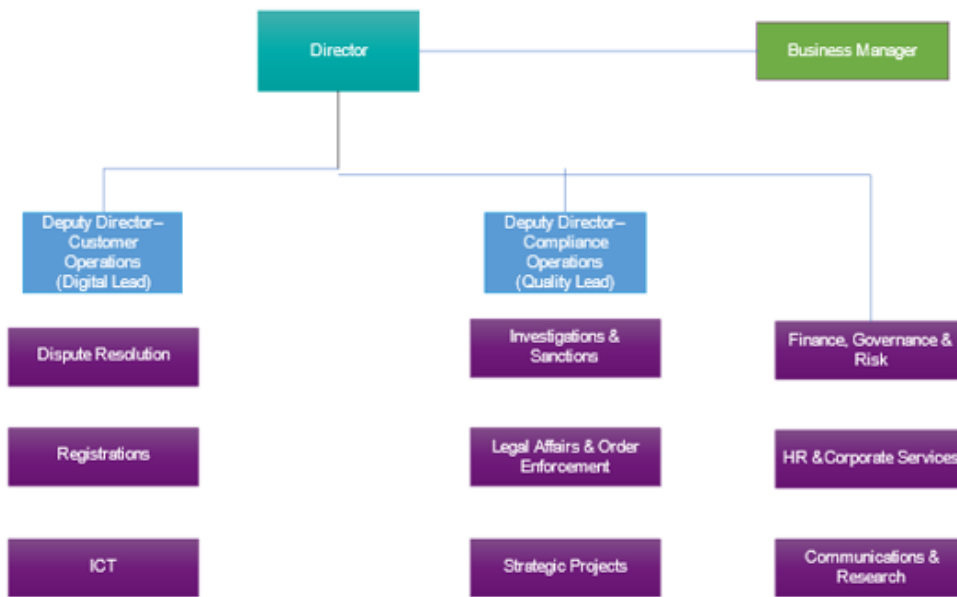
management, and RTB's governance responsibilities. The Deputy Director(s) will support the Director in delivering the RTB's ongoing organisation transformation and strategic development programme. This will involve contributing to the development and execution of the RTB's forthcoming Strategy Statement 2023-2025, streamlining and digitally transforming existing business processes, and delivering large scale organisational change.

Reporting Structure & Initial Assignments

The Deputy Director(s) will report to the Director of the RTB. The appointment of the Deputy Director(s) represents a significant development in, and enhancement of, the RTB's existing leadership structure – these newly created roles will, with the Director, form the RTB's executive leadership team and will oversee all key management responsibilities. The new Executive Team will be supported by a management team across the nine existing business areas. Currently, these are: Dispute Resolution Services; HR, Corporate Services and Compliance; Registrations, Outsourcing and Customer Service; Enforcement and Legal Affairs; Strategic Projects and Procurement; Communications and Research; Finance, Governance and Risk; Information and Communications Technology (ICT); and Investigations and Sanctions. Each business area is managed by an Assistant Director (at Assistant Principal level).

As noted earlier, the Principal Officers appointments are being made in the context of a changing organisation. Hence, the initial appointments will be made to each of **two, interim, roles**. These are Deputy Director for Customer Operations (and Digital Lead) and Deputy Director for Compliance Operations (and Quality Lead). The initial structure is shown in the diagram below.

RTB Principal Officer Candidate Information Booklet



We are seeking candidates who, ideally, can take on either of the initial assigned roles while also working to build towards the new target operating model. Hence, candidates with a broad portfolio of relevant experience across management areas such as customer operations and regulatory compliance are particularly welcome. In addition, substantial experience in areas such as digital transformation, and quality development will be a distinct advantage. Critically, proven capacity to lead, manage and perform within a change environment is essential for all candidates.

Duties & Responsibilities

The key responsibilities of the Deputy Director(s) are:

- Supporting the Director to deliver the organisation's mandate and strategic plan;
- Supporting the Director in the development of strategic and innovative proposals for Board consideration and the implementation thereafter of such strategies;
- Contributing to the development of the RTB's strategy statements, annual business plans and annual budgets and ensuring that the organisation effectively uses its resources to discharge its duties and deliver objectives;
- Developing and delivering on the organisation's key transformation and digital projects within the established budget and timeframes;
- Ensuring a strong culture of internal compliance with external compliance and governance requirements;
- Keeping the Director fully informed on all matters relating to operations, finances and risk management within the assigned area of responsibility;
- Directly Managing the Assistant Directors within the assigned area of responsibility;
- Leading and supporting the RTB's staff through ongoing organisational change;
- Leading on development of policy in key management areas and being responsible for the successful implementation of policy initiatives, working collaboratively with the senior management team and staff to implement same;
- Influencing and driving a culture of quality and agility that leads to effective organisational performance;
- Leading, organising and empowering RTB staff to achieve organisational goals with maximum efficiency. Implementing a management process for all staff which includes monitoring performance and full engagement with the employee support and development process;
- Delivering and maintaining a culture which embodies the RTB values, leading with integrity, modelling positive and enabling leadership behaviours, and collaborating with all stakeholders;
- Communicating and engaging positively with the organisation's diverse stakeholder groups;
- Deputising for the Director as required, and taking responsibility for statutory functions formally delegated under the Residential Tenancies Act.

PERSON SPECIFICATION

Essential Skills:

Candidates for this role should:

- Have senior level experience which demonstrates the necessary management and operational skills to support the Director in delivering all aspects of the RTB's mandate and strategic remit;
- Have a demonstrable track record of delivery as leader and manager at an appropriate senior level, including the ability to work effectively as part of a multi-disciplinary executive leadership team;
- Have a proven ability to implement strategy and deliver challenging objectives in an evolving organisation;
- Have a proven track record of achievement in implementing organisational transformation and delivering change initiatives in a fast-moving landscape;
- Have senior level experience of change management, stakeholder communications and engagement for change;
- Have proven skills in developing and maintaining key effective internal relationships to ensure delivery of organisational strategy;
- Have the capacity to quickly assimilate large volumes of complex data and assume significant levels of responsibility and accountability;
- Have strong analytical and decision-making skills with the ability to identify and formulate strategy to address the key issues;
- Have proven skills in developing and maintaining key stakeholder relationships including the ability to network and negotiate effectively and to influence a broad range of interests that impact on the sector;
- Have excellent communication skills, both written and oral;
- Have a solid understanding of the legislative environment in the public sector (or evidence of the ability to quickly grasp complex legislative issues); in addition, have an ability to acquire a good working knowledge of all aspects of the work of the RTB and a clear understanding of the challenges currently facing the Irish residential tenancies sector;

Desirable Skills:

Candidates for this role should:

- Have a third level or professional qualification equivalent to Level 8 on the National Framework of Qualifications, and ideally to level 9, in a relevant discipline relevant to these role;
- Have at least 10 years experience in posts with significant management responsibility in organisations comparable to RTB in terms of complexity.
- Have experience in managing organisation transformation projects;
- Ideally, have significant experience in one or both of the following areas:
 - Digital transformation
 - Quality development
- Ideally, have a track record of delivery of services in an operational environment with a strong customer and/or quality focus;
- Ideally, have strong knowledge (or ability to acquire same) of regulation and compliance as these relate to the role of the RTB;
- Have strong knowledge (or ability to acquire same) of the Irish residential rental sector;
- Have experience and understanding in encouraging equality and building a diverse and inclusive work environment with an open and supportive approach to recruiting and advancing people from under-represented backgrounds.

Please see Appendix II for further information on eligibility to compete and certain restrictions on eligibility.

Key Competencies for effective performance at Principal Officer level

The attention of candidates is drawn to the key competencies that have been developed for use for posts at Principal Officer level (see Appendix I).

The competency model reflects the changing and more complex environment in which those at Principal Officer level operate, with fewer resources, pressure for delivery of results, increased media and public scrutiny and an ambitious public service reform programme.

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.

These appointment will be made under the Residential Tenancies Act 2004 (as amended), herein referred to as “the Act”. These appointments will be made in accordance with the below-listed principles of public service recruitment:

- Probity;
- Appointments made on merit;
- An appointment process in line with best practice;
- A fair appointments process applied with consistency; and
- Appointments made in an open, accountable and transparent manner.

Tenure

The appointment will be on a permanent basis, subject to the satisfactory completion of the specified probationary period.

Location

Principal location of work is Dublin city centre, although some travel may be required in performance of the duties of the role. The RTB is currently located at O’Connell Bridge House, Dublin 2. The current offices are leased and thus it is possible that this location may change to another Dublin location during the term of the contract. When absent from home and headquarters on official duty an officer will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

NOTE: RTB, guided by advice received from the Department of Public Expenditure and Reform, will be developing a hybrid working policy to cover all employees later in 2022. 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.

Functions, Powers and Duties

The appointee may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict in any way with the position of Principal Officer.

Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours 15 minutes gross per week. Candidates should note that hours of attendance may be adjusted from time to time in line with Government policy. The appointee(s) will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Annual Leave

The annual leave allowance for the position of Principal Officer, RTB is **30 working days per year**. This allowance is subject to the usual conditions regarding the granting of annual leave, is based on a five day week and is exclusive of the usual public holidays.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service in accordance with the provisions of the sick leave circulars.

Officers paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Employment Affairs and Social Protection to pay any benefits due under the Social Welfare Acts direct to the Residential Tenancies Board. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Employment Affairs and Social Protection within the required time limits.

Salary Scale

The salary scale for the position (rates effective from 1 February 2022) is as follows:

Principal Officer Personal Pension Contribution (PPC) Salary Scale

91,609 – 95,496 – 99,354 – 103,240 – 106,518 – LSI 1 109,917 – LSI 2 113,313

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.

Principal Officer Non-Personal Pension Contribution Salary Scale

87,030 – 90,717 – 94,383 – 98,080 – 101,193 – LSI 1 104,423 – LSI 2 107,648

This rate applies 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.

Important Note re. Salary

Candidates should note that entry will be at the minimum of the scale and the rate of remuneration, including incremental progression, will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Superannuation and Retirement

The successful candidate 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, this means being offered appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”). Full details of the Single Scheme can be found at <http://www.singlepensionscheme.gov.ie/>. The maximum retirement age for most Single Scheme members is age 70.

Different terms and conditions related to superannuation and retirement may apply to candidates who have 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 is on special leave with or without pay. The

pension entitlements and maximum retirement age, if applicable, of such appointees will be determined in the context of their public service employment history.

IMPORTANT NOTICE

Candidates should note that different terms and conditions may apply if, immediately prior to appointment, the appointee is already a serving civil or public servant.

COMPETITION PROCESS

Recruitment Process Management

The Residential Tenancies Board has engaged Lansdowne Executive Search to manage the recruitment process for this position. Candidates for this role will be sought via two channels: (a) On-Line Advertising on selected Industry Websites and (b) Newspaper Advertisements. All applicants to Advertisements will receive an acknowledgement of their application and all will be assessed based on the criteria specified for the role. *Applications will be via eMail only.*

No original certificates or references should be submitted as any part of an application.

Following the completion of the Advertising and Search phase, an eligibility sifting process will be utilised by Lansdowne Executive Search based on the information supplied on the completed Cover Letter, C.V. and Key Achievements Form, together with agreed eligibility criteria and requirements of the position. An expert board then will examine the applications brought through to the shortlisting stage against agreed shortlisting criteria based on the requirements of the position.

Candidates selected from the short-listing process will be invited for a competitive interview with the RTB. It is likely that a small number will be called for a further competitive interview, in which case they may be asked to prepare a presentation in response to a possible case study or proposed business scenario.

As appropriate, shortlisted candidates may be required to undertake psychometric tests.

CANVASSING WILL DISQUALIFY.

How to Apply

To pursue your interest please email your completed application to:

Seán McDonagh
Partner
Lansdowne Executive Search Limited

(e) sean.mcdonagh@lansdownesearch.ie
Or for a confidential discussion please call Seán on +353 87 796 1062

Candidates must **submit ONE** document in **MS Word format** containing cover letter, CV and Key Achievements Form together. Please note that omission of any or part of the requested application documentation or incorrect formatting, as set out below, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

<h3>Cover Letter</h3>	<h3>CV</h3>	<h3>Key Achievements Form</h3>
<p>Not exceeding 1 A4 page. Letter should detail relevant key competencies and explain how you meet the requirements of the role.</p>	<p>Up to date CV not exceeding 3 A4 pages</p>	<p>Follow format in the sample in Appendix IV</p>

The competition details will also be hosted on various internet job boards and applications will be accepted via the submission portals on these boards (which are as specified in the competition process).

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 **Sean McDonagh, Partner, Lansdowne Executive Search**.

Closing Date

Your application must be submitted online in the format required by **Friday 24th June 2022**. Applications will not be accepted after this time.

Campaign Updates & Correspondence

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

Selection Process

The selection process may include:

- a preliminary eligibility sift;
- shortlisting of candidates, on the basis of the information contained in their application;
- completion of an online questionnaire(s) as part of psychometric testing;
- work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate;
- competitive interview(s) which may include a presentation.

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate 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 will be called to the next stage of the selection process. In this respect, the RTB provide for the employment of a screening process to select a group who, based on an examination of the application and an initial eligibility sift by Lansdowne Executive Search, appear to be the most suitable to be brought through to the shortlisting stage of the process. 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. An expert board will examine the applications brought through to shortlisting stage against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria will include criteria as specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

Competitive Interviews

The preliminary interviews for this post are likely to be held in July 2022 . (**Please see Recruitment Process Time Table on page 22**). 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 I. We will endeavour to give as much notice as possible of interview dates.

Candidates who do not attend for interview as scheduled, or who do not furnish such evidence as required in regard to any matter relevant to their application, will have no further claim to consideration in this process. It is important to be aware that candidates must let the RTB know of any extenuating circumstances prior to or during the particular stage of the selection process. Any documentary evidence must be supplied within 5 working days. Please note that submission of such document(s) is not a guarantee that the circumstances outlined will alter the decision/outcome. A candidate who undertakes any part of the selection process and who subsequently claims extenuating circumstances should note that this will not be considered. Examples of possible extenuating circumstances include hospitalisation or bereavement. The onus is on candidates to ensure that they perform to the best of their ability. Therefore, issues such as tiredness, nerves, travel to

tests/interviews or expected results/performance not achieved, are not considered extenuating circumstances.

Recruitment Process Timetable

Application Closing Date	24 th June 2022
Eligibility Sift (Lansdowne)	Late June 2022
Qualified Candidates presented to RTB for Short Listing	Early July 2022
First Stage Interviews (RTB)	Mid July 2022
Final Stage Interviews (RTB)	Late July 2022
Offer Extended to successful applicant	Late July 2022

References

It would be useful if you would begin to consider names of people who would be suitable referees and that we might consult (2 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, at least one of these should be a person to whom you have had a direct reporting relationship. The referees should be able to provide relatively recent information on your performance and behaviour in a work context. You may wish to select referees that can provide such information from different perspectives or in different work contexts. Please be assured that we will only contact referees should you come under consideration after the preliminary interview stage. Please note, should you be successful at final interview, we will require a reference from your current employer prior to recommendation for appointment. Successful candidates may be required to complete a number of clearance processes such as Health and Character Declaration and any other relevant checks required for the particular role.

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 must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of character;
- Be suitable in all other relevant respects for appointment to the post concerned; and

if successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed; and
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Candidates in the recruitment process must not:

- knowingly or recklessly provide false information;
- canvass any person with or without inducements; and
- interfere with or compromise the process in any way

A third party must not impersonate a candidate at any stage of the process.

Deeming of Candidature to be Withdrawn

Candidates who do not attend for interview or other test 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.

Candidates are expected to provide all requested documentation to the RTB, including all forms issued by the RTB for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

Review Procedures in Relation to the Selection Process

The review procedures set out in this section applies in cases where a candidate wishes to have an action or decision in relation to his/her candidature reviewed. The procedures and standards to be followed by the complainant and the RTB in the handling of requests for review are set out below. Please note that test results can be rechecked on receipt of a request to do so; however, test results cannot be appealed through this process. Recruitment and selection processes will not be suspended pending the outcome of a review.

Requests for Feedback

Feedback in relation to the selection process is available upon request from candidates. There are no specific timeframes set for the provision of feedback. Please note that the Review Process as set out below is a separate process with specified timeframes that must be observed. Receipt of feedback is not required to invoke a review.

Informal Review Requests

When a request for a review of a selection decision is received from a candidate every effort should be made to resolve the matter informally. Requests for informal review should be submitted using the Review Request form in Appendix V of this booklet. Should the candidate remain dissatisfied, then he/she may adopt the formal review procedures in accordance with the process set out below. If the candidate has already received feedback in relation to his/her candidature this may be considered as an informal review. The informal review process may be availed of within 5 working days of notification of the initial decision, and should normally take place between the candidate and the person who communicated the decision (or such other person acting on behalf of the RTB as may be appropriate depending on the circumstances). Where the decision being conveyed relates to an

interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.

The RTB will carry out the informal review without delay and within a period of time that enables the candidate to avail of the formal review procedures within the specified timelines should he/she so wish. Where a candidate remains dissatisfied following any such informal review, he/she may adopt the formal procedures set out below. If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

Formal Review Requests

The procedures and standards to be followed by the complainant and by the RTB in the handling of requests for a formal review are set out below. The candidate must address his/her concerns in relation to the process in writing to the RTB Head of Human Resources, setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed; the basis for this formal review should be set out on the specified form (Appendix V). The candidate must support their request for review by outlining the facts they believe show the action / decision taken was wrong. A request for formal review may be refused if the candidate cannot support their request. Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the RTB Head of Human Resources.

Upon receipt of the request for a formal review, the RTB will aim to issue an acknowledgement within 3 working days. The case will be reviewed by a person other than any individual directly associated with the decision in question.

The person(s) conducting the formal review will consider any written submissions made by the candidate, and all other relevant information, including any relevant emails, notes or memoranda held by the RTB in respect of the selection process. Where necessary, the reviewer may meet with the personnel involved in the selection process and/or the candidate for the purpose of eliciting further information.

The outcome will generally be notified to the candidate within 25 working days of receipt of the complaint or request for review. Where the investigation does not allow a decision within this timeframe, the reviewer will keep the candidate informed of the status of the review. The decision of the formal reviewer is final.

General Information

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 post.

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 on the results of this selection process.

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

Appendix I: KEY COMPETENCIES (PRINCIPAL OFFICER)



RTB Principal Officer Candidate Information Booklet

Effective Performance Indicators

Leadership & Strategic Direction	Leads the team, setting high standards, tackling any performance problems & facilitating high performance
	Facilitates an open exchange of ideas and fosters an atmosphere of open communication
	Contributes to the shaping of Departmental / Government strategy and policy
	Develops capability and capacity across the team through effective delegation
	Develops a culture of learning & development, offering coaching and constructive / supportive feedback
	Leads on preparing for and implementing significant change and reform
	Anticipates and responds quickly to developments in the sector/ broader environment
Actively collaborates with other Departments, Organisations and Agencies	
Judgment & Decision Making	Identifies and focuses on core issues when dealing with complex information/ situations
	Assembles facts, manipulates verbal and numerical information and thinks through issues logically
	Sees the relationships between issues and quickly grasp the high level and socio-political implications
	Identifies coherent solutions to complex issues
	Takes action, making decisions in a timely manner and having the courage to see them through
	Makes sound and well informed decisions, understanding their impact and implications
Strives to effectively balance the sectoral issues, political elements and the citizen impact in all decisions	
Management & Delivery of Results	Initiates and takes personal responsibility for delivering results/ services in own area
	Balances strategy and operational detail to meet business needs
	Manages multiple agendas and tasks and reallocates resources to manage changes in focus
	Makes optimum use of resources and implements performance measures to deliver on objectives
	Ensures the optimal use of ICT and new delivery models
	Critically reviews projects and activities to ensure their effectiveness and that they meet Organisational requirements
	Instils the importance of efficiencies, value for money and meeting corporate governance requirements
Ensures team are focused and act on Business plans priorities, even when faced with pressure	
Building Relationships & Communication	Speaks and writes in a clear, articulate and impactful manner
	Actively listens, seeking to understand the perspective and position of others
	Manages and resolves conflicts / disagreements in a positive & constructive manner
	Works effectively within the political process, recognising & managing tensions arising from different stakeholders perspectives.
	Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals
	Proactively engages with colleagues at all levels of the organisation and across other Departments// Organisations and builds strong professional networks
Makes opinions known when s/he feels it is right to do so	
Specialist Knowledge, Expertise and Self Development	Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and recognised by people internal and external to the Department/ Organisation
	Keeps up to date with key departmental, sectoral, national and international policies and economic, political and social trends that affect the role
	Maintains a strong focus on self-development, seeking feedback and opportunities for growth
Drive & Commitment to Public Service Values	Consistently strives to perform at a high level
	Demonstrates personal commitment to the role, maintaining determination and persistence while maintaining a sense of balance and perspective in relation to work issues
	Contributes positively to the corporate agenda
	Is personally trustworthy, honest and respectful, delivering on promises and commitments
	Ensures the citizen is at the heart of all services provided
	Is resilient, maintaining composure even in adverse or challenging situations
	Promotes a culture that fosters the highest standards of ethics and integrity

Appendix II: ELIGIBILITY

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.

Certain Restrictions on Eligibility

Eligibility to compete may be affected where applicants were formerly employed by a Public Sector body and previously availed of a Public Service Redundancy or Incentivised Retirement Scheme including:

- Incentivised Scheme for Early Retirement (ISER)
- Department of Health and Children Circular (7/2010)
- Department of Environment, Community & Local Government Circular (Letter LG (P) 06/2013)
- Collective Agreement: Redundancy Payments to the Public Service

Incentivised Scheme for Early Retirement (ISER):

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance [Circular 12/2009](#) that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

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, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

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 Sector 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. Thereafter, the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. 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).

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st 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 public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-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) and the Minister's consent will have to be secured prior to employment by any public service body.

Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. 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.

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.

Appendix III: ADDITIONAL CONDITIONS OF SERVICE

Additional Superannuation Contribution

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

Pension Accrual

The Public Service Pensions (Single Scheme and other Provisions) Act 2012 introduced a **40-year limit on total service** that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension will be subject to **abatement** in accordance with the Public Service Pensions (Single Scheme and Other Provisions) Act 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 body will support an application for an abatement waiver in respect of appointments to this position.

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

Please note that where an individual 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.

Appendix IV: KEY ACHIEVEMENTS FORM

Name: _____ Title of Post: _____

Having read the competencies and thought about the demands of the role, for each of the areas below, please briefly (*max 250 words for each*) highlight specific achievements, contributions or expertise you have developed during your career to date which clearly demonstrate your suitability to meet the challenges of the role.

Leadership & Strategic Direction
Judgement & Decision Making
Management & Delivery of Results
Building Relationships & Communications
Specialist Knowledge, Expertise and Self-Development

Appendix V: REQUEST FOR REVIEW FORM

Candidate's Name		
Position Applied For		
Candidate's Address		
Candidate's Email Address		
Candidate's Phone Number		
Request for Review Please indicate stage in box provided	Informal Review	Formal Review
Please clearly set out the aspects of the action/decision that you wish to have reviewed		