



ROLE TITLE:	Director (Chief Executive Officer), Residential Tenancies Board
LEVEL:	Assistant Secretary
TENURE:	5 year fixed-term contract
OFFICE:	Residential Tenancies Board
LOCATION:	Dublin City Centre
COMPETITION TYPE:	Open Competition

CANDIDATE INFORMATION BOOKLET

Deadline for application: 5pm, 16th February 2024

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

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

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ABOUT THE RESIDENTIAL TENANCIES BOARD

The Residential Tenancies Board (RTB) is an independent, expert, public body, established under the Residential Tenancies Act 2004 (as amended). Its overall role is to regulate the 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) 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 appropriate;
- 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).
- to provide evidence-based advice to the Minister on the rental sector

Registration

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

From 4 April 2022, new legislation was introduced requiring landlords to register each of their tenancies with the RTB every year. This must be completed within one month of the anniversary when the tenancy begins. This brings significant change to the sector and will provide vastly more information on trends and rent levels to the RTB.

Dispute Resolution Service

The RTB is the body responsible for 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 the RTB's Tenancy Tribunal.

Investigation and Sanctions

The RTB has 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 and Research

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

The RTB's Mission and Values

The RTB's Mission is *"To support the residential tenancy sector by registering tenancies, resolving disputes, ensuring compliance with rental law, and providing reliable information, data and insights to inform policy."*

The RTB's Values are:

- *Independent, fair and trusted voice*
- *Accountable, open and transparent*
- *Quality & Continuous Improvement*
- *Delivering value for money*
- *Pursuing and Implementing Change*

RTB's Strategic Priorities 2023 - 2025

The RTB is currently going through substantive change including the transition to a new Target Operating Model in 2024. The RTB has developed a Statement of Strategy for the period 2023-2025. Strategic priorities have been defined which are focused on developing a highly capable organisation which can consistently deliver its core important public services to a high standard. The Statement of Strategy commits the organisation to a programme of structural change, organisational improvement, and progressive digital transformation.



Organisational Resources

The RTB currently has a sanctioned staffing complement of 110 staff. Call centre services and document management/data entry is outsourced to a specialist, third party, provider. The RTB's legal and ICT functions are also supported by outsourced service providers.

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

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

ADVERTISEMENT

RTB Director Candidate Information Booklet



Director (Chief Executive Officer)

THE ORGANISATION

The Residential Tenancies Board (RTB) is a public body that was established under the Residential Tenancies Act 2004 (as amended). Its role is to support and help 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. The RTB's role is to regulate the rental sector, maintain a national register of tenancies, resolve disputes between tenants and landlords, initiate an investigation into certain alleged breaches of rental law by landlords, and provide information and research to inform policy and to make landlords and tenants aware of their rights and responsibilities. As the organisation continues to grow and transform, the Board of the RTB are seeking a dynamic, committed and experienced person to be its next Director. As Director of the RTB, the person appointed will work with the Board and staff to lead and manage the delivery of its strategic priorities and goals in addition to its varied legislative mandate.

THE ROLE:

The Director will provide strategic leadership to the RTB and will ensure that it delivers effectively in all areas of its mandate including statutory, operational, financial, and governance matters. Reporting to the Board of RTB, the Director will work to further improve all aspects of the work

of the organisation and will build on a clear vision for the RTB to ensure that strong and effective working relationships are maintained with all its stakeholders. As the public face of the organisation, the Director will be responsible for promoting and increasing awareness of the RTB and its work.

THE PERSON

The successful candidate will possess demonstrable visionary leadership and project management skills and will have significant networking and stakeholder management abilities in addition to excellent communication skills. They will have delivered significant results in terms of operational performance, organisational development, digital transformation and policy development. A solid understanding of the legislative environment in the public sector (or evidence of the ability to quickly grasp complex legislative issues) is also necessary.

The successful candidate will ideally possess a third-level qualification to post-graduate degree level in a relevant discipline(s) and a leadership/management qualification will be an advantage.

In addition, they will have the 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.

To Apply:

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

Further details on this significant opportunity, including remuneration, duties and responsibilities, are available upon request.

To apply, please email a comprehensive CV, Cover Letter and Key Achievements Form to:

Seán McDonagh, Partner, Lansdowne Executive Search, Email: sean.mcdonagh@lansdownesearch.ie

For a confidential discussion, please contact Seán at +353 (0) 87 7961062.

The closing date for receipt of applications is Friday, 16th February 2024.

Candidates for this role will be sourced through both advertising and executive search processes.

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



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

JOB DESCRIPTION

Role Details

The RTB wishes to appoint a new Director (Chief Executive Officer) which is the most senior position in the organisation and is responsible for the leadership, strategic direction, delivery of services, and management of the RTB's Executive management team.

Role Purpose

The role and statutory functions of the Director are contained in the [Residential Tenancies Act 2004 \(as amended\)](#).

The role of the Director is to deliver on the organisation's strategic plan under the stewardship of the Board of the RTB. The Director has overall Executive responsibility for the leadership and control of the organisation and is accountable to the Board for the financial & operational performance and risk environment of the RTB. In this capacity, the Director provides leadership to the Executive management team and staff of the RTB. The Director also plays a key role as the public representative of and spokesperson for the RTB, with responsibility for promoting and increasing awareness of the organisation and its work. In summary, the RTB Director is charged with ensuring the organisation achieves its strategic objectives, delivering on its operational and statutory mandate in a controlled manner and within budget, providing leadership to the management team and staff, keeping the Board fully informed of all significant developments and representing the organisation at a national level.

Reporting Structure

The Director along with three Deputy Directors form the RTB's Executive Leadership Team and oversee all key management areas and responsibilities.

The Executive Leadership Team is supported by a Management Team across the nine existing business areas. Currently, these are: Dispute Resolution Services; Human Resources & Corporate Services; Information Governance; Registration & Customer Service; Legal Affairs; Communications and Engagement; Finance & Procurement; Information and Communications Technology (ICT); and Investigations and Sanctions. Each business area is managed by an Assistant Director (at Assistant Principal level).

During 2023, the RTB has engaged in a process to develop a new Target Operating Model for the organisation. As part of this work, current structures are being fully reviewed against the background of the RTB strategy for 2023-2025 and in the context of the changing environment within which RTB operates. An organisational change programme will then follow which will see the organisation move from the current structure to the new model.

The Director has a direct reporting line to the Board Chairperson. The Board is comprised of up to 12 members including the Chairperson. The Director is not a member of the Board nor of any committees of the Board but may attend at the invitation of the Chairperson. The Director also works closely with the Department of Housing, Local Government and Heritage on matters of Government policy, proposed new legislation, and other matters in the public interest.

Duties & Responsibilities

The key responsibilities of the RTB Director are:

Strategic Leadership

- Leading the Executive Leadership Team and staff to deliver the mandate of the RTB and the strategic plan;
- Leading the development of strategic and innovative proposals for Board consideration and the implementation thereafter of such strategies;
- Developing the strategic plan, annual business plans and annual budgets and ensuring that the organisation effectively uses its resources to discharge its duties and deliver objectives;
- Leading and delivering on the organisation's operations including its customer facing functions - registration, disputes resolution service, Investigations and sanctions and others;
- Leading and delivering on the organisation's key transformation and digitisation projects within the established budget and timeframes;
- Leading the management team's delivery of all aspects of the RTB's financial affairs, internal control, financial reporting, and compliance with law & regulations;
- Creating and implementing strategies to ensure a robust corporate governance system, including comprehensive systems for the delegation of authority and risk management;
- Driving continuous improvement in how the organisation delivers its remit;

Communications and Stakeholder Engagement

- Cultivating partnerships and relationships with key stakeholders across the sector.

- Delivering and maintaining a culture of innovation and excellence based on customer service and continuous improvement;
- Keeping the Board fully informed on all matters relating to the operations, finances and risk management environment of the RTB;
- Ensuring the provision of high-quality information and advice to the Chairperson and Board, thereby facilitating timely and informed decision making;
- Functioning as Accounting Officer and accountable to the Public Accounts Committee for the general administration of the RTB;
- Representing the organisation in promoting and increasing awareness of the organisation;
- Appearing before Committees of the Oireachtas as required;
- Collaboration with the Department of Housing, Local Government and Heritage, as required, in the future development of legislation and policy pertaining to the rental sector;

Regulatory & Change Leadership

- Leading the organisation through ongoing legislative and organisational change;
- Ensuring the execution of the RTB's remit in line with current and changing legislative requirements;
- Ensuring regulatory decisions falling within the organisation's remit are made in accordance with governing law;
- Providing advice to the Minister as set out in the RTA
- Preparing the RTB and driving the development of its staff as it transitions to the requirements of legislative change;
- Ensuring the effectiveness of the services provided by the RTB to the Department of Housing, Local Government and Heritage, Ministers of the Government and other relevant bodies; and
- Ensure RTB leads the way in the provision of rental sector data through using, sharing and sourcing high quality data to provide evidence-based insights to inform policy;

PERSON SPECIFICATION

Given the nature of the role, the person appointed will be expected to have a very strong customer service orientation with experience, at a senior level, of working with and leading staff through significant process and system change.

Essential Skills:

Candidates for this role should:

- Have senior executive-level experience which demonstrates the necessary vision, leadership and operational skills to deliver all aspects of the RTB's mandate and strategic remit;
- Have proven ability to work effectively in a matrix environment with accountabilities to the Board, the Department of Housing, Local Government and Heritage and other branches of Government, balancing the requirements of each while delivering on the RTB's mandate;
- Have strong skills of collaboration and communication, ensuring that the Board and the Department of Housing, Local Government and Heritage are kept informed of all achievements, challenges and risks as they arise;
- Demonstrate the capacity to contribute strategically to the overall leadership and future development of the RTB;
- Have a strong focus on probity and control, ensuring that the statutory functions of the RTB Director are executed in accordance with relevant legislation;
- Have a proven track record of achievement in leading and directing organisational transformation and delivering change initiatives in a fast-moving landscape;
- 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;
- Have the capacity to quickly master wide-ranging briefs, 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 the key issues and form positions that will stand up to external scrutiny;
- Have proven skills in effectively developing and maintaining key stakeholder relationships including the ability to network effectively and to influence a broad range of interests that impact on the sector; and
- Have excellent communication skills, both written and oral, including public speaking and media management with well-developed skills in negotiating and developing strong networks.

Desirable Skills:

Candidates for this role should:

- Have a third level or professional qualification equivalent to level 9 in a relevant discipline;
- Have a recognised leadership/management qualification;
- Have strong knowledge (or ability to acquire same) of the public sector regulatory framework;
- Have strong knowledge (or ability to acquire same) of the Irish housing sector;
- Have experience in leading and directing ICT projects;
- Have a track record of delivery of services in an operational environment with a customer focus; and
- 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 Assistant Secretary level

The attention of candidates is drawn to the key competencies that have been developed for use for Assistant Secretary posts (see Appendix I).

The competency model reflects the changing and more complex environment in which those at Assistant Secretary 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.

The appointment is made under the Residential Tenancies Act 2004 (as amended), herein referred to as “the Act”. The appointment of the Director RTB is made in accordance with Section 160 of the Act and having regard to 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 the basis of a fixed-term contract of employment for a period of five years. This is in accordance with Government policy on the appointment of CEOs of Non-Commercial State Bodies. A probationary period of 10 months will apply from the date specified on the contract. The successful candidate will also be subject to the Performance Management Development System (PMDS) process for the duration of their contract.

Unfair Dismissals Acts 1977 - 2005

The Unfair Dismissals Acts 1977 - 2005 will not apply to the termination of the employment by reason only of the expiry of the fixed-term contract without it being renewed.

Location

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: Under the RTB’s Blended Working Policy, all employees are required to attend RTB offices on, at least, two days per week. Additional in-person attendance may also be required depending on business needs.

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 Assistant Secretary.

Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours 15 minutes gross per week or 35 hours net per week. Candidates should note that hours of attendance may be adjusted from time to time in line with Government policy. The appointee 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 Director 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 October 2023) is as follows:

Assistant Secretary Personal Pension Contribution (PPC) Salary Scale

€156,472	€163,583	€171,291	€178,995
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This rate applies to new entrants and will also apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution.

Assistant Secretary Non-Personal Pension Contribution Salary Scale

€148,651	€155,406	€162,726	€170,047
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This rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 and who is not required to make a Personal Pension Contribution.

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 three channels: (a) Lansdowne Executive Search's own search activities. (b) On-Line Advertising on selected Industry Websites and (c) 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 processes, a screening process will be utilised based on the information supplied on the completed C.V. and cover letter and Key Achievements Form, as appropriate, based on a competitive preliminary interview by Lansdowne Executive Search . 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:

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.

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

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 **5.00pm on Friday 16th February 2024**. 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 competitive preliminary interview;
- 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 a competitive preliminary interview with *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 from **February 2024 to March 2024** (Please see Recruitment Process Time Table on page 20). 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	Friday 16 th February 2024
Competitive Preliminary Interviews Commence (Lansdowne Executive Search)	Mid-February 2024
Qualified Candidates presented to RTB for Short Listing	Late February 2024
First Stage Interviews (RTB)	Early March 2024
Final Stage Interviews (RTB)	Late March 2024
Offer Extended to successful applicant	Late March 2024

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.

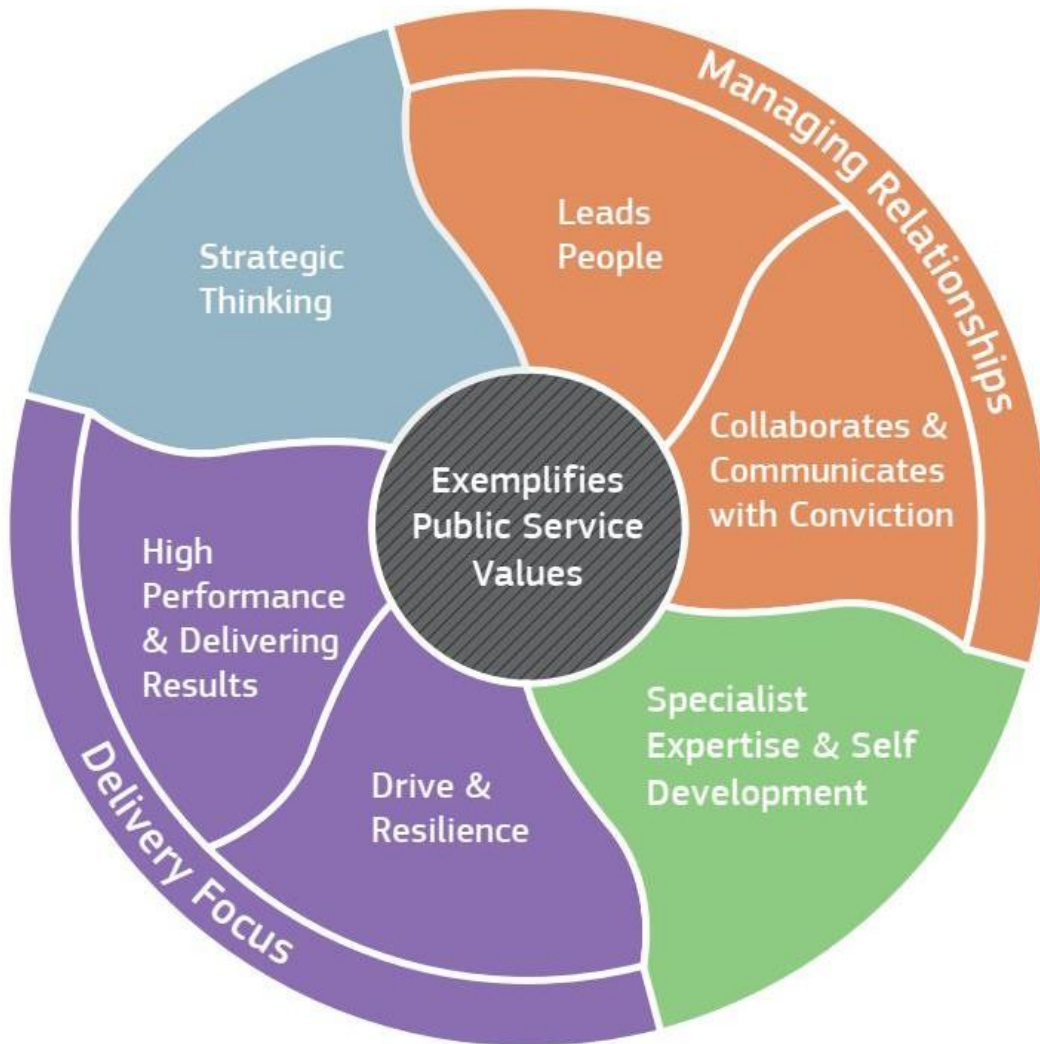
General Information

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



Exemplifies Public Service Values

Effective Performance is:

- Serving the Government and people of Ireland
- Acting at all times with integrity
- Treating others with respect
- Being responsible for own actions
- Operating with professionalism and probity

Strategic Thinking

Effective Performance is:

- Creating a vision for the organisation & sector and anticipating the requirements to deliver it
- Analysing complex issues quickly and anticipating knock-on consequences
- Taking a system-wide approach and seeing connections, risks and the potential for innovation in the wider environment
- Leading on the implementation of risk assessment practices and engaging in balanced risk taking
- Showing courage in making difficult decisions

Managing Relationships: Leads People

Effective Performance is:

- Being a visible and energetic leader who fully engages others
- Building and supporting cross functional and interdepartmental teams
- Delegating responsibility and ensuring accountability in others
- Setting challenging goals and implementing effective performance management
- Coaching and supporting others to optimise their contribution and development

Managing Relationships: Collaborates and Communicates with Conviction

Effective Performance is:

- Playing a full and active part on the senior team in shaping and leading the Department
- Communicating professionally and credibly, managing the expectations of others
- Skillfully negotiating and influencing with conviction
- Anticipating political sensitivities and complexities and responding in an informed and constructive manner
- Building and maintaining effective working relationships with key stakeholders
- Facilitating collaboration, partnerships and networks internally and externally to achieve common goals



Delivery Focus: High Performance and Delivering Results

Effective Performance is:

- Assuming accountability for own actions and decisions
- Ensuring the full range of management disciplines are used to deliver quality services at pace and within budget
- Challenging processes to improve organisational capacity, responsiveness and citizen focus
- Ensuring successful implementation through a range of delivery methods, including use of external parties
- Focusing effort on priority tasks to maximise results
- Ensuring a strong feedback loop between policy development and operations



Delivery Focus: Drive and Resilience

Effective Performance is:

- Showing initiative and sustaining high levels of personal drive and energy
- Leading and managing multiple complex priorities effectively
- Speaking own mind with confidence and conviction
- Keeping perspective and utilizing personal support strategies to help maintain focus and bounce back from disappointments
- Staying positive and professional in the face of difficult situations



Specialist Expertise and Self-Development

Effective Performance is:

- Maintaining a sound knowledge of departmental, sectoral, political and international issues and their wider implications for the citizen and the State
- Continuously updating and demonstrating expertise in relevant areas
- Being self aware and seeking opportunities to act on areas for own development
- Seeking feedback and reviewing own practices and behaviours
- Being regarded as an expert in own area(s) of specialism

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.

Strategic Thinking
Delivery Focus: incorporating 'High Performance and Delivering Results' & 'Drive and Resilience'
Managing Relationships: incorporating 'Leads People' & 'Collaborates and Communicates with Conviction'
Specialist 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		