



CANDIDATE INFORMATION BOOKLET

ROLE TITLE:	Head of People Services & Culture (Assistant Principal)
TENURE:	Permanent
OFFICE:	Residential Tenancies Board
LOCATION:	Dublin City Centre (hybrid)
COMPETITION TYPE:	Open Competition

Deadline for application: 5pm, 17 May 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) sector tenancies, student-specific accommodation (SSA) and cost rental 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, in the vast majority of cases;
- active investigation of complaints about non-compliance with residential tenancies legislation and issuing of administrative/financial 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;
- providing policy advice to the Minister and Department of Housing, Local Government and Heritage;
- providing information to the public on their rights and responsibilities under the Residential Tenancies Act 2004 (as amended).

Registration

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

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

Compliance and Enforcement

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.

Policy Advice

Develop insights to inform the Minister and other stakeholders as to the impact of policy changes and to help the RTB develop and refine our regulatory interventions.

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.”*

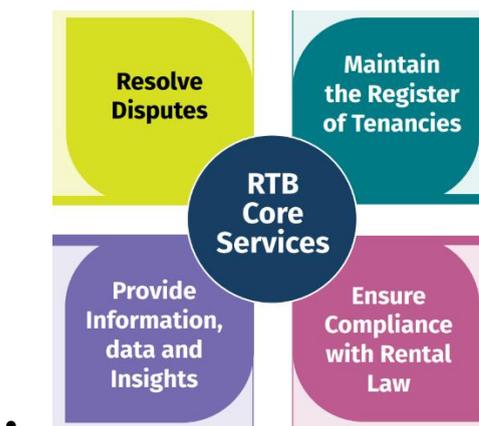
The RTB’s Values are:

- *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 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 over the period to the end of 2025.



Organisational Resources

The RTB currently has a sanctioned staffing complement of circa 125 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 2024, the RTB's operating budget is approximately €26 million.

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



A CAREER IN THE RTB

Equal Opportunities Employer

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

What You Can Expect

We recognise that our greatest strength is our people. We promote a culture of personal development and professional development. As Head People Services and Culture in the RTB, you can expect to have the opportunity to grow your career through exposure to a wide variety of responsibilities and projects. You will also deal directly with the RTB leadership team, staff members, stakeholders and members of the public. You may also have the opportunity to broaden your skillset by participation in groups and projects outside of your formal duties.

A career in the RTB offers a unique opportunity to work in residential tenancy regulation with knowledgeable, experienced and expert colleagues. You will have the opportunity to develop your potential while contributing to the RTB's vision of achieving an effectively regulated residential rental sector in Ireland that is fair, accessible and beneficial to all.

Benefits Of Working as Head of People Services and Culture with the RTB

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

- Good base salary – public sector pay rates with incremental progression (Assistant Principal level);
- Generous annual leave - 30 working days per year;
- Public sector pension scheme membership;
- Flexible working hours;
- Hybrid/Blended working environment - whilst employees are contracted to work in our Dublin 2 office, they may avail of hybrid working options. Under the RTB's Blended Working Policy, 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;



- Career progression and cross-skilling opportunities;
- Educational support through employer-sponsored academic education, paid study leave, and in-house training and development programmes;
- Access to tax-saver travel tickets – cost of travel ticket deducted from gross salary meaning tax savings;
- Access to Bike-to-Work Scheme and bike storage;
- Employee Assistance Service.

JOB DESCRIPTION

Role Details

The RTB is recruiting for a Head of People Services and Culture. This is an exciting opportunity for an experienced professional to lead the People Services/HR function, providing both strategic development and operational delivery. You will play a key role in the development, implementation and delivery of the RTB's People and Culture Strategy and have the opportunity to make significant impact. For the right candidate, this is an opportunity to deliver a tangible organisation transformation program, which will positively impact behaviours and culture.

Appointment to this position is on a permanent full-time basis and is subject to satisfactory completion of probation. The RTB will, following the competition process, form a panel for the post of Head of People Services & Culture, from which existing and future vacancies may be filled. This panel will comprise of all successful applicants in order of merit.

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

Role Context & Purpose

The RTB is currently going through substantive change. The Statement of Strategy for the period 2023-2025 commits the organisation to a programme of structural change, organisational improvement, and progressive digital transformation over the period to the end of 2025.

The recruitment of a Head of People Services and Culture is critical to providing the capabilities required to realise organisational objectives. The Head of People Services and Culture will support the Executive Leadership Team in delivering the RTB's ongoing organisation transformation and strategic development programme. They are expected to contribute actively to the implementation of the RTB's



organisational objectives, to the continuous improvement of the organisation in terms of its effectiveness and efficiency and to demonstrate behaviours consistent with the organisation's values.

Reporting Structure

The Director and 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: Registration & Customer Service; Compliance and Enforcement; Dispute Resolution Services; People Services & Culture (Human Resources) & Corporate Services; Information Governance; Legal Affairs, Communications and Engagement; Finance & Procurement; Information and Communications Technology (ICT). Each business area is managed by a team member at Assistant Principal level.

The RTB is currently engaged in a process to develop a new Target Operating Model (TOM) for the organisation. As part of this work, current structures are being fully reviewed against the background of a new strategy 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 Head of People Services and Culture will report directly to either the Director of the RTB or to a Deputy Director. The successful applicant will also advise and interact with the Executive Leadership Team and staff at all levels in respect of matters related to their areas of responsibility.

They will also be responsible for leading the People Services and Culture team of the RTB as well as the Corporate Services/Facilities Team. Currently this made up of 3 x Higher Executive Officers, 2 x Executive Officers, 1 x Services Officer and 1 Clerical Officer. However, under the TOM, this team is expected to grow and recruitment of same is expected to commence later in 2024.

Duties & Responsibilities

The successful candidate will take lead responsibility for provision of a high-performing People and Culture service and Facilities service to the organization. They will have broad experience across all areas of People Services and suitable recent experience working in a busy People Services or Human Resources department and can expect challenging yet rewarding work. The successful candidate will



have excellent communication and influencing skills, the ability to prioritise and manage a busy workload with conflicting deadlines and possess very strong attention to detail.

The Role:

- Develop and execute the People and Culture Strategy, enabling organisation transformation objectives and a positive workplace culture.
- Enable and enhance employee engagement.
- Oversee the implementation of appropriate technology to enable efficient people processes and data management.
- Drive a high-performance culture through strong performance management practices, partnering & coaching people managers to address performance challenges.
- Provide operational leadership to manage, review and develop the People Services function.
- Lead and mentor the People Services & Culture team, fostering continuous learning and building a high-performing team capable of supporting organisational goals.
- Provide advice and support on the organisation's people services policies, procedures, and practices and ensure effective implementation.
- Oversee all Employee Contractual arrangements.
- Implement strategies to mitigate employee relations risks, resolve conflicts effectively, foster a coaching culture among managers.
- Design and implement a Learning and Development Programme for employee growth and development.
- Design and implement an Employee Assessment and Development Framework to support future succession planning.
- Develop and implement strategies to enhance employee Health & Wellbeing.
- Responsibility for the corporate support to the organisation, including health and safety, facilities management, access, and climate action.

Strategic People Services Leadership

- Develop and implement people strategies aligned with the RTB's overall Strategic priorities, mission and values.
- Collaborate with the Executive and Senior management teams to ensure People Services /HR initiatives support people service priorities and objectives.



- Support the implementation of strategic initiatives as part of the strategic plan for all services.
- Develop and maintain a workforce plan for both the immediate and long-term staffing need and assure the appropriate approvals processes are in place.

Recruitment, Retention & Succession Planning

- Oversee the recruitment process, ensuring the organisation attracts and retains top talent.
- Develop and implement effective onboarding and employee development programs.
- Develop and implement succession planning strategies.
- Identify and nurture high-potential employees for leadership roles.

Employee Relations

- Foster positive employee relations and maintain a positive culture and healthy work environment.
- Advise and participate in the implementation of the grievance and disciplinary procedures and all aspects of employee relations within the RTB.
- Lead negotiations with staff and staff representative groups in relation to all employee relations, conflict resolution and personnel matters.

Employee Engagement, Wellness & Health & Safety

- Develop and implement strategies to enhance employee engagement and satisfaction.
- Conduct employee surveys and feedback mechanisms.
- Implement all areas of Health & Safety across the organisation.

Learning and Development

- Identify organisational training needs and coordinate professional development and leadership programs in consultation with management colleagues.
- Developing and administering an organisation wide training/education programme.
- Facilitate learning opportunities to enhance employee skills and competencies.

Diversity, Equity, and Inclusion (DEI)

- Lead efforts to promote diversity, equity, and inclusion within the organisation.
- Implement initiatives to create an inclusive workplace culture.



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

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

Eligibility Requirements

- Have at least 7 years experience in a similar role including management experience.
- Demonstrate possession of the essential skills/competencies identified as being essential for the role (see below);
- Be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Please see Appendix 3 for further information on eligibility to compete and certain restrictions on eligibility.

Essential Skills & Experience

All candidates **must:**

- Have at least 7 years experience in People Services/HR– including management experience;
- Strong understanding of employment laws and regulations;
- Have demonstrable experience in using People Services/HR systems;
- Have excellent people management skills in leading, managing and coaching a People Services/HR team to drive a high performance organisational culture that accommodates growth and highly dynamic expectations;
- Have substantial relevant experience in managing People Services/HR contracts and third party relationships;
- Have the ability to manage a range of People Services/HR projects types and complex business initiatives and change programmes;
- Have excellent proven and demonstrable decision-making, problem-solving, organisational, and time-management skills;
- Have a proven track record of developing and implementing standards, policies, procedures and guidelines;



- Possess excellent knowledge of Data Protection and GDPR Legislation;
- Have excellent communication, interpersonal & influencing skills and be able to have effective, open and constructive discussions with all around work issues.
- Have excellent Microsoft office skills.

Desirable Attributes

In addition to the essential requirements, it is **desirable** that candidates have:

- A minimum of either a NFQ level 7 in People Services/HR or a relevant business related discipline and CIPD certification.
- Experience working in an organisation that has undergone organisation transformation.
- Experience in a Corporate Services/Facilities role.
- Be passionate about culture, people, and recognition.
- Exceptional written and oral communication skills, utilising data effectively to support decision making.
- Extensive industrial relations experience.
- A track record in coaching and influencing managers.
- Proven experience in leading and managing a high performing People Services team.
- Experience in public sector People Services/HR Policies and Circulars.

PRINCIPAL CONDITIONS OF SERVICE

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

Tenure

The appointment is on a permanent basis as a public servant, subject to the satisfactory completion of the specified probationary period. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary period in appropriate circumstances.

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

- (i) has performed in a satisfactory manner; and



- (ii) has been satisfactory in general conduct.

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

The detail of the probationary process will be explained to the staff member by the RTB on commencement of employment. Notwithstanding the preceding paragraphs in this section, the probationary period may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts 1973 to 2005.

Location

The usual place of work will be RTB, O'Connell Bridge House, D'Olier Street, Dublin 2. The current offices are leased and thus it is possible that this location may change to another Dublin location in the future.

NOTE: Under the RTB's Blended Working Policy, all employees are required to attend at RTB offices on, at least, two days per week to be agreed with their line manager. Additional in-person attendance may also be required depending on role and business need.

Salary Scale

The salary scale for the position (rates effective from 01 January 2024) is as follows:

Assistant Principal Personal Pension Contribution (PPC) Salary Scale

€77,528	€80,383	€83,278	€86,182	€89,082	€90,754	€93,680 ¹	€96,617 ²
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This rate applies to new entrants and will also apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution.

Assistant Principal Non-Personal Pension Contribution Salary Scale

€74,888	€77,614	€79,117	€81,873	€84,629	€86,222	€88,997 ¹	€91,784 ²
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This rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 and who is not required to make a Personal Pension Contribution.

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

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



Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance increments may be payable in line with current Government policy.

Different terms and conditions may apply if, immediately before appointment, you are a currently serving civil/public servant.

Annual Leave

The annual leave allowance will be 30 working days per annum. This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays.

COMPETITION PROCESS

How to Apply

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

To apply, candidates must submit **ONE** document in **MS Word format** containing cover letter and CV together to Recruitment@rtb.ie. 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

Not exceeding one A4 pages.

Your letter should detail relevant key competencies and explain how you meet the requirements of this role in the RTB.

CV

Up to date CV **not exceeding three A4 pages**

See Appendix 2 for Guidance Note and sample CV layout.

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

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

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



Acknowledgement of Applications

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

Closing Date

Your application must be submitted **in the specified format** via email to recruitment@rtb.ie by **5pm, 17 May 2024**. Applications will not be accepted after this time.

Campaign Updates & Correspondence

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

The onus is on each applicant to ensure that they are in receipt of all communication from the RTB. You are advised to check your emails on a regular basis throughout the duration of the competition; in addition, being sure to check junk/spam folders should any emails be mistakenly filtered. The RTB accepts no responsibility for communication not accessed or received by an applicant.

Candidates should make themselves available on the date(s) specified by the RTB and should make sure that the contact details specified on their application are correct.

Selection Process

The selection process may include:

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

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

- reference verification
- pre-employment medical

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies. While candidates may meet the eligibility requirements of the competition, if the



numbers applying for the position are such that it would not be practical to interview everyone, the RTB may decide that a smaller number of applicants will only be called to interview. In this respect, the RTB provides for the employment of a short-listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position.

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

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

Competitive Interview

It is expected that interviews will take place at the end of May 2024. (*approximate date only*).

Interviews will be semi-structured in format, with candidates asked to provide examples of the competencies for the role as outlined in Appendix 1. We will endeavour to give as much notice as possible of interview dates and times.

References

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

General Data Protection Regulation (GDPR)

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



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

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

Candidates' Obligations

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

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

Candidates must not:

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

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

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

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



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

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

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

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

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

General Information

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



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

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



Appendix 1 – ASSISTANT PRINCIPAL OFFICER COMPETENCIES



Leadership	Actively contributes to the development of the strategies and policies of the Department/ Organisation
	Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise.
	Leads and maximises the contribution of the team as a whole
	Considers the effectiveness of outcomes in terms wider than own immediate area
	Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks
	Develops capability of others through feedback, coaching & creating opportunities for skills development
Analysis & Decision Making	Identifies and takes opportunities to exploit new and innovative service delivery channels
	Researches issues thoroughly, consulting appropriately to gather all information needed on an issue
	Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data)
	Integrates diverse strands of information, identifying inter-relationships and linkages
	Makes clear, timely and well-grounded decisions on important issues
	Considers the wider implications of decisions on a range of stakeholders
Management & Delivery of Results	Takes a firm position on issues s/he considers important
	Takes responsibility for challenging tasks and delivers on time and to a high standard
	Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances
	Ensures quality and efficient customer service is central to the work of the division
	Looks critically at issues to see how things can be done better
	Is open to new ideas initiatives and creative solutions to problems
	Ensures controls and performance measures are in place to deliver efficient and high value services
Interpersonal & Communication Skills	Effectively manages multiple projects
	Presents information in a confident, logical and convincing manner, verbally and in writing
	Encourages open and constructive discussions around work issues
	Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors
	Maintains poise and control when working to influence others
	Instils a strong focus on Customer Service in his/her area
	Develops and maintains a network of contacts to facilitate problem solving or information sharing
Specialist Knowledge, Expertise and Self Development	Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system
	Has a clear understanding of the roles, objectives and targets of self and the team and how they fit into the work of the unit and Department/ Organisation
	Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities
	Is considered an expert by stakeholders in own field/ area
Drive & Commitment to Public Service Values	Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role
	Is self-motivated and shows a desire to continuously perform at a high level
	Is personally honest and trustworthy and can be relied upon
	Ensures the citizen is at the heart of all services provided
	Through leading by example, fosters the highest standards of ethics and integrity



APPENDIX 2 - CV GUIDANCE NOTE

Your CV should be no longer than 4 A4 pages in length and should clearly state your relevant achievements and experience in your career to date. A sample CV is attached below for reference.

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

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

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

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



APPENDIX 2 (continued)

Name:

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

Career History

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

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

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

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

Education Details:

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

Other Training:

• Subject Training Body Year Completed

Professional Memberships etc:

• Level of Membership Professional Body / Association

Additional Information:

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APPENDIX 3 - ELIGIBILITY TO COMPETE

Citizenship

Eligible candidates must be:

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who 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.

*Please note that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent

Collective Agreement: Redundancy Payments to Public Servants

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

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

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

Incentivised Scheme for Early Retirement (ISER)

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



Department of Health and Children Circular (7/2010)

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

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

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

Declaration

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

Superannuation and Retirement

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

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



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

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

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

Pension Abatement

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

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

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



Department of Education and Skills Early Retirement Scheme for Teachers

Circular 102/2007

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

III-Health Retirement

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

Pension Accrual

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

Additional Superannuation Contribution

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

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

