



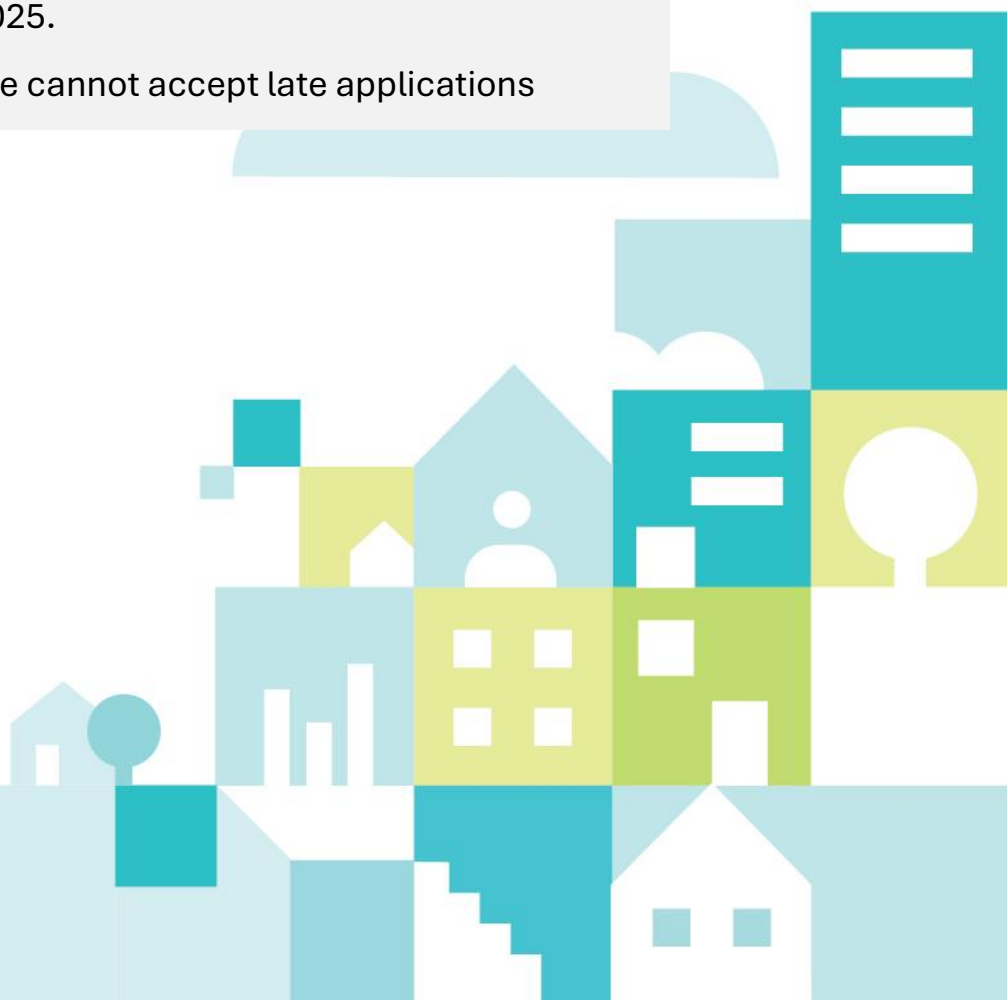
RTB

Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

Candidate Information

Booklet: Deputy Director

Role:	Deputy Director, Data Services and Technology (Principal Officer)
Term:	Permanent
Office:	Residential Tenancies Board
Location:	Dublin City Centre
Competition type:	Open competition
Closing date:	Apply before 3pm on Monday 30 th June 2025. We cannot accept late applications



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

The Residential Tenancies Board has engaged the services of Lansdowne Executive Search to run this competition.

All applications must be submitted directly to Lansdowne Executive Search



1) Who we are

The Residential Tenancies Board is an independent, public body established to regulate Ireland's rental sector. Our role covers four areas that include:

- Maintaining a national register of tenancies.
- Providing a dispute resolution service, primarily for landlords and tenants.
- Ensuring compliance with rental law.
- Providing information, research, data and insights to inform policy.

We operate under the auspices of the Department of Housing, Local Government and Heritage.

What we do

A healthy rental sector is a vital part of a well-functioning housing market. Our work is central to delivering this for Irish society.

Each year we:

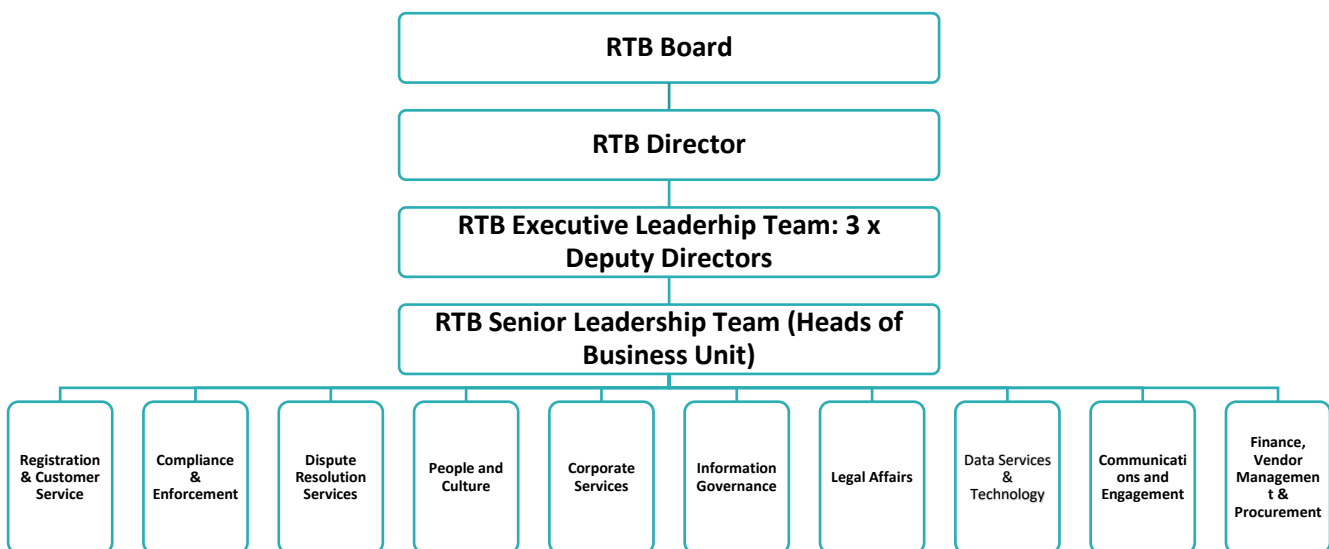
- Register over 300,000 private, Approved Housing Body, cost rental and student-specific accommodation tenancies.
- Resolve disputes between more than 9,000 landlords, tenants and neighbours.
- Run targeted compliance campaigns to ensure landlords are following rental law.
- Provide information on rental law to 700,000 visitors to our website.
- Publish four quarterly updates with the latest data on the state of Ireland's rental sector.

How we function

- **Staffing:** We have an approved staffing level of approximately 125 employees. We also outsource some business processing, legal and information technology functions to external providers.
- **Funding:** We are funded by tenancy registration fees, dispute fees and Government funding through the Department of Housing, Local Government and Heritage.
- **Priorities:** You can read about our strategic priorities in the RTB's Statement of Strategy 2023 – 2025 on our website.



Our organisation structure



2) Working with us

Equal opportunities

We are an equal opportunities employer. We are committed to employment policies, procedures and practices that do not discriminate because of a person's gender, civil status, family status, age, disability, race, religious belief, sexual orientation or membership of the Traveller community.

We aim to create a diverse, inclusive and rewarding place to work. We believe that we benefit from the different backgrounds, experiences and perspectives of our staff. We encourage talented people from all backgrounds to join our organisation.

Career development

As a Principal Officer at the RTB, you will have opportunities to grow your career and to experience a wide range of responsibilities. You will be a member of the RTB leadership team and deal directly with RTB staff, stakeholders and members of the public, helping to respond to their queries and to resolve issues. You may also have the opportunity to broaden your skillset by taking part in groups and projects outside of your formal duties.

At the RTB, we recognise and value the contribution of our staff, and we continually invest in their development. Our work environment supports staff and provides opportunities for personal and professional development.

Your work will make an important contribution to delivering a fair rental sector that works for the people of Ireland. You will work together with a team of experienced colleagues who are experts in rental law and regulation.

Benefits

Your benefits as a Principal Officer will include:

- Good base salary – public sector pay rates with incremental progression (Principal Officer level).
- Generous annual leave - 30 working days per year.
- Public sector pension scheme membership.
- Flexible working hours.
- Based in Dublin city centre, close to public transport.
- Career progression and cross-skilling opportunities.
- Support for learning and development through employer-sponsored academic education, paid study leave, and in-house training and development programmes.
- Access to Tax saver travel tickets
- Access to Bike-to-Work Scheme and bike storage.
- Access to Employee Assistance Service.

3) About the role

The Deputy Director, Data Service and Technology is a new executive management role within the RTB. They will be responsible for the overall leadership of the RTB's ICT Strategy implementation and development and will be overseeing the Vendor Management and Procurement function for the organisation.

The RTB is embarking on an extensive change journey, guided by its Strategy Statement 2023–2025. This period focuses on operational redesign, regulatory advancements, procurement improvements and a comprehensive digital transformation aimed at achieving a TOM by 2025. The appointed Deputy Director will be integral to overseeing the delivery of advanced digital services, enhancing procurement processes and facilitating significant organisational change through the use of technology.



Candidates must have a proven ability to lead, manage and perform to a high standard within a dynamic and evolving environment. They will have responsibility for the Board's digital and ICT requirements. The ideal candidate will have experience in ICT planning, digital and ICT service management and cyber security capability with a strong background in the delivery of technology transformation.

They will have demonstrated an ability to strategically manage third party service-providers and will have expertise in emerging digital technologies. They will have a history of delivering advice and guidance at senior management level.

Given the RTB's expanded remit since 2019, including increased demands for accurate data to support policy and public awareness, the Deputy Director must be adept in leading digital solutions, transformative projects, data management, and vendor partnerships. The successful candidate must demonstrate robust leadership, a proven ability to manage complex ICT initiatives, and a commitment to operational excellence. The RTB is seeking a candidate who has developed complex digital solutions that address customer, and stakeholder needs while enhancing organisational efficiency through innovative use and application of technology.

The Deputy Director will lead the design, development, deployment and support of digital services, driving the RTB's digital-first agenda. The role requires expertise in enterprise application development, organisational governance, programme and vendor management, stakeholder engagement and budget oversight at a senior level. The Deputy Director will also develop and implement a data strategy, with strong skills in data management, governance, procurement and leading organisational change. The role involves collaboration with the Board's ICT Committee and presentations to the RTB Board, Oireachtas, and housing committees, requiring adequate presenting skills.

Who will I report to?

This role will report to the Director of the RTB.

What will my responsibilities be in this role?

The key responsibilities of the Deputy Director, Data Services and Technology are:



- Responsibility for the overall leadership of the ICT Department and the strategic development of the digital capabilities of the RTB.
- Advising and regularly reporting to the ICT Steering Group, the management team and the Board on digital and ICT projects, expenditure and proposed initiatives.
- Overseeing the Vendor Management and Procurement team to drive improvements, ensure optimisation of procurement processes, and achieve operational excellence. This includes:
 - Providing strategic oversight to the Vendor Manager and Procurement team as they negotiate contracts, manage supplier relationships, and secure value-driven partnerships.
 - Ensuring the team maintains compliance with regulatory standards and aligns procurement activities with strategic objectives
 - Supporting process improvements led by the procurement team to streamline operations, minimize risks and optimize resource allocation.
- Managing the development, implementation and support for end-to-end business applications, digital solutions, infrastructure and networking services, ICT and cyber security as well as service delivery operations across a broad set of leading technologies and for a range of customer types, internal and external, businesses and individuals.
- Ensuring the adoption of effective project/portfolio/programme management approaches to deliver on-time and on budget solutions.
- Developing and implementing the RTB's ICT digital strategy and supporting its continuing development.
- Ensuring IT policies and procedures and protocols are up to date.
- Ensuring RTB ICT systems operate to the highest security standards, adhering to relevant security frameworks and maintaining the security posture of the RTB.
- Identifying, assessing and managing risks associated with the ICT environment, including cyber threats, data breaches and system failures, ensuring robust contingency plans are in place.
- Overseeing the management of ICT projects and services, leading the ICT department's activities by allocating resources appropriately to ensure the delivery and development of the services, whilst adhering to best practice.
- Regularly reviewing vendor performance to ensure that the RTB receives high-quality, value for money services.



- Regularly reviewing market conditions to ensure that the RTB is leveraging the best available technology solutions.
- Ensuring a quality end-user ICT experience for RTB customers and staff.
- Overseeing the management of data within the organisation, ensuring data is accurate, accessible and secure to achieve full compliance with the requirements of data protection/GDPR.
- Leading negotiations with the Office of the Government Chief Information Officer's (OGCIO) Digital Government Oversight Unit (DGOU) to secure approval for major new RTB digital/ICT programmes.
- Identifying a clear focus on optimising the application of technology for business value, identifying opportunities to improve the customer experience or create efficiencies for staff.
- Presenting updates, policies and strategy developments to the RTB's Board and Audit and Risk Committee.
- Reviewing and overseeing the RTB's digital and ICT expenditure, within budget.
- Overseeing the negotiation, implementation and management of ICT contracts, ensuring that service level agreements are met, and the organisation receives value for money.
- Directing the implementation of the Harnessing Digital and Connecting Government 2030: A Digital & ICT Strategy for Ireland's Public Service in the Office to ensure these strategies are aligned with the work of the RTB and its digital, ICT and data strategies.
- Working with and provide guidance to colleagues to ensure any changes and development align with overall public-sector policies and strategies.
- Such other duties as may be assigned from time to time.

Note: The functions and responsibilities assigned to this position may be changed from time to time based on organisational requirements. The person appointed must be flexible and be prepared to fulfil other roles and responsibilities at a similar level within the organisation. The responsibilities outlined in this job description should not be regarded as comprehensive in scope and may be added to or altered as required, in line with the business requirements of the organisation.



Am I eligible to apply?

To apply, at the closing date for this competition you must have:

- Significant ICT/digital management experience including leading teams, stakeholder engagement and managing resources at an appropriate scale and senior level.
- Significant experience of implementation/oversight and delivery of ICT services and solutions including project management, new systems, managing budgets, strategic management etc. including relevant experience of policy development.
- Demonstrable experience in driving ICT/digital enabled transformational change in a dynamic and complex environment.
- 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 the ability to render regular and efficient service.

Please note, under the Residential Tenancies Act (S.169(4)), a member of a local authority cannot become an RTB staff member. Members of the Oireachtas and representatives to the European Parliament are also precluded from becoming members of the RTB. For more information on eligibility for this role, please read Appendix 2.



Essential qualifications and experience

Similarly, at the closing date for this competition, you must have:

- A minimum of 5 years' relevant experience in an IT role of which three years has been in a senior IT management role.
- Candidate's qualifications combined with relevant experience **must** align with at least one of the profiles as set out below. The profiles, given in both tabular and text format, recognise that candidates will likely come from a variety of backgrounds in terms of both qualifications and relevant experience:

Option	A	B	C	D
NFQ Qualification level major award (or higher)	Level 6 in a relevant area of ICT/ digital transformation OR at least 3 professional qualifications at advanced/ professional or higher level – see below	Level 7 degree in relevant computing or computational discipline	Level 8 degree with computing or computational modules taken in final year	Level 8 degree in relevant computing or computational discipline
Number of years relevant ICT/ digital experience	10 years	7 years	7 years	5 years

- A)** 10 years directly relevant hands-on experience in ICT/ digital **combined with** either
- a Level 6 major award qualification on the NFQ, or higher, in a relevant area of ICT/ digital transformation
 - at least **3** professional qualifications at practitioner/ professional level, in a relevant area of ICT/ digital (see below for a range of examples that are considered relevant).

OR

- B)** A qualification at Level 7 on the NFQ major award (i.e. ordinary degree) in a relevant computing or computational discipline **combined with**
- 7 years of directly relevant ICT/digital experience.

OR

- C)** A qualification at Level 8 on the NFQ major award (i.e. honours degree), or higher, with computing/computational modules taken in the final year **combined with**

7 years of directly relevant ICT/digital experience.

OR

- D)** A qualification at Level 8 on the NFQ major award (i.e. honours degree), or higher, in a relevant computing or computational discipline **combined with** 5 years of directly relevant ICT/ digital experience.

Relevant professional qualifications which are considered appropriate for this role should be certified at advanced/ professional level, as confirmed by the relevant certifying party, and may include:

- Project management – e.g. Prince and PMI – practitioner level or above.
- Service management – e.g. ITIL – practitioner level or above.
- Other frameworks, methodologies and industry recognised certifications such as COBIT, iSAQB TOGAF, Lean Six Sigma, Agile, DevOps, CITA, IASA, CISSP, CompTIA, etc.
- Knowledge domain-specific awards such as the Special Purpose Award in Business Analysis at Level 8 on the NFQ.
- Vendor-based certifications, at the advanced/ professional/ practitioner level, which should be achieved within the past 5 years, including but not limited to:
 - Cisco professional-level certifications such as CCNP, or higher.
 - Microsoft MCSE, MCSD
 - Oracle OCP, and above
 - VMWare Certified Professional, or above
 - Check Point Certified Security Expert or above; and
 - Other industry recognised qualifications certified by Red Hat, Citrix, etc.

Please Note

1. Attendance at courses, without completion of an appropriately assessed and validated examination, will not be considered as valid qualifications.
2. It is the responsibility of candidates to provide evidence to support achievement of qualifications, and where the qualifications claimed are placed on the National Framework of Qualifications.
3. Qualifications/eligibility may not be verified by Lansdowne Executive Search/RTB until the final stage of the process. Therefore, those candidates who do not possess the eligibility requirements, and proceed with their application, are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign. An invitation to tests, interview or any element of the selection process is not acceptance of eligibility.



The ideal candidate shall demonstrate the ability to deliver on the following competencies:

Professional Knowledge and Experience

- Wide knowledge of digital and ICT technologies, practices and trends.
- Self-starter with ability to take ownership of tasks and projects and follow them through to completion.
- Excellent oral and written communication skills - with an ability to present to Board Level committees.
- Strong organisational and analytical skills and be able to demonstrate sound judgement and objectivity when approaching problem solving.
- Comprehensive understanding of governance and control frameworks.
- Ability to manage reporting lines and relationships with the ability to work effectively within a small team and across the organisation.

Managing and Delivering Results

- Takes personal responsibility for delivering results.
- Balances strategy and operational detail to meet RTB needs.
- Makes optimum use of resources and implements performance measures to deliver on objectives.
- Ensures the optimal use of ICT and new delivery models.
- Critically reviews projects and activities to ensure their effectiveness and that they meet RTB requirements.

Leadership, Direction and Team working skills

- Demonstrates effective leadership in a challenging and busy environment including a track record of the delivery of improvements through key initiatives.
- Ability to support, supervise and develop staff in a challenging environment within existing resources.
- Ability to work with multi-disciplinary team members and other stakeholders to facilitate high performance, developing and achieving clear and realistic objectives.
- Flexibility and adaptability to meet the requirements of the role.



Critical Analysis, Problem Solving & Decision Making

- Ability to demonstrate a clear decision-making framework and consider the impact of decisions before taking action.
- Ability to evaluate complex information/challenging situations from a variety of sources and make effective decisions.
- Significant experience in effective operational problem solving utilising an inclusive approach.

Building Relationships and Communication

- Proactively engages with colleagues at all levels of the organisation and across other Departments and organisations and builds strong professional networks; a capacity to proactively engage with RTB stakeholders.
- Ability to explain and express ideas in a convincing manner and actively liaise with individuals and groups both internally and externally.
- Influencing others builds consensus, gains co-operation from others to obtain information and accomplish goals.
- Excellent written communication skills including the ability to produce professional reports.

4) Key terms and conditions for this role

Below is an overview of the key terms and conditions for this role. If you are successful in this competition, your full terms and conditions will be set out in your employment contract.

Panel, term and probation period

At the end of this competition process, the RTB will form a panel for the post of Deputy Director, Data Services and Technology. We may fill current and future, permanent and specified or fixed-term Deputy Director Data Services and Technology vacancies from this panel.

The panel will include all successful applicants in order of merit. The panel will be remain in place for 12 months from the date it is established. If you are appointed from



the panel, this can be on a permanent or fixed-term basis as a public servant. We reserve the right not to use this panel to fill a Deputy Director Data Services & Technology role where a post requires specific skills. Any appointment is subject to successfully passing your probation period (standard probation period is 10 months). In certain situations, the RTB can extend your probationary period.

During your probation period, your line manager will review your performance to determine if you have:

- Performed in a satisfactory manner; and
- Been satisfactory in general conduct.

The RTB will decide if you have passed your probation based on your performance against the criteria above. We will explain our probation process in more detail to successful candidates when they begin work with the RTB. Notwithstanding the paragraphs in this section, your probation period can be ended at any time before the end of your contract term by you, or by the RTB, in line with the Minimum Notice and Terms of Employment Acts 1973 to 2005.

Location

Your usual place of work will be at RTB offices in O'Connell Bridge House, D'Olier Street, Dublin 2.

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. The RTB's Blended Working Policy is under review and current arrangements may change in the future.

****During the probation period, a minimum attendance of 3 days per week in the RTB office will be required.***



Salary Scale

The salary scale for the position (rates effective from 1st March 2025) is:

Principal Officer Personal Pension Contribution (PPC) Salary Scale

€104,971	€109,426	€113,845	€118,298	€122,054	€125,951 ¹	€129,841 ²
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This rate will apply if you are a new entrant. It will also apply if you are an existing civil or public servant appointed on or after 6th April 1995 and are required to make a personal pension contribution.

Deputy Director for Customer Service, Registration, and Dispute Resolution Non-Personal Pension Contribution Salary Scale

€99,723	€103,948	€108,149	€112,386	€115,953	€119,655 ¹	€123,349 ²
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This rate will apply if you are 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 highest point of the scale.

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

Please note: Entry will be at the first point of the scale. Your rate of pay cannot be negotiated and can change in line with Government pay policy. Increments may be paid in line with current Government policy, once your performance meets the standards set for this role. Different terms and conditions may apply to you if, immediately before appointment, you are a currently serving civil/public servant.



Annual leave

As a Deputy Director, Data Services and Technology, you will get 30 days of annual leave per year. Your annual allowance is subject to the usual conditions regarding the granting of annual leave. It is based on a 5-day week and does not include public holidays.



5) How our recruitment process works

We have engaged the services of Lansdowne Executive Search to run this competition.

Step 1: Send your CV and cover letter to apply before the closing date

- Send your cover letter and CV to us in **one MS Word document**.
- You must **send your CV and cover letter to sean.mcdonagh@lansdownesearch.ie by 3pm on Monday 30th June 2025**.
- We will not accept late applications, incomplete applications or applications that are not in the correct format.
- **Your cover letter should be just one A4 page**. It should explain how you meet the requirements for the role.
- **You CV should not be longer than three A4 pages**. Your CV should include:
 - Your name and contact details (address, email and phone number)
 - Your career history. For each role, you should describe your responsibilities, achievements and any responsibility you had for managing staff or budgets.
 - Your education and training history. For each qualification, you should describe where you studied, the award achieved and when.
 - Details of any professional memberships.
 - Details of your current salary and Civil/Public Service grade if applicable.

Step 2: Lansdowne Executive Search will acknowledge your application

- Lansdowne Executive Search will send you an email to acknowledge your application no later than 48 hours after you apply.
- If you do not receive an email to acknowledge your application in this time, please email sean.mcdonagh@lansdownesearch.ie

Step 3: Lansdowne Executive Search may send you updates on the recruitment process

- Lansdowne Executive Search will send you updates on the recruitment process to the personal email address provided in your CV.



- It is your responsibility to make sure you receive and read all updates from Lansdowne Executive Search. We recommend that you check your emails regularly and check your junk or spam folders.
- We do not accept responsibility for any communication that you fail to receive and read. It is your responsibility to ensure you provide the correct contact details.

Step 4: The RTB will shortlist applicants for interview

- Due to the large volume of applications, we usually receive, we do not interview all applicants who meet the eligibility requirements.
- Lansdowne Executive Search will review the CVs of all applicants who meet the eligibility criteria for the role.
- An expert board will then select a group for interview who, based on pre-determined criteria, appear from their CV and cover letter to be the most suitable for the position.
- It is your responsibility to ensure your CV clearly and accurately reflects your track record of achievements.
- If you are not shortlisted, this does not suggest you are unsuitable for the job. It may just mean there were candidates who, based on their application, appeared to be better qualified and / or had more relevant experience.
- Lansdowne Executive Search will email all applicants at the end of the shortlisting process to let you if we are inviting you to the next stage of competitive interviews.

Step 5: Lansdowne Executive Search will hold competitive interviews

- We plan to hold interview for this role in July 2025
- The interviews will be held in-person.
- The interview format will be semi-structured. We will ask you to provide examples of competencies for the role as detailed in Appendix 1.
- We will try to give as much notice as possible of interview dates and times.
- The recruitment process may also include second round interviews, technical tests, or psychometric testing.



Step 6: Lansdowne Executive Search will check your references if we are considering you for the role

- Lansdowne Executive Search will only contact your referees if we are considering offering you a role after the interview stage.
- You should start thinking about 2-3 people who could provide a reference for you.
- If you are offered a role with the RTB, Lansdowne Executive Search will need a reference from your current employer before we can appoint you.

Step 7: You can request a review if your application is unsuccessful

- Lansdowne Executive Search will consider a request for a review of your application following the codes of practice published by the Commission for Public Service on their website www.cpsa.ie.
- If you are unhappy with an action or decision on your application, you can ask Lansdowne Executive Search for feedback. They will do an initial internal review on why your application was unsuccessful. They will write to you about the outcome of this review.
- You must request this review no later than 5 working days after they notify you about the decision on your application.
- If you are not happy with the outcome of the initial review, you can request that it is referred to the RTB Director who will make a final decision. You must make this request no later than 2 working days after we let you know the outcome of the internal review. If the RTB Director is conflicted, they will appoint an external decision maker. The external decision maker will not be connected with the selection process. Their decision will be final.

Important information on the recruitment process

- If you are admitted to the recruitment process, invited to attend interview or if we notify you of a successful result, this does not imply that Lansdowne Executive Search/RTB are satisfied that you meet the requirements or that you are not disqualified by law from holding the position. It does not guarantee that your application will receive further consideration.
- It is your responsibility to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet the essential entry requirements but still attend for interview, you will be putting yourself to unnecessary expense.



- Before the RTB Selection Committee recommend a candidate for appointment, they will make all enquiries that are needed to determine your suitability for the role.
- If you canvass for this role, you will be disqualified from the competition.
- The RTB is not responsible for any expenses, including travel expenses that applicants incur as part of this competition.
- Candidates must not:
 - Knowingly or recklessly provide false information
 - Canvass any person with or without inducements
 - Interfere with or compromise the process in any way
 - A third party must not impersonate 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.
- If you do not attend for interview when and where required or if you do not provide evidence when requested in relation to your application, Lansdowne Executive Search will not give your application any further consideration.
- If you are recommended for appointment and decline, or, if you have accepted the role and later relinquish it, Lansdowne Executive Search may decide to select and recommend another person for appointment based on the results of this selection process.

General Data Protection Regulation (GDPR)

- When we receive your application, 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. The 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 DataProtection@rtb.ie.
- Subject to the provisions of the Freedom of Information Act 2014 applications will be treated in strictest confidence.



Appendix 1: Principal Officer Competencies



Effective Performance Indicators

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



Appendix 2: Eligibility to compete

Citizenship

Eligible candidates must be:

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

Collective Agreement: Redundancy Payments to Public Servants

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

Payments to Public Servants

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

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



Incentivised Scheme for Early Retirement (ISER)

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

Department of Health and Children Circular (7/2010)

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

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

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

Declaration

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



Superannuation and Retirement

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

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

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

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

Pension Abatement

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

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



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

Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007

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

Ill-Health Retirement

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

Pension Accrual

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



Additional Superannuation Contribution

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

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

