



CANDIDATE INFORMATION BOOKLET

ROLE TITLE:	Content Editor (Higher Executive Officer)
TENURE:	Permanent
OFFICE:	Residential Tenancies Board
LOCATION:	Dublin City Centre (hybrid)
COMPETITION TYPE:	Open Competition

Deadline for application: 5pm, Wednesday 18th September 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.

Under the Residential Tenancies Act 2004, as amended, and the Code of Practice for the Governance of State Bodies, the Board of the RTB is responsible for the overall governance of the organisation. The Board provides appropriate oversight and support to the Director and the staff of the organisation.

As a statutory body, the RTB is responsible for:

- the operation of the national registration system for all private, Approved Housing Body (AHB), student-specific accommodation (SSA) and cost rental residential tenancies;
- the 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;
- the active investigation of complaints about non-compliance with residential tenancies legislation and issuing of administrative/financial sanctions, where necessary;
- publishing the Quarterly Rent Indices for private rented accommodation, conducting research into the sector, and supporting the operation of the Rent Pressure Zone (RPZ) regime for controlling rent increases;
- the provision of policy advice to the Minister and Department of Housing, Local Government and Heritage;
- the provision of 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. Registration must be completed within one month of the anniversary of when the tenancy began. This brought significant change to the sector and has generated better quality and more information on trends and rent levels for the RTB.

Dispute Resolution Service

The RTB is the body responsible for dealing with the majority of disputes between landlords and tenants through the operation of its Dispute Resolution Service. This service offers a choice of resolution types to parties – mediation or adjudication. The outcome of the Dispute Resolution Service can be appealed to the RTB’s Tenancy Tribunal.

Investigation and Sanctions

The RTB has powers to investigate, and sanction, defined breaches of rental law by landlords (known as “improper conducts”). These investigations can be initiated either pro-actively by the RTB or on the basis of information received from a member of the public. An investigation may lead to a sanction of up to €15,000 and costs up to €15,000 being awarded against the landlord if they are found to have committed “improper conduct”. Income from monetary sanctions 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 Indices, which helps inform public policy while also allowing individuals to check and compare rents in particular locations.

Policy Advice

The RTB seeks to develop insights into the rental market to inform the Minister and other stakeholders as to the impact of policy changes and to help the RTB develop and refine its regulatory interventions.



The RTB's Mission and Values

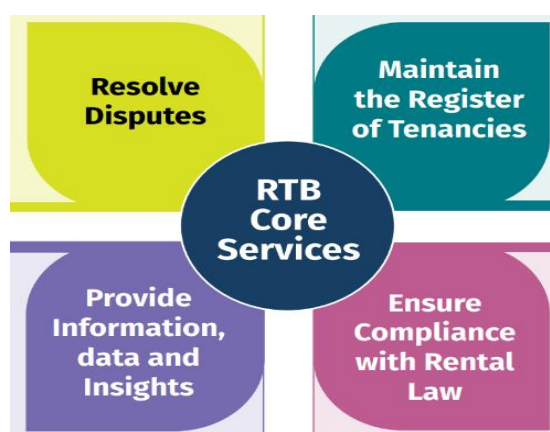
The RTB's Mission is *"To support the residential tenancy sector by registering tenancies, resolving disputes, ensuring compliance with rental law, and providing reliable information, data and insights to inform policy."*

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 compliment of 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 a Content Editor (Higher Executive Officer) 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 a Content Editor (Higher Executive Officer) 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 (Higher Executive Officer level);
- Generous annual leave - 29 working days per year rising to 30 days after 5 years' service at the grade;
- Public sector pension scheme membership;
- Flexible working hours and the potential to accrue flexi leave (up to 1.5 days leave per month);



- Based in Dublin city center, close to public transport;
- 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 currently required to attend the 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 currently under review.
- 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 – cost of travel ticket deducted from gross salary meaning tax savings;
- Access to Bike-to-Work Scheme and bike storage;
- Employee Assistance Service available to all staff.

JOB DESCRIPTION

Role Details

The RTB is seeking to appoint a Content Editor (Higher Executive Officer). Appointment to this position is on a permanent basis and is subject to satisfactory completion of probation. This position offers an opportunity for an enthusiastic and committed professional with excellent working knowledge and experience in developing high quality content to make a difference.

The RTB will, following the competition process, form a panel for the post of a Content Editor (Higher Executive Officer) 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. The RTB reserves the right not to use this panel to fill a Content Editor (Higher Executive Officer) role if it considers that the relevant post requires specific skills.



Role Context & Purpose

The Content Editor will be a key member of the Communications and Engagement Team at the RTB. We are looking for an accomplished writer and storyteller to develop high quality content for use across all RTB communication and engagement channels.

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 Content Editor (Higher Executive Officer) is critical to providing the capabilities required to realise organisational objectives.

The role of the Content Editor (Higher Executive Officer) is to work with the assigned line manager to contribute to the efficient functioning of the RTB as a highly capable regulator for the rental sector. The successful appointee will be responsible for contributing to the delivery of all elements of their business unit's mandate, including statutory functions, operational performance, financial management, people management and governance responsibilities.

The Content Editor (Higher Executive Officer) 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 & 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 Officer level.



The RTB is currently engaged in a process to develop a new Target Operating Model for the organisation. As part of this work, current structures are being fully reviewed against the background of 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 successful candidate will report directly to the RTB's Head of Communications and Engagement. 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.

Duties & Responsibilities

The Content Manager will work as part of the Communications and Engagement team in the RTB. The successful candidate will write clear, concise content for all RTB communication channels. Their work will make it easier for the public and key stakeholders to access the information and services they need through the RTB website and other communication channels.

The Content Editor will create content in a variety of formats including website content, fact sheets, FAQs, newsletters, press releases, presentations, emails, social media posts, video scripts and publications such as research reports and annual reports.

Duties will include:

- Creating high-quality written content that aligns with organisational objectives, brand guidelines and tone of voice
- Writing core content for the RTB website, working closely with RTB colleagues
- Writing video scripts and story boards
- Creating and delivering digital campaigns to promote RTB supports and services
- Developing weekly social media post plans
- Developing content plans and writing copy for quarterly newsletters
- Developing content plans and writing copy for the RTB's annual report
- Writing research summaries
- Writing factsheets and explainers on rental rights and responsibilities
- Speech writing for RTB events



Supplier Management:

The successful candidate will also liaise with suppliers to develop marketing assets and successfully implement campaigns. Duties will include:

- Preparing briefs for creative suppliers such as photographers, videographers and graphic designers.
- Providing feedback on work to ensure the delivery of high-quality final products such as publications and videos.

Stakeholder Management:

The successful candidate will liaise with colleagues across the RTB to develop marketing assets, campaigns and content. Duties will include:

- Working with business units to understand communication needs and to develop Plain English content.
- Providing training on Plain English principles to RTB colleagues.

People Management

Main responsibilities:

- Lead, organise and manage staff in the delivery of Communication and Engagement activities.
- Establish team goals and work with direct reports on strategies for executing, measuring progress and sharing results.
- Analyse and prioritise the workload of team members aligned to the different projects.
- Ensure staff are aware of the applicable legislation/organisational policies/business processes and are appropriately trained on role requirements.
- Manage and mentor other team members as required. Provide guidance in order to motivate and empower team members to achieve maximum performance.
- Manage the Performance Management Development System (PMDS) for direct reports, identifying personal training and support needs.

Other

- Deputise, when required, for the Head of Communications and Engagement ensuring the efficient running of the function.
- Take part in other RTB projects and initiatives as required.
- Attend and contribute to all relevant meetings as appropriate to the role.



- Act as the primary knowledge resource and key contact point in assigned organisational unit.
- Maintain strong, up-to-date knowledge of technical and legislative developments and regulations as related to business unit and disseminate this as required.

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

Each candidate must, on the latest date for receipt of completed application:

- Possess a degree or equivalent (minimum level 8) in Journalism / PR / Marketing / Communications.
- Have at least 3 - 5 years' relevant experience in a journalism, communications or other similar role.
- Be able to demonstrate possession of the skills/experience 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:**

- Excellent copy writing and editing skills
- Strong attention to detail, and a commitment to maintain and enforce high standards
- Understanding of editorial requirements, including SEO fundamentals
- Basic knowledge of digital marketing strategies, concepts and best practices
- Experience in all aspects of social media
- Excellent IT skills



- Strong relationship building and interpersonal skills
- Ability to collaborate across teams and disciplines, work independently, manage competing priorities, thrive under pressure and meet tight deadlines.

Desirable Attributes

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

- Plain English training
- Fluency in Irish language

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 1 June 2024) is as follows:

Higher Executive Officer Personal Pension Contribution (PPC) Salary Scale

€56,556	€58,209	€59,860	€61,509	€63,164	€64,812	€66,464	€68,849 ¹	€71,227 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.

Higher Executive Officer Non-Personal Pension Contribution Salary Scale

€53,865	€55,420	€56,971	€58,537	€60,103	€61,682	€63,249	€65,505 ¹	€67,768 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.

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 29 working days per annum rising to 30 days after 5 years of service. This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays.

COMPETITION PROCESS

How to Apply

All interested and eligible candidates should visit <https://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, Wednesday 18th September 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 dependent 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 in mid-September. 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 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 – Higher Executive 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
	Identifies and takes opportunities to exploit new and innovative service delivery channels
Analysis & Decision Making	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
	Takes a firm position on issues s/he considers important
Management & Delivery of Results	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
	Effectively manages multiple projects
Interpersonal & Communication Skills	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
	Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system
Specialist Knowledge, Expertise and Self Development	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
	Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role
Drive & Commitment to Public Service Values	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 3 A4 pages in length and should clearly state your relevant achievements and experience in your career to date. A sample CV is attached below for reference.

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

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

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

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



APPENDIX 2 (continued)

Name:

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

Career History

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

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

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

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

Education Details:

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

Other Training:

• Subject Training Body Year Completed

Professional Memberships etc:

• Level of Membership Professional Body / Association

Additional Information:

•



APPENDIX 3 - ELIGIBILITY TO COMPETE

Citizenship

Eligible candidates must be:

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

Department of Education and Skills Early Retirement Scheme for Teachers

Circular 102/2007

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

Ill-Health 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

