

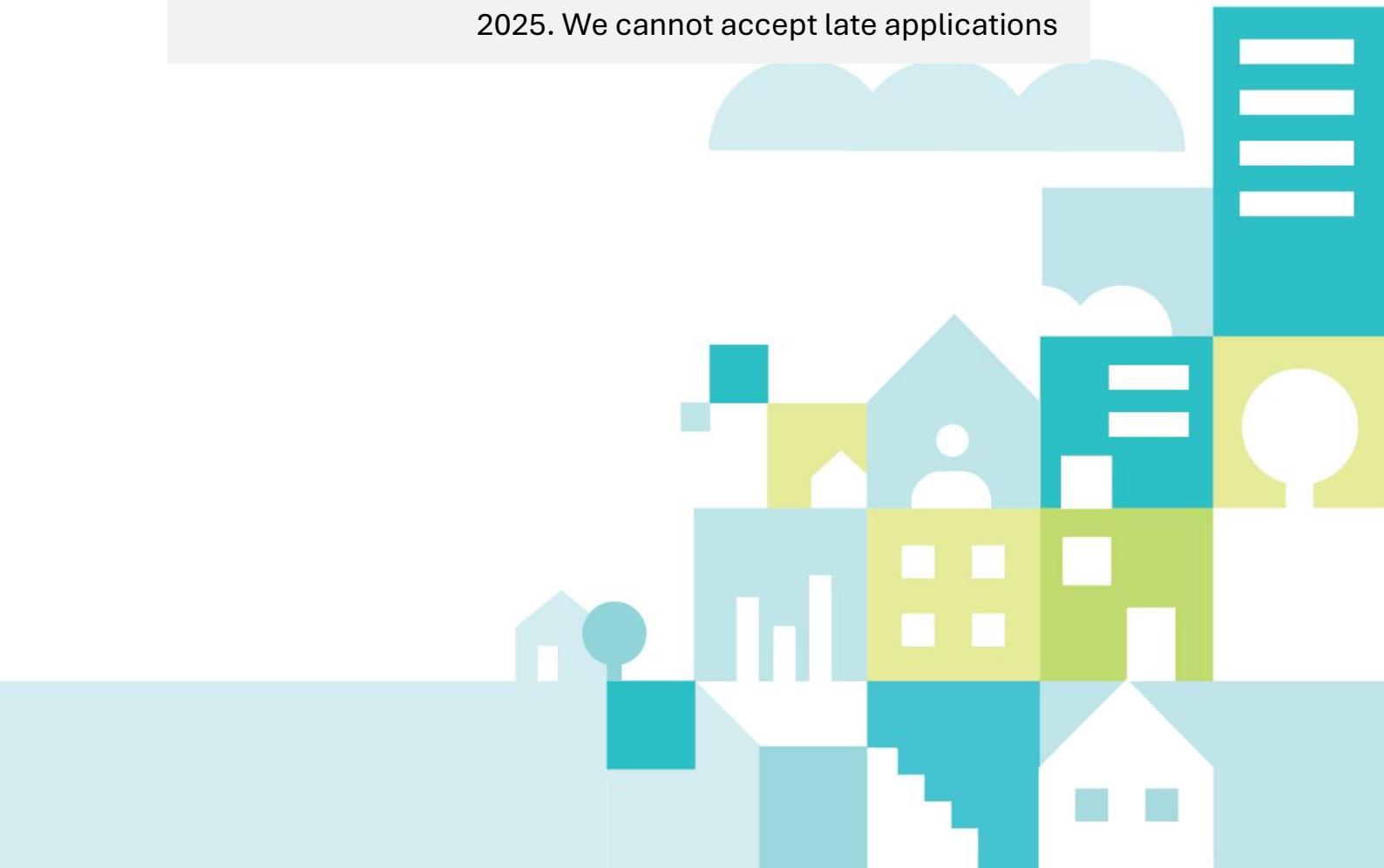


Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

Candidate Information

Booklet: Research Officer

Role:	Research Officer Engineer Grade III
Term:	Permanent
Office:	Residential Tenancies Board
Location:	Dublin City Centre
Competition type:	Open competition
Closing date:	Apply before 3pm on Friday 14 th November 2025. We cannot accept late applications



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1) Who we are

The Residential Tenancies Board (RTB) is an independent public body that regulates Ireland's rental sector. We work to deliver a fair rental system for everyone in Ireland.

In our role, we:

- Inform tenants and landlords about their rights and responsibilities
- Ensure landlords register tenancies and follow rental law
- Help to resolve tenancy disputes
- Provide trusted data and insights to inform rental sector policy
- We are committed to delivering quality services that make the rental sector fairer and easier to navigate.

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:

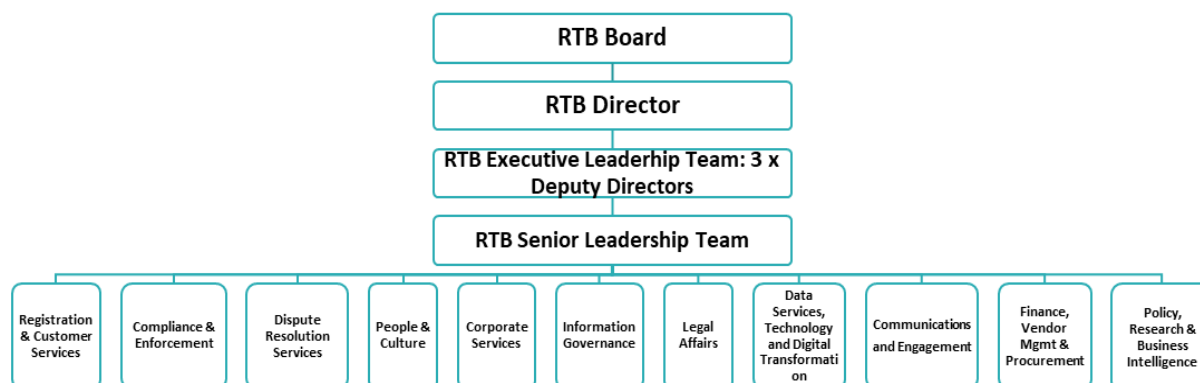
- Register over 300,000 private, Approved Housing Body, cost rental and student-specific accommodation tenancies.
- Resolve disputes between more than 9,000 landlords, tenants and neighbours.
- Run targeted compliance campaigns to ensure landlords are following rental law.
- Provide information on rental 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 Research Officer at the RTB, you will have opportunities to grow your career and to experience a wide range of responsibilities. You will 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.

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.

Your benefits as a Research Officer will include:

- ### 3) About the role

The successful candidate will manage and support a wide range of research projects, using both quantitative and qualitative methods to generate insights that guide decision-making across the organisation. Their work will help ensure that RTB's services and strategies are grounded in robust data and aligned with the evolving needs of tenants, landlords, and policymakers.

The role involves working with data and research to support housing policy. The successful candidate will collaborate with colleagues and external partners, manage commissioned research, and help communicate findings in clear and accessible ways.

This is an opportunity for a skilled researcher to contribute to meaningful policy development and help improve the rental sector across Ireland. By joining the RTB, the successful candidate will work alongside experienced professionals and play a central role in shaping the future of the rental sector through data-driven insights.

Who will I report to?

As a Research Officer, you will report directly to the Senior Research and Policy Manager (or other nominated person) in the business unit where you work.

What will my responsibilities be in this role?

Working closely with colleagues and your line manager, your duties may include:

- Development and delivery of the RTB research programme in line with the RTB Strategic Priorities.
- Managing and undertaking quantitative and qualitative research projects. This will involve development of research proposals, research design, data collection, consultations, high quality report writing, presentation of findings to a wide variety of stakeholders, and development of dissemination strategies.
- Managing commissioned research and the development of quotes, tenders, and research proposals.
- Project managing longitudinal research projects on the rental sector in Ireland to ensure the successful completion by external suppliers.
- Manage requests for RTB Data.
- Prepare and deliver presentations to internal and external audiences as required.
- Engagement with RTB Communications Team to promote and maximise the dissemination of findings.
- Engage with other researchers and organisations to support the use of RTB data to produce relevant research outputs.
- Your responsibilities may change to respond to business needs.

Am I eligible to apply?

To apply, you must:

- Possess a degree or equivalent (minimum level 8) in social science, economics, statistics, data analytics or a related discipline
- or



- have at least 3 years' professional experience in one or more of these areas.
- Be able to demonstrate possession of the skills/experience identified as being essential for the role (see below)
- Be in a state of health that indicates a reasonable prospect of being able to provide 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 skills and experience

The candidate must have the following essential skills and experience:

- Proficiency in data analysis, reporting, and visualisation tools.
- Strong report writing and communication skills, with the ability to present complex findings clearly.
- Experience in designing and managing research projects, including both qualitative and quantitative approaches.
- Ability to analyse information from diverse sources into balanced, evidence-based insights.
- Proven project management skills, with the ability to meet deadlines and adapt to changing priorities.
- Excellent interpersonal skills, with the ability to build relationships across internal teams and external stakeholders.
- A solid understanding of GDPR and data protection obligations in research contexts.
- Capacity to work collaboratively in a team environment, while managing multiple projects independently.

Desirable attributes

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

- Knowledge of Irish and/or European rental legislation and housing policy, with an understanding of how they impact the rental sector.
- Familiarity with the Irish housing sector, including current trends, challenges, and opportunities.



- Experience using business intelligence tools such as Power BI to create data visualisations and dashboards.
- Experience using Microsoft SQL to support advanced data analysis and reporting.
- A proactive mindset with the ability to identify emerging issues and contribute to strategic thinking within the organisation.
- A commitment to continuous learning and innovation, especially in applying new research techniques and technologies.

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 Research Officer. We may fill current and future, permanent and specified or fixed-term Research Officer 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 Research Officer role where a post requires specific skills. Any appointment is subject to successfully passing your probation period. 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 (10 months), 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 August 2025) is:

Engineer Grade III and Professional Accountant Grade III Personal Pension Contribution (PPC) Salary Scale

€39,474	€41,996	€42,670	€46,036	€49,413	€52,824	€56,392	€58,645	€60,908
€63,191	€65,460	€67,736	€70,011	€72,279	€74,567	€77,094 ¹	€79,618 ²	

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.

Engineer Grade III and Professional Accountant Grade III Non-Personal Pension Contribution Salary Scale

€41,211	€44,056	€47,265	€50,468	€53,742	€55,854	€57,990	€60,140	€62,295
€64,459	€66,617	€68,776	€70,939	€73,352 ¹	€75,750 ²			

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.

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.

Annual leave

As a Research Officer, you will get 25 days of annual leave per year rising to 29 after 5 years' service and to 30 after 10 years' service. 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.

Please note: Different terms and conditions in terms of salary and annual leave entitlements may apply to you if, immediately before appointment, you are a currently serving civil/public servant. Please contact recruitment@rtb.ie for further information.



5) How our recruitment process works

Step 1: Send us 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 recruitment@rtb.ie by 3pm on Friday 14th November 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: We will acknowledge your application

- We 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 recruitment@rtb.ie.

Step 3: We may send you updates on the recruitment process

- We 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 the RTB. 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: We 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.
- We 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.
- We 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: We will hold competitive interviews

- We plan to hold interview for this role in late November.
- The interviews will be held in-person in RTB offices.
- 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.

Step 6: We will check your references if we are considering you for the role

- We 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, we 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

- We 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 us for feedback, where the selection is managed by the RTB. Our People & Culture Unit will do an initial internal review on why your application was unsuccessful. We will write to you about the outcome of this review.
- You must request this review no later than 5 working days after we 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 the RTB is 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 we recommend a candidate for appointment, we 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 by the RTB or if you do not provide evidence when requested by the RTB in relation to your application, the RTB 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, the RTB 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: Competencies

People Management	Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
	Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
	Values and supports the development of others and the team
	Encourages and supports new and more effective ways of working
	Deals with tensions within the team in a constructive fashion
	Encourages, listens to and acts on feedback from the team to make improvements
	Actively shares information, knowledge and expertise to help the team to meet its objectives
Analysis & Decision Making	Effectively deals with a wide range of information sources, investigating all relevant issues
	Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc
	Identifies and understands key issues and trends
	Correctly extracts & interprets numerical information, conducting accurate numerical calculations
	Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence
Delivery of Results	Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
	Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
	Constructively challenges existing approaches to improve efficient customer service delivery
	Accurately estimates time parameters for project, making contingencies to overcome obstacles
	Minimises errors, reviewing learning and ensuring remedies are in place
	Maximises the input of own team in ensuring effective delivery of results
	Ensures proper service delivery procedures/protocols/reviews are in place and implemented
Interpersonal & Communication Skills	Modifies communication approach to suit the needs of a situation/ audience
	Actively listens to the views of others
	Liaises with other groups to gain co-operation.
	Negotiates, where necessary, in order to reach a satisfactory outcome
	Maintains a focus on dealing with customers in an effective, efficient and respectful manner
	Is assertive and professional when dealing with challenging issues
	Expresses self in a clear and articulate manner when speaking and in writing
Specialist Knowledge, Expertise and Self Development	Displays high levels of skills/ expertise in own area and provides guidance to colleagues
	Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team
	Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team
Drive & Commitment to Public Service Values	Is committed to the role, consistently striving to perform at a high level
	Demonstrates flexibility and openness to change
	Is resilient and perseveres to obtain objectives despite obstacles or setbacks
	Ensures that customer service is at the heart of own/team work
	Is personally honest and trustworthy
	Acts with integrity and encourages this in others



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

