



An tSeirbhís um Cheapacháin Phoiblí
Public Appointments Service

INFORMATION BOOKLET FOR CANDIDATES

Open competition for appointment to the position of:

ADMINISTRATIVE OFFICER 2018

in the areas of

**Human Resources
Business/Finance
Industrial and Employee Relations
General**

CID 18203904

Closing Date: 3pm on Thursday 11th October 2018

The Public Appointments Service is committed to a policy of equal opportunity.

The Public Appointments Service and employing Departments/ Offices will run this competition in compliance with the Code of Practice for appointment to positions in the civil service and public service, prepared by the Commission for Public Service Appointments (CPSA) and available on www.cpsa.ie

PUBLIC APPOINTMENTS SERVICE, CHAPTER HOUSE
26 – 30 ABBEY STREET UPPER, DUBLIN 1
www.publicjobs.ie

Email: eoandgraduate@publicjobs.ie

INTRODUCTION

The Civil Service assists Government in the formulation of policies over the whole range of Government activities by means of thorough and detailed analysis of existing policies and programmes and the identification of viable alternatives. The Civil Service is also responsible for giving effect to Government decisions through the delivery of services to the public in a prompt and efficient manner.

The environment within which this role must be undertaken is very complex, and high administrative standards are required to meet the considerable challenges of the present time. Citizens and businesses rightly expect continuous improvement in services which are delivered faster, better and more cost effectively.

The Administrative Officer (AO) is the main graduate recruitment grade for the Civil Service and provides successful candidates with the opportunity to progress to middle management. As an AO, you would have a crucial role in policy and strategy formulation across the spectrum of economic, financial, international, environmental and social issues.

The Civil Service is looking for people with the potential to take on high level responsibilities in the management of public services and the analysis of public policy issues. As the business, economic and social environment becomes more complex and demanding, there is an increasing need to ensure that a wider range of skills is available within Departments and Offices. On this occasion the Civil Service is recruiting people who possess particular qualifications, skills and competencies in the following areas:

1. Human Resources
2. Business/Finance
3. Industrial and Employee Relations
4. General

To apply you must have a minimum Level 8 on the National Framework of Qualifications (Honours Bachelor Degree level). Applicants for the specialist streams identified above must have a minimum Level 8 qualification specific to the area for which they are applying. Consideration may be given to relevant qualifications as deemed equivalent by the Public Appointments Service. In addition to having achieved a high standard of education, effective AO candidates should demonstrate:

- excellent communication (oral and written), presentation and interpersonal skills
- the capacity to carry out research, analysis and problem solving
- experience of effective team-working and delivering to tight deadlines
- the capacity to work in a multidisciplinary environment and exhibit leadership potential
- the capacity to show initiative while working with minimal supervision
- evidence of working on projects and producing results within budget and deadlines.

It is expected that from the outset, newly recruited AOs will be able to make a substantive contribution to the work of the Civil Service. While training is to a significant extent “on the job”, induction and training courses in specific skills and areas of work will be provided to assist you to become familiar with the public sector.

It is envisaged that these graduate recruitment opportunities will arise across a range of Departments including the Department of Finance and the Department of Public Expenditure and Reform.

Selection for the position of AO involves a demanding application and assessment process that may take place over a period of time. However, the Public Appointments Service will make the process as transparent as possible and will keep applicants informed as they progress through the selection process.

A detailed description of the competencies expected of all AOs is set out in Appendix 1. In addition, specific requirements for each of the streams being recruited are set out in more detail in this booklet.

The onus is on the candidate to ensure that they satisfy the essential eligibility requirements for the positions for which they are applying. Candidates are required to confirm at application stage that they hold the required qualifications. Admission to the competition does not imply acceptance that a candidate is eligible to compete in the competition.

SUMMARY CONDITIONS OF SERVICE

Starting Salary: €31,848

Annual Leave: 25 Days

Hours of attendance: 43 hours and 15 minutes gross per week

For more detailed information please view the Conditions of Service here. [Principal Conditions of Service.doc](#)

Eligibility Requirements

Qualifications/eligibility may not be confirmed until the final stage of the process, therefore, those candidates who do not possess the essential requirements and proceed with their application are putting themselves to unnecessary effort/expense and will not be offered a position from this competition.

Please note that, given the volume of applications, PAS is not in a position to consider or offer advice on the qualifications/eligibility of individuals unless they come under consideration. The onus is on the candidate to ensure they fulfil the eligibility requirements set out above. PAS reserves the right to deem an applicant ineligible at any stage if it is apparent that the candidate does not hold the required eligibility/qualifications e.g. from the submitted application form. Candidates who come under consideration following the final selection stage will be required to provide documentary evidence of their eligibility, including qualifications.

Candidates who are unable to show that they hold the required qualifications may be withdrawn from the competition at any stage. An invitation to tests, interview or any element of the selection process is not acceptance of eligibility.

Health & Character

Candidates must be in good health, capable and competent of carrying out the work assigned to them, and they must also be of good character. Those under consideration for a position will be required to complete a health and character declaration. References will be sought. Some posts will require special security clearance and will require completion of a form for Garda vetting purposes. In the event of conflicts of interest, candidates may not be considered for certain posts.

Eligibility to Compete and Certain Restrictions on Eligibility

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply. **To qualify candidates must be citizens of the EEA by the date of any job offer.**

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. 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 Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a

period of 7 years. 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. 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.

ADMINISTRATIVE OFFICER POSITIONS

1. Administrative Officer (Human Resources)

There is a significant amount of change underway in the Civil Service in our management and delivery of HR services. The Administrative Officer (HR) role is designed to provide the link between strategic and operational work of HR units in Departments. The Administrative Officer (HR) will be expected to support Departmental HR teams in achieving key organisational objectives through the successful implementation of local HR strategies.

The Administrative Officer (HR) role may include a focus on strategic and/or operational activity in the areas of:

- Talent Management
- Workforce planning and career management
- Recruitment and mobility
- Employee relations and industrial relations
- Performance management
- Learning and development
- Change management and organisational development
- Employee engagement

The Administrative Officer (HR) may also be responsible for managing relationships with relevant stakeholders, including PeoplePoint (the Civil Service HR shared service), and overseeing the successful completion of general day to day HR activities as required at Departmental level.

Essential Requirements

Applicants for these positions must, on or before the 31st December, 2018 have achieved:

- (i) A primary honours degree (minimum Level 8 on the National Framework of Qualifications) in Human Resource Management

OR

- (ii) A Masters degree (minimum Level 9 on the National Framework of Qualifications) in Human Resource Management (for applicants that do not have a primary degree in Human Resource Management)

AND

- (i) demonstrate the competencies outlined in Appendix 1. It is expected that from the outset, newly-recruited graduates will be able to make a substantive contribution to the work of the Public Service. While training is to a significant extent 'on the job', induction and training courses in specific skills and areas of work will be provided to assist you to become familiar with the public sector.

Desirable

Ideally, applicants should also possess the following:

- Two years high level work experience in a HR role
- CIPD membership (or membership of a relevant professional body)

2. Administrative Officer (Business/Finance)

An Administrative Officer (Business/Finance) may be involved in assessing and advising on national and international financial developments and providing policy advice designed to support the Government's social and economic policy objectives. He/she may also be required to advise and brief senior management and Ministers on financial and business policies and contribute to the drafting of, and passage through the Oireachtas, of legislation concerning financial issues.

He/she may also be required to monitor and report on the financial performance of individual financial institutions and may be required to provide support and advice on their area of responsibilities including: preparation of financial models, risk analysis and developing appropriate methodologies.

Financial policies have a key role to play in the continued development of the Irish economy and the maintenance of our international competitiveness.

The main areas of involvement for an Administrative Officer (Business/Finance) include:

- assessing and advising on financial developments, including strategic developments in international financial services, financial stability and regulatory issues
- the development and implementation of strategies at EU/Euro area level and internationally in relation to economic, fiscal and financial policy formulation
- contributing to the preparation of pre-budget submissions for the Minister for Finance
- contributing to the preparation of economic and domestic and international tax policy analysis
- supporting the continued development of effective and efficient regulatory systems for financial services
- drafting and preparing legislation, including the Finance Bill
- developing national and EU/International policy and legislation in relation to the financial services sector and managing the transposition of EU directives
- preparation of advice and briefing for senior management and Ministers on financial and business topics arising in a national, EU, or global context
- Government accounting (policy & standards etc), internal financial control, Management Information Systems
- assisting in preparation of financial models, valuation materials and risk research and analysis
- review of transaction and due diligence documentation
- monitoring and reporting on the financial performance of individual financial institutions
- development and monitoring of execution of organisational strategy and divisional business plans

Essential Requirements:

Applicants for these positions must, on or before the 31st December, 2018 have:

- (i) achieved a primary honours degree (minimum Level 8 on the National Framework of Qualifications), having taken Business, Economics, Accounting or another financial discipline as a major subject in the final degree examination

OR

- (ii) qualified as an Accountant and be a member of a recognised body of accountants, or be entitled to such membership (having attained a standard in the final examination that is acceptable to the Public Appointments Service as meeting the needs of the competition)

AND

- (ii) demonstrate the competencies outlined in Appendix 1. It is expected that from the outset, newly-recruited graduates will be able to make a substantive contribution to the work of the

Public Service. While training is to a significant extent 'on the job', induction and training courses in specific skills and areas of work will be provided to assist you to become familiar with the public sector.

Desirable:

Ideally, applicants should also have the following:

- A further relevant qualification such as Chartered Financial Analyst (CFA); a Professional Accountancy Qualification or a Masters in Business Administration (MBA)
- Work experience in relevant areas may also be an advantage for particular posts e.g. business, finance, insurance, legal, legislation, an EU institution, financial regulation, competition work, compliance, accountancy or financial analysis, areas of credit and risk management, treasury, debt capital markets, corporate banking, restructuring and corporate finance.

3. ADMINISTRATIVE OFFICER (INDUSTRIAL AND EMPLOYEE RELATIONS)

The Civil Service Industrial and Employee Relations Graduate Programme is a new and exciting initiative which aims to support the development of IR Executives who can operate across the Civil Service in the management of industrial and employee relations matters. The programme combines practical work experience across diverse Civil Service departments and the Workplace Relations Commission with an opportunity to gain a specialised qualification in the area of industrial and employee relations. Participants will have the opportunity to pursue a professional career path in the Civil Service and gain the skills and knowledge required to effectively manage industrial and employee relations in a complex and diverse environment.

The programme runs over two years and involves three work experience rotations of 8 months each in duration. Programme participants will also have the opportunity to engage in subject-specific masterclasses delivered by industry experts. The Industrial and Employee Relations graduate programme is a paid learning and development programme and provides an excellent opportunity for graduates to gain experience, develop skills and pursue a career in the field of industrial and employee relations.

Essential Requirements:

Applicants for these positions must, on or before the 31st December, 2018, have achieved:

1. (i) A primary honours degree (minimum Level 8 on the National Framework of Qualifications) in Human Resource Management, Industrial Relations, Business Studies, Legal Studies and/or other HR related disciplines

OR

- (ii) A Masters degree level qualification (minimum Level 9 on the National Framework of Qualifications) in Human Resource Management, Industrial Relations, Business Studies, Legal Studies and/or other HR related disciplines

AND

- (iii) demonstrate the competencies outlined in Appendix 1. It is expected that from the outset, newly-recruited graduates will be able to make a substantive contribution to the work of the Public Service. While training is to a significant extent 'on the job', induction and training courses in specific skills and areas of work will be provided to assist you to become familiar with the public sector.

Desirable:

Ideally, applicants should also possess the following:

- Experience of working in a human resource management or industrial relations environment.

[Additional information about the Industrial and Employee Relations Graduate Programme](#)

4. ADMINISTRATIVE OFFICER (GENERAL)

Opportunities for Administrative Officer (General) are likely to arise across a number of Departments and Offices in the Civil Service. As an AO, you would have a crucial role in policy and strategy formulation across the spectrum of economic, financial, international, environmental and social issues. Assignments may also be made to support functions e.g. Facilities Management and Corporate Affairs.

Essential Requirements:

Applicants for these positions must, on or before the 31st December, 2018:

- (iv) have achieved a primary honours degree (minimum Level 8 on the National Framework of Qualifications)

AND

- (v) demonstrate the competencies outlined in Appendix 1. It is expected that from the outset, newly-recruited graduates will be able to make a substantive contribution to the work of the Public Service. While training is to a significant extent 'on the job', induction and training courses in specific skills and areas of work will be provided to assist you to become familiar with the public sector.

The Application and Selection Process

Practical Matters

- Applications should be made online through www.publicjobs.ie.
- To apply, candidates must have a “User Account” on www.publicjobs.ie. If you have not already done so, you must click Login on the publicjobs homepage and register as a ‘**New User**’ to create your Profile (register a New Account).
- If you cannot remember your profile details please do not create a second profile as this could invalidate your application.
- Candidates should not confuse registering (Creating a Profile) with submitting an application. Once you have created a Profile you must then access the application form, complete and submit it.

Username / Password issues

If you have forgotten your Username or Password please click on the following link:
<https://www.publicjobs.ie/candidateportal/home/forgottenDetail.do>

How to contact PAS?

If you continue to have ‘User Name’ or ‘Password’ difficulties please email PAS at eoandgraduate@publicjobs.ie outlining your issue and giving your name and contact details including a telephone number where you can be reached.

Candidates should note that support will only be available during office hours until the closing date.

- Candidates must use **their own** valid email address. Email addresses from third parties will **not** be accepted and may invalidate your application. PAS will only communicate application information with the candidate and not with any third party.
- It is important that you keep note of your username and password as you will need this information to access your Publicjobs Messageboard.
- It is strongly recommended that you do not change your email address or mobile phone number in the course of this recruitment competition, as any email/text message notification will be sent to the email address/telephone number originally supplied by you.
- Interaction with candidates during the selection process will primarily be conducted online. PAS will send most communication through your Publicjobs Messageboard. Check your Messageboard on a regular basis as email notifications of updates/tests issued to your Messageboard may sometimes be filtered into your Junk/Spam email folders (or ‘Promotions’ in the case of gmail). You are also advised to check all these folders regularly.
- PAS accepts no responsibility for communication not accessed or received by an applicant. They must ensure that they regularly check their Messageboard and access all communications from the PAS.

- If invited to tests and/or interview, the onus is on each applicant to make themselves available on the date(s) specified by the PAS. If you do not attend on the specified date/time you will be deemed withdrawn from the competition.

Please note that in parallel with the General AO, other separate streams are being recruited for using the same application form. If applying for any of these, please ensure that you meet the eligibility requirements and submit only one application form indicating the stream(s) you wish to be considered for. The onus is on the candidate to select the correct stream(s).

How to Apply

Click on the button 'Apply now' to access the application form. This button is located at the end of the job posting page for Administrative Officer on www.publicjobs.ie. You must complete the application form in full and click the submit button.

If you are using the "Chrome" web browser and see a white page containing the message '**please wait...**', when you attempt to download the PDF application form, shut Chrome down temporarily and double click on the PDF application form icon in the 'Downloads' folder. Alternatively, right click on the PDF form icon and select 'Open With' from the drop down menu, then select 'Adobe'. You should also ensure Adobe has been set as your default PDF reader.

Once you have submitted your application form you should return to your publicjobs account and confirm that it has been successfully submitted via '**My Applications**'. You should review your submitted form and ensure that it is fully completed and correct. At this point you should consider adding publicjobs.ie to your safe senders or contact list within your email account to avoid not receiving email because a *publicjobs* email has been blocked.

Only fully completed and submitted applications will be accepted into the competition. The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that the PAS or other body is satisfied that such a person fulfils the requirements.

Only one application per person is permitted.

Closing Date

The closing date for receipt of completed applications is **3pm on Thursday 11th October, 2018.**

Applications will not be accepted after the closing date.

If you do not receive an acknowledgement of receipt of your application within two working days of applying, please check your Junk/Spam folders as email notifications may sometimes be filtered into these email folders (or 'Promotions' in the case of Gmail). In the event that the acknowledgement is still not received please email eoandgraduate@publicjobs.ie including your name, candidate ID and contact details. Candidates should note that support will be available during office hours until the closing date.

Selection Process

The selection process for this competition will comprise a number of elements. These may include one or more of the following:

- Completion of an online Assessment Questionnaire;
- Online and/or paper-based assessment test(s);
- Short listing;

- An online video interview;
- Language tests (oral and/or written), e.g. in the case of applicants for Functional Bilingual positions in the Irish and/or Foreign language streams;
- Interview(s);
- Presentation/Analysis exercise;
- Work sample test or any other tests or exercises that may be deemed appropriate.

Applicants must successfully compete and be placed highest, in order to be considered for advancement to the next stage of the multi stage selection process. The number to be invited forward at each stage will be determined from time to time by the Public Appointments Service.

Shortlisting

Normally the number of applications received exceeds the numbers required to fill existing and future vacancies. While you may meet the eligibility requirements of the competition, if the numbers applying for the positions are such that it would not be practical to interview everyone, the Public Appointments Service may decide that a number only will be called to interview. In this respect, the Public Appointments Service provide 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. This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that there are some candidates who are, *prima facie*, better qualified and/or have more relevant experience.

During any short listing exercise that may be employed, the Public Appointments Service are guided by an assessment board(s) who examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interests to provide a detailed and accurate account of your qualifications/ experience on the application form.

Stage 1: On-line Assessment

To facilitate candidates' availability and circumstances, stage 1 of the selection process will be conducted online, with later stages requiring attendance at a test/interview venue. Initial online assessments will be unsupervised and candidates may take them in a venue of their choice, wherever they have access to a computer and a reliable internet connection.

It is important to note that taking these assessments within a secure IT network e.g. a network such as your work or college which may have firewalls or other security technology in place may cause you technical difficulties. You should consider taking your assessments in an environment where access to the internet is not restricted to the same level. **The onus is on you to ensure that you have full internet access to complete the assessments.** You should ensure that you can complete the assessments in a quiet environment where you can concentrate without being disturbed for the duration of the assessment. It is advised to take the assessments on a PC or Laptop and to use a mouse you are familiar with. We do not recommend taking the test on smart phone, mobile or tablet devices.

It is important to note that the email address you provide when applying must be one that you can access at all times. Candidates will be given specific time windows in which to complete the assessments. A link(s) to the actual online assessments will be sent to candidates' messageboards on publicjobs.ie in advance of the test-taking window. Candidates who have not completed all of the online assessments before the deadline will be deemed to be no longer interested in this competition and their application will receive no further consideration.

Your attention is drawn to Appendix 2 '*Important Information*'. If invited to progress through the selection process, a candidate may be required to sit tests in a supervised environment.

Information on each selection stage will be made available at the appropriate time to candidates being invited to that particular stage of the process. The PAS has no function or involvement in the provision of, and does not endorse, any preparation courses relating to the selection process.

Candidates with Disabilities

Candidates who have indicated on their application form or profile that they would like to avail of reasonable accommodations are asked to submit a psychologists/medical report. The purpose of the report is to provide PAS with information to act as a basis for determining reasonable accommodations, where appropriate.

These reports must be forwarded to Jennifer Shanahan, Public Appointments Service, Chapter House, 26-30 Abbey Street Upper, Dublin 1 by close of business on **Thursday, 11th October, 2018**.

If you have recently applied for a competition with PAS and submitted a report, please email amanda.kavanagh@publicjobs.ie to confirm that your report is on file.

Next Steps

Should you come under consideration to proceed to subsequent stages of the selection process, information will be forwarded to you at the appropriate time.

Candidates should note that test scores attained at any stage in this competition may carry forward, should they apply for other competitions conducted by the Public Appointments Service within a 12 month period. This will be determined by PAS on a case by case basis.

Candidates should note that (i) eligibility for the competition, (ii) health and the level of sick leave, (iii) performance of work in the present grade, (iv) verification that the candidate has received an Evaluation of at least "Fully Achieved Expectations" at the previous year's PMDS End-of-Year Review, and (v) general conduct are not verified by the PAS until a candidate comes under consideration for appointment. Admission to the competition, or any of the selection stages of the competition, does not imply acceptance by the Public Appointments Service. In particular, candidates should note that the Personnel Officer will not have verified the above including health and the level of sick leave of those called to competitive interview – accordingly, admission to the competition, or any of the selection stages of the competition does not imply that candidates meets the eligibility criteria including health and sick leave.

In considering a candidate's suitability for appointment in terms of health and sick leave, the Public Appointments Service will comply with Department of Public Expenditure and Reform Circular 6/2014. Candidates having doubts on any aspect of their eligibility are advised to clarify their position with their Personnel Section before proceeding with their application.

Selection Process Key Dates

Closing Date	3:00pm Thursday 11 th October, 2018
Candidates with disabilities must forward reports by	Thursday 11 th October, 2018

Conditions of Appointment

Appointment to the post of Administrative Officer in the Civil Service will be subject to the usual conditions governing such appointments. On appointment the appointee will serve a one-year probationary period in the post of Administrative Officer. Prior to the end of this probationary period a decision will be made on substantive appointment to the grade.

General Information

The PAS will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that the PAS is satisfied that such a person fulfils the requirements.

Prior to recommending any candidate for appointment to this position the PAS will make all such enquiries that are deemed necessary e.g. health, character, employer references, security checks (including international checks), or any other enquiries as 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.

Specific candidate criteria

In addition to fulfilling the eligibility criteria set out, candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of health and character;
- Be suitable in all other relevant respects for appointment to the post concerned.

If successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed;
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Appointments from panels

At the end of the selection process a panel(s) of qualified candidates is formed from which vacancies may be filled. This panel may remain in place for up to two years. A panel is a list of qualified candidates ranked in order of merit from Stage 2 of the selection process. Should a vacancy arise and their place be reached, candidates undergo the final stage of the selection process. Prior to recommending any candidate for appointment to this position PAS or the employing organisation will make all such enquiries that are deemed necessary e.g. employer references, to determine the suitability of that candidate. Until all stages of the selection 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.

Qualification and placement on a panel is **not** a guarantee of appointment to a position. Please note that once an offer of appointment has been accepted a candidate may no longer remain on the panel. Please note that some specialist posts may be advertised to the panel of qualified candidates.

Deeming of candidature to be withdrawn

Candidates who do not complete and submit the Online Assessments before the specified date; or do not attend/undertake any subsequent stage of the selection process as requested, attend for interview or other test when and where required by the PAS or who do not, when requested, furnish such evidence as the PAS require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidates are expected to provide all requested documentation to PAS, including all forms issued by PAS for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

Declining an offer of appointment

Should the person recommended for appointment decline, or having accepted it, relinquish it, the PAS may at its discretion, select and recommend another person for appointment on the results of this selection process. The person who has declined the appointment will be removed from the panel and their application will receive no further consideration.

Confidentiality

Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by PAS are treated as strictly confidential subject to the provisions of the Freedom of Information Act 2014. However, candidates should note that all application material may be made available to the employing authority/organisation.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

Quality Customer Service

The PAS aims to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Use of Recording Equipment

PAS does not allow the unsanctioned use of any type of recording equipment on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes. Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes. Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

Procedures where a candidate seeks a review of a Decision taken in relation to their application

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Public Appointments Service (PAS). The PAS will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice *Appointments to Positions in the Civil and Public Service* published by the Commission for Public Service Appointments (Commission). When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Commission recommends that, subject to the agreement of the candidate, where the office holder (in this instance the Chief Executive Officer of PAS) considers the matter could be resolved they should first seek to engage on an informal basis, before making use of the formal review procedure.

Procedure for Informal Review

- A request for Informal Review must be made within 5 working days of notification of the decision, and should normally take place between the candidate and a representative of the PAS who had played a key role in the selection process.

- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

Procedure for Formal Review of Selection Process

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, outlining the facts that they believe show an action taken or decision reached was wrong.
- A request for review must be made within 10 working days of the notification of the selection decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the request for review.

Complaints Process

A candidate may believe there was a breach of the Commission's Code of Practice by PAS that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates (or potential candidates) to make a complaint under **Section 8** to the Chief Executive Officer of PAS in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

- Allegations of a breach of the Code of Practice should be addressed in writing, and within a reasonable timeframe, to the Chief Executive Officer in the first instance. The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the complainant cannot support their allegations by setting out how the Public Appointments Service has fallen short of the principles of this Code.
- On receipt of a complaint PAS may determine to engage with the complainant on an informal basis.

For further information on the above procedures please see the Code of Practice *Appointments to Positions in the Civil and Public Service* which is available on the website of the Commission for Public Service Appointments, www.cpsa.ie

There is no obligation on the PAS to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on written request. There are no specific timeframes set for the provision of feedback or for carrying out rechecks.

Please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. It is not necessary for a candidate to compile a detailed case prior to invoking the appeals mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

Candidates' Obligations:

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

Contravention of the Code of Practice

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, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process;
- has been appointed to a post following the recruitment process, they will be removed from that post.

Confidentiality of Information and Materials

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g. through social media or any other means, may result in you being disqualified from the competition.

Please note that all assessment and test materials are subject to copyright and all rights are reserved. No part of the test material (including passages of information, questions or answer options), associated materials and/or interview related information may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/or civil suit for loss of copyright and intellectual property.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with publicjobs.ie or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: dpo@publicjobs.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Information in relation to a candidate's personal data held by the PAS are set out on the Data Protection page of www.publicjobs.ie.

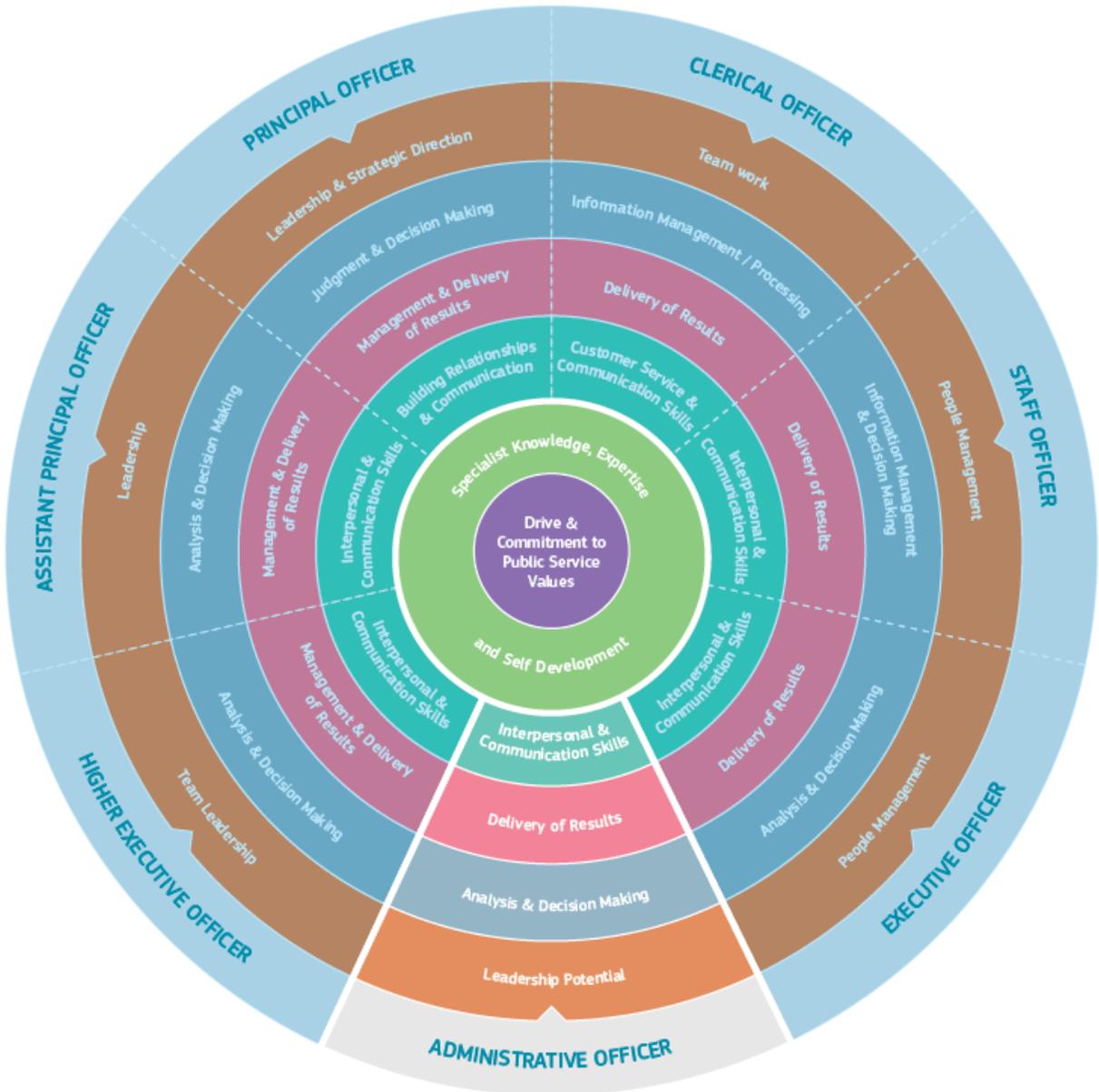
Canvassing

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Appendix I

Graduate Entry Level – CIVIL SERVICE
Leadership Potential
<ul style="list-style-type: none"> • Is flexible and willing to adapt, positively contributing to the implementation of change • Contributes to the development of policies in own area and the broader Department • Seeks to understand the implications of taking a particular position on issues and how interdependencies need to be addressed in a logical and consistent way • Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others • Formulates a perspective on issues considered important and actively contributes across a range of settings
Analysis & Decision Making
<ul style="list-style-type: none"> • Is skilled policy analysis and development, challenging the established wisdom and adopting an open-minded approach • Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral) • Uses numerical data skilfully to understand and evaluate business issues • Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions • Sees the logical implications of taking a particular position on an issue • Is resourceful and creative, generating original approaches when solving problems and making decisions
Delivery of Results
<ul style="list-style-type: none"> • Assumes personal responsibility for and delivers on agreed objectives/ goals • Manages and progresses multiple projects and work activities successfully • Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these • Maintains a strong focus on meeting the needs of customers at all times • Ensures all outputs are delivered to a high standard and in an efficient manner • Use resources effectively, at all times challenging processes to improve efficiencies
Interpersonal & Communication Skills
<ul style="list-style-type: none"> • Communicates in a fluent, logical, clear and convincing manner verbally and in writing • Is able to listen effectively and develop a two-way dialogue quickly • Maintains a strong focus on meeting the needs of internal and external customers • Effectively influences others to take action • Works to establish mutual understanding to allow for collaborative working • Works effectively with a broad range of stakeholders to achieve objectives
Drive and Commitment
<ul style="list-style-type: none"> • Consistently strives to perform at a high level • Maintains consistent effort under pressure and is resilient to criticism or setbacks at work • Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency • Is personally trustworthy and can be relied upon • Places the citizen at the heart of all process and systems • Upholds the highest standards of honesty, ethics and integrity
Specialist Knowledge, Expertise and Self Development
<ul style="list-style-type: none"> • Clearly understands the role, objectives and targets and how they fit into the work of the unit and Dept. • Develops the expertise necessary to carry out the role to a high standard and shares this with others • Is proactive in keeping up to date on issues and key developments that may impact on own area, the Department and/ or wider public service • Consistently reviews own performance and sets self-challenging goals and targets • Has significant expertise in his/her field that is recognised and utilised by colleagues

Administrative Officer Level



Appendix II

IMPORTANT INFORMATION **Terms and Conditions**

Your attention is drawn to this important information. By accessing or attempting any assessment/test materials you are agreeing to be bound by the terms set out below.

1. All test and assessment materials are subject to copyright and all rights are reserved. No part of the tests/ assessment materials (including any text, questions and/or potential answer options) or associated materials (including practice and/ or familiarisation materials) may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, printing, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person(s) who contravenes this provision, whether an applicant or other, or who assists another person(s) in contravening this provision, is liable to prosecution and/ or civil suit for loss of copyright and intellectual property.
2. Your attention is drawn the Commission for Public Service Appointment's Code of Practice for Appointment to Positions in the Civil Service and Public Service. In particular please note Section 5 - Responsibility of Candidates (see below).

Canvassing

Candidates should note that canvassing will disqualify them and will result in their exclusion from the appointments process.

Candidates' obligations

Candidates in the recruitment process 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.

Penalties for failure to comply

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 and/or imprisonment.

If a person found guilty of such an offence was or is a candidate in a recruitment process, then:

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

3. The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that the Public Appointments Service is satisfied that such a person fulfils the essential requirements.