



CUSTOMER CHARTER 2017 - 2019



Our Vision:

Through our professionalism and excellence, we work in partnership with our clients, attracting and engaging great people to the Irish public service.

Our Services

The Public Appointments Service (PAS) is the Shared Service Recruitment Centre for the civil and public service, and is responsible for resourcing via recruitment and promotion competitions. The activities of PAS are primarily focused on the sourcing of candidates for roles in the Civil Service, the most senior roles in Local Authorities, leadership positions and Hospital Consultant roles for the HSE, trainees for An Garda Síochána, large volume recruitment at all levels in the Civil Service, and a range of Head of Office and specialist roles across the civil and public service.

This Office seeks to deliver high standards of customer service, and it is our goal to deal with our clients and candidates in a professional, fair and impartial manner, and with courtesy and respect.

Our Customer Charter sets out the customer service levels against which our performance can be measured for all of our customers (client organisations; candidates and prospective candidates; and selection board members)

Our aim is to treat our clients, candidates and colleagues with dignity and respect and provide a professional service which focuses on improving quality and value.

Our Commitment To You

When dealing with us you can expect:

- Professional, courteous staff who will identify themselves, and provide appropriate contact details for any further communication;
- Accessible, clean, safe & comfortable environment, with facilities for private & confidential discussions;
- Your phone call to be answered promptly (our aim is within 10 seconds);
- An acknowledgement of all written enquiries (including e-mail) within 3 working days and a reply to your enquiry within 10 days.

When providing information we will:

- Provide accurate and appropriate information on a recruitment campaign and/or your candidature using clear and simple language;
- Ensure all information published in hard copy is also published on our website (e.g. Governance Framework, Customer Action Plan, Annual Report, Strategy Statement, test familiarisation material, etc.);
- Ensure information is made available, when requested, in alternative formats such as Braille, large print, audio format, etc.;
- Comply with our legal and regulatory obligations, particularly the CPSA Codes of Practice (as applicable), Freedom of Information and Data Protection legislation.

For Client Organisations We Will:

- Nominate a designated person to liaise with you as regards your requirements;
- Provide a shared inbox email address so all correspondence and queries will be responded to within the agreed timeframe;
- Consult and involve you when planning recruitment competitions on your behalf;
- Provide cost effective recruitment and selection solutions and related services;
- Provide project plan for each campaign within an agreed timeframe;
- Bring vacancies to the attention of the widest possible potential applicant pool by using appropriate methods of marketing and using, primarily, publicjobs.ie to advertise all campaigns;
- Advertise upcoming campaigns via social media;
- Seek to ensure clients have an understanding of the skills, expertise, capability and capacity, of PAS as a shared recruitment service;
- Circulate up-to-date information relating to relevant competitions via quarterly newsletters and email circulars;
- Provide advice and guidance with the design and implementation of merit based internal promotional processes;
- Provide a variety of recruitment and selection tools to you for senior management and professional positions which are in line with good practice (e.g. executive search, in-depth assessment, advanced assessment techniques);
- Provide access to our recruitment application system for all clients who wish to use this application system for their own recruitment and selection needs;

For Candidates We Will:

- Ensure probity and a fair, consistent and transparent process in which appointment is made on merit and in line with best practice by conducting applicable selection processes in line with the CPSA Codes of Practice;
- Ensure probity, fairness, consistency and transparency where appointments are on merit and in line with good practice for all campaigns not covered by the CPSA Codes of Practice;
- Develop information booklets which set out the role, terms and conditions and the essential requirements for the post;
- Acknowledge receipt of your application via publicjobs.ie;
- Provide information on the different stages involved in the recruitment campaign and the selection process;
- Provide adequate notice for attendance at tests and interviews;
- Issue results from each stage of a selection process in a timely manner;
- Provide each candidate with the result of their participation in each stage of the process, and provide feedback to candidates in accordance with the Codes of Practice of the CPSA (if requested within 6 months of receipt of the result of the relevant stage of the process (*eg exam, shortlisting, interview*));
- Use assessment techniques which are up-to-date, appropriate to the post, and in line with good practice;
- Provide information to candidates on accessing the Code of Practice, or the Guidelines for PAS where the Codes of Practice do not apply;
- For applicants who have declared to us that they have a disability, we will ensure that reasonable accommodations are in place.

For Interview Board Members we will:

- Provide relevant & up to date training (including training on use of e-enabled tools);
- Provide training on new approaches in advance of their introduction and provide refresher training, where required;
- Provide documentation in a timely manner;
- Provide adequate notice for attendance at interview boards;
- Capture feedback to inform future processes and to identify training needs.

Our Website - we will:

- Seek to ensure all information is accurate and up to date;
- Provide information and online facilities tailored to our different customer groups;
- Ensure our website complies with universal access requirements;
- Ensure our website is clear, easy to use and contains useful information;
- Seek to constantly develop our website and digital communication channels to enhance their value to clients and candidates.

Equality & Diversity:

- We will respect the principles of equality & diversity in all dealings with our customers;
- We will accommodate the needs of all of our customers by providing a service that complies with relevant legislation, guidance and good practice (including Equality legislation, the Disability Act 2005 and the Code of Practice for the Employment of People with a Disability in the Irish Civil Service);
- We will implement the actions in our Accessibility Action Plan within the agreed timeframe.

Services in Irish:

- We will ensure that all members of the public are facilitated in using Irish if they choose;
- We will ensure that all candidate facilities available on the publicjobs.ie website are bilingual;
- We will make all key publications available in Irish;
- We will ensure that all correspondence (written/electronic) received in Irish will be responded to in Irish.

Monitoring, Evaluation and Reporting

We will use our Annual Report to report on the service standards in place, how performance has been measured, whether standards have been achieved and the next steps in the customer service improvement process. Where standards have not been met, we will identify how it is intended to meet those standards in the future. The report will include the results of all customer surveys and the level of customer complaints received. This report will also include any actions taken on foot of monitoring results and/or customer complaints.

Comments and Queries

We welcome customer feedback on our services and invite customers to contact us with any feedback that they may have;

All complaints will be dealt with promptly, fairly & impartially in line with our procedures for dealing with customer complaints.

Contact us by email on customerfeedback@publicjobs.ie

Reminder of Your Responsibilities as a Customer

The Public Appointments Service enjoys a very positive relationship with its customers and clients and respect issues rarely arise. Nonetheless, as part of our duties as an employer, we remind customers that you are obliged to treat staff of the Public Appointments Service, and anyone providing services on our behalf, in a respectful manner and to respect the right of the individual to dignity in their working life. Any form of aggression, bullying, harassment or discrimination will not be accepted and we reserve the right to take appropriate action should the necessity arise.

We ask that you familiarise yourself with the Codes of Practice (available on www.cpsa.ie) before you submit an appeal of a decision of PAS.

We ask that you comply with our directive that PAS does not allow the unsanctioned use of any type of recording equipment on its premises or at its test venues.