



CANDIDATES INFORMATION BOOKLET

PLEASE READ CAREFULLY

Open competition for appointment to the position of:

Head of Finance Shared Services (Principal Officer Level)

**Education Shared Business Services Centre (ESBS),
Department of Education and Skills**

Closing Date: 3pm on Thursday, 12^h September 2019

CID: 19187805

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

The Public Appointments Service will run this campaign 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).

Codes of practice are published by the CPSA and are available on www.cpsa.ie

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Head of Finance Shared Services for the Education Shared Business Services Centre

Background

This is a senior management position in the Department of Education and Skills (the Department) based in the Education Shared Services Centre, Blanchardstown.

The Department plays a key role in Ireland's long term economic, cultural and social development through the formulation and implementation of Government priorities in the area of education and training. This is reflected in the Department's mission which is to facilitate individuals through learning, to achieve their full potential and contribute to Ireland's social, cultural and economic development. The Department develops policy, delivers services, leads the implementation of reforms and evaluates services and outcomes in order to improve the quality of learning and teaching at all levels of the education and training sector and improve learning outcomes over time.

The 2019 Budget for education and training amounts to some €10.8 billion. The sector accounts for some 16% of Government spending. One third of all public sector employees are working in the sector. There are more than one million full time learners across the system.

Further details about us and the work we do can be found on our website www.education.ie. Shared services implementation has been a central element of the Governments Reform Plans since 2011 and the mandate to increase the use of shared services across the public sector has been reiterated most recently in Our Public Service Reform 2020, published in December 2017.

The Department of Education & Skills is establishing an Education Shared Business Services Centre (ESBS) for finance, payroll and other services. The Department of Education and Skills Shared Services Plan 2017 - 2020 includes a project to implement finance shared services for the Education and Training Boards sector (ETBs). The overarching aim of this project is to reorganise finance administration to support the ETB sector, so the sector can focus on its core objective to deliver education and training.

The ESBS will have responsibility for all finance transactional processing for the ETB sector, while a small retained function will remain within each ETB to provide business support. It will lead and provide support to all critical finance activities including; accounts payable, accounts receivable, fixed assets and asset maintenance, general ledger, financial reporting and analysis, financial systems, cash management, tax, and internal audit.

The Role

The Head of Finance Shared Services for ESBS will support the development and implementation of the finance shared services, the scope of which is to roll out a single integrated system platform, with a common design, processes and accounting definitions for finance administration by the ESBS. They will take over the operational services from the project and bring the centres services live over the course of a phased implementation which is currently expected to be completed by 2022. It is anticipated that, when fully operational, Finance Shared Services will have a staff complement of 100 +, and will work closely with the small finance and analytic teams retained within the individual ETBs.

The successful candidate will be based in the ESBS Centre in Blanchardstown, Dublin 15 and will report directly to the Head of Major Operations in the Department of Education and Skills. The role will involve some travel to individual ETB offices around the country as well as attendance at meetings in the Department's other main locations in Dublin 1, Athlone and Tullamore

This challenging role involves dealing with a wide range of stakeholders in the education and training sector, and will include regular engagement with senior managers in the Education and Training Boards and the Department, as well as Government Shared Services functions; external consultants, and other stakeholders.

Key Responsibilities

- Work with the Assistant Secretary General, ETB Finance Project Manager, project team, Shared Services Advisor and ETBs in mobilising the new service and ensuring the smooth transition of ETBs to the ESBS Finance Shared Service.
- Work with the project management team on the development and implementation of all aspects of the new finance strategy, process optimisation, control frameworks, planning, execution and compliance.
- Lead on the recruitment and training of staff to run the Finance Shared Service, engendering a positive working environment that encourages innovation, continuous improvement and a partnership approach;
- Define the strategic goals and objectives for the finance shared service in line with overall Department and Sector Policies; Civil Service & Public Sector Strategy and put plans in place to deliver on these goals and objectives.
- Develop and direct the operational activities of ESBS Finance including the Finance Operations, Finance Contact Centre, Service Management and Support functions ensuring that services are constantly monitored and managed against agreed metrics to ensure ETBs receive a high quality cost effective service.
- Implement and maintain strong controls in the ESBS, in compliance with international accounting standards, ISAE audit standards, the Public Spending Code, government policies and statutory requirements.
- Establish, communicate and own standards for customer service, service quality, process performance, data protection, management information and automation in the ESBS.
- Establish regular collaborative communication with stakeholders to share successes and solicit business challenges or concerns to address service issues promptly.
- Design and monitor service management agreements and work cooperatively with Clients to encourage compliance with the two-way accountabilities established in the service management agreements.
- Develop, manage, communicate, and report on the finance operating budgets and forecasts to provide a benchmarked cost efficient service.
- Manage supplier relationships and service contracts including ICT Services.
- Work with colleagues in the Department and other shared services organisations to identify, evaluate and implement shared service best practice and technology in the public sector.
- Provide project updates to the Management Board of the Department when required

Staffing supports in the role

The successful candidate will be supported by a Shared Service Finance Operations Manager (Assistant Principal Officer) who, when appointed, will play a key role in the establishment of the shared services finance operations team and the associated responsibilities therein. There will also be support from colleagues within the existing ESBS staff cadre pending the recruitment of additional staff to support the Finance Shared Service operations.

ENTRY REQUIREMENTS

Essential:

Candidates must:

1. On or before 5th September 2019, have a professional accounting qualification from a accountancy body such as ACCA, CPA, ACMA, CIMA, ACA etc and / or significant relevant experience in managing accounting and statutory compliance at a senior level in either the public or private sector.
2. Demonstrable experience leading and managing a finance operation within a strong governance environment in either the public or private sector.
3. Be an excellent team player with experience of developing and leading teams and with the ability to work collaboratively with colleagues across the Major Operations Division, business units in the wider Department as well as external stakeholders in the Office of the Government Chief Information Officer (OGCIO), Revenue etc.
4. Have sound judgement, initiative and the ability to work independently.
5. Be highly organised and driven to deliver the required results.
6. Have an in-depth understanding of accounting principles and their application.
7. Have experience in formal project management methodologies and in delivering projects of significant scale.
8. Have a track record in identifying improvement opportunities and implementing change.
9. Possess excellent written and oral communication skills including the ability to present ideas in business-friendly and user-friendly language.

In addition to the above, the Key Competencies for effective performance at this level are detailed overleaf.

Desirable

- Experience in establishing new teams/functions including leading on the recruitment and training of staff.
- Significant experience involving the management of a finance operation with high volumes of transactional processes in a shared services or relevant finance operations environment in either the public or private sector.
- Experience interpreting legal, corporate and governance requirements and translating them into strategic goals.

Key Competencies for effective performance at Principal Officer Level
<p>Leadership & Strategic Direction</p> <ul style="list-style-type: none"> • Leads the team, setting high standards, tackling any performance problems & facilitating high performance • Facilitates an open exchange of ideas and fosters an atmosphere of open communication • Contributes to the shaping of Departmental / Government strategy and policy • Develops capability and capacity across the team through effective delegation • Develops a culture of learning & development, offering coaching and constructive/supportive feedback • Leads on preparing for and implementing significant change and reform • Anticipates and responds quickly to developments in the sector/ broader environment • Actively collaborates with other Departments and Agencies
<p>Judgement and Decision Making</p> <ul style="list-style-type: none"> • Identifies and focuses on core issues when dealing with complex information/ situations • Assembles facts, manipulates verbal and numerical information and thinks through issues logically • Sees the relationships between issues and quickly grasp the high level and socio-political implications • Identifies coherent solutions to complex issues • Takes action, making decisions in a timely manner and having the courage to see them through • Makes sound and well informed decisions, understanding their impact and implications • Strives to effectively balance the sectoral issues, political elements and the citizen impact in all decisions
<p>Management & Delivery of Results</p> <ul style="list-style-type: none"> • Initiates and takes personal responsibility for delivering results/ services in own area • Balances strategy and operational detail to meet business needs • Manages multiple agendas and tasks and reallocates resources to manage changes in focus • Makes optimum use of resources and implements performance measures to deliver on objectives • Ensures the optimal use of ICT and new delivery models • Critically reviews projects and activities to ensure their effectiveness and that they meet Departmental requirements • Instils the importance of efficiencies, value for money and meeting corporate governance requirements • Ensures team are focused and act on Business plans priorities, even when faced with pressure
<p>Building Relationships & Communication</p> <ul style="list-style-type: none"> • Speaks and writes in a clear, articulate and impactful manner • Actively listens, seeking to understand the perspective and position of others • Manages and resolves conflicts / disagreements in a positive & constructive manner • Works effectively within the political process, recognising & managing tensions arising from different stakeholders perspectives. • Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals • Proactively engages with colleagues at all levels of the organisation and across other Departments and builds strong professional networks • Makes opinions known when s/he feels it is right to do so
<p>Specialist Knowledge, Expertise and Self Development</p> <ul style="list-style-type: none"> • Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and recognised by people internal and external to the Department/ Organisation • Keeps up to date with key departmental, sectoral, national and international policies and economic, political and social trends that affect the role • Maintains a strong focus on self-development, seeking feedback and opportunities for growth
<p>Drive & Commitment to Public Service Values</p> <ul style="list-style-type: none"> • Consistently strives to perform at a high level • Demonstrates personal commitment to the role, maintaining determination and persistence while maintaining a sense of balance and perspective in relation to work issues • Contributes positively to the corporate agenda • Is personally trustworthy, honest and respectful, delivering on promises and commitments • Ensures the citizen is at the heart of all services provided • Is resilient, maintaining composure even in adverse or challenging situations • Promotes a culture that fosters the highest standards of ethics and integrity

Eligibility to compete and certain restrictions on eligibility

European Economic Area Citizens

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) and the Minister's consent will have to be secured prior to employment by any Public Service body.

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 either of these schemes are not eligible to compete in this competition.

Department of Environment, Community & Local Government

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.

Principal Conditions of Service

General

The appointment is to an established post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

Pay

The current Personal Pension Contribution (PPC) Scale (rates effective from 1 September 2019)

€87,325 €90,920 €94,487 €98,082 €101,114 €104,258(LSI1) €107,399(LSI2)

This rate will apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution.

A different rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 and who **is not required** to make a Personal Pension Contribution.

Long service increments may be payable after 3(LSI1) and 6(LSI2) years satisfactory service at the maximum of the scale.

Important Note

Candidates should note that entry will be at the minimum of the scale and will not be subject to negotiation and the rate of remuneration, including incremental progression, may be adjusted from time to time in line with Government pay policy. Increments may be awarded annually subject to satisfactory performance.

The successful candidate will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Candidates should note that different terms and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

Tenure

The appointment is to an established post in the Civil Service. The appointee will be required to serve a 12 month probationary period.

Unfair Dismissals Acts

The Unfair Dismissals Acts 1977-2007 will not apply to the termination of your employment by reason only of the expiry of this probationary contract without it being renewed.

Suspension of Probation

The Department may suspend the probationary period and, as a result, extend the term of the probationary contract in the following circumstances:

- the probationary period will be suspended if the officer is on Maternity or Adoptive leave,
- the probationary period may, at the discretion of the Department, be suspended where the employee is absent on any other form of statutory or non- statutory leave.

Where the Department's ability to assess the officer and/or the officer's ability to demonstrate their suitability for permanent appointment is compromised by the officer's absence on leave, the contract period will be extended by the period of leave taken.

Duties

You will be required to perform any duties appropriate to your grade which may be assigned to you. You may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

Headquarters

The successful candidate will, on appointment, be employed by the Department of Education and Skills and will be based in the Education Shared Business Services Centre, Liberty Building, Blanchardstown, Dublin 15. When absent from home and headquarters on official duty an officer will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

The Organisation of Working Time Act 1997

The terms of the Organisation of Working Time Act 1997 will apply to your employment and the hours of attendance and leave entitlements that will apply is outlined below.

Hours of attendance

Hours of attendance will be fixed from time to time, but will amount to not less than 43 hours 15 minutes gross per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Employment Affairs and Social Protection to pay any benefits due under the Social Welfare Acts directly to the Department of Education and Skills. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Employment Affairs and Social Protection within the required time limits.

Annual Leave

In addition to the usual public holidays the annual leave for this position is 30 working days.

Outside Employment

The position is whole time and the officer may not engage in private practice or be connected with any outside business which would interfere, or be incongruent, with the performance of official duties.

Official Secrecy and Integrity

The appointment will be subject to the provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Acts 1997 and 2003. Successful candidates will agree not to disclose to third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviour

The appointment will be subject to the Civil Service Code of Standards and Behaviour.

Political Activity

The appointment will be subject to the rules governing civil servants and politics.

Ethics in Public Office Acts 1995 and Standards in Public Office Act 2001

The provisions of these Acts apply, as appropriate, to this position.

Personnel Code

Further details and circulars regarding these terms and conditions can be found in An Cod Pearsana and are available on the following web site www.circulars.gov.ie.

In applying for this position it is understood that you have consented to the above conditions.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil 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 www.singlepensionscheme.gov.ie

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.

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

- Pensionable Age: The minimum age at which pension is payable is 66 (rising to 67 in 2021 and 68 in 2028 in line with changes in State Pension age).
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI

Pension Abatement

- If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 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.**
- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.
- **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**
The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).
- **Ill-Health-Retirement**
Please note that where an individual 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

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Additional Superannuation Contribution

This 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

IMPORTANT NOTICE

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate(s).

COMPETITION PROCESS

How to Apply

Applications should be made **online** through www.publicjobs.ie Please note that all sections of the application form must be fully completed or your application may receive no further consideration.

Before applying candidates should log-on to www.publicjobs.ie and if you have not already done so you must register as a **'New User'** to create your profile (register a new account). Please do 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.

Once you have submitted your application form it is suggested that you return to your publicjobs account and ensure that it has been successfully submitted via 'My Applications'. 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 e-mail has been blocked.

Only applications fully submitted online will be accepted into the campaign. **Applications will not be accepted after the closing date.**

Closing date

Your application must be submitted on the Public jobs website not later than **3pm, Thursday 12th September 2019.**

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please email: midvolrecruitment@publicjobs.ie

Interviews for these posts are likely to be held in October/November 2019.

You are advised to check your message board on a regular basis as email notifications of updates/ tests/ Interviews etc issued to your Message board may sometimes be filtered into your Junk/ Spam email folders. You are also advised to check all these folders regularly.

The onus is on each applicant to ensure that she/he is in receipt of all communication from the Public Appointments Service (PAS).

The PAS accept no responsibility for communication not accessed or received by an applicant.

Candidates should make themselves available on the date(s) specified by the PAS and should make sure that the contact details specified on the application form are correct.

Selection Methods

The selection may include:

- shortlisting of candidates on the basis of the information contained in their application
- a competitive preliminary interview
- Video/remote interviewing
- completion of online questionnaire(s)
- presentation or other exercises
- a final competitive interview
- work sample/role play/media exercise and/or any other tests or exercises that may be deemed appropriate

Shortlisting

The number of applications received for a position generally exceeds that required to fill existing and future vacancies for the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Public Appointments Service may decide that a smaller number will be called to the next stage of the selection process. In this respect, the Public Appointments Service provide for the employment of a short listing process to select a group 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 based on their application, appear to be better qualified and/or have more relevant experience. An expert board will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

References

It would be useful if you would begin to consider names of people who would be suitable referees and that we might consult (2 - 3 names and contact details). The referees do not have to include your current employer but should be in a position to provide a reference for you. Please be assured that we will only contact referees should you come under consideration after the preliminary interview stage. Please note, should you be successful at final interview, we will require a reference from your current employer prior to recommendation for appointment.

Security Clearance

You will be required to complete and return a Garda eVetting form should you come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided. However, should your application for the competition be unsuccessful this form will be destroyed by PAS. If you subsequently come under consideration for another position, you may therefore be required to complete a further Garda Vetting Form.

If you have resided / studied in countries outside of the Republic of Ireland for a period of 6 months or more, it is **mandatory** for you to furnish a **Police Clearance Certificate** from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate **Police Clearance Certificate for each country you have resided in**. Clearance must be dated after the date you left the country. Candidates should be aware that any information obtained in the Garda Vetting process can be made available to the employing authority.

It is YOUR responsibility to seek security clearances in a timely fashion as they can take some time. You cannot be appointed without this information being provided and being in order.

Other important information

The Public Appointments Service will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a campaign, or invitation to attend an interview, is not to be taken as implying that the Public Appointments Service are satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position the Public Appointments Service will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Once a candidate has accepted an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this selection process

A panel may be formed from which future vacancies may be filled from this campaign.

Should similar type vacancies arise elsewhere in the Civil Service candidates may be drawn from this competition.

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. Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review 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

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.

A third party must not impersonate a candidate at any stage of the process.

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.

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.

Contravention 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

Specific candidate criteria

Candidates must:

Have the knowledge and ability to discharge the duties of the post concerned

Be suitable on the grounds of character

Be suitable in all other relevant respects for appointment to the post concerned;

and 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

Be fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the Public Appointments Service, or who do not, when requested, furnish such evidence as the Public Appointments Service 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.

Quality Customer Service

We aim 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.

Feedback will be provided on written request. A request for feedback does not impact on the timeframe set out for seeking a review.

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 Public Appointments Service are set out on the Data Protection page of www.publicjobs.ie.