



CANDIDATES INFORMATION BOOKLET

PLEASE READ CAREFULLY

Open competition for appointment to the position of:

**Valuer Grade 3
in the Valuation Office**

Closing Date: 3.00pm on Thursday, 28th November 2019

CID: 19259605

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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Valuer Grade 3 in the Valuation Office

Background

The Valuation Office is the national body responsible for Ireland's State Valuation Service. The core business of the organisation is the provision of accurate, up-to-date valuations, of commercial and industrial properties to ratepayers and rating authorities, as provided for by the Valuation Acts 2001 to 2015. These valuations are integral to the commercial rating system in Ireland, and form the basis for approximately €1.4 billion of Local Authority funding each year.

The Valuation Office interacts with a wide range of customers and other stakeholders, including ratepayers and other members of the public, Local Authorities, professional agents acting on behalf of ratepayers or other clients, genealogical researchers and genealogical agents, and staff of other Government Departments and Offices. Further details on the Valuation Office are available at www.valoff.ie.

There is an immediate requirement to fill several positions at Valuer Grade 3. A panel may be formed from this competition to fill further vacancies.

Merger

As part of its programme of rationalisation of State bodies, the Government is proceeding with the merger of the Valuation Office, Property Registration Authority and Ordnance Survey Ireland. Considerable work on preparing for the merger has been underway across the three organisations. The new organisation arising from the merger will be known as Tailte Éireann and legislation to establish the new body is in preparation.

The Role

The Valuer Grade 3 will be a member of a team of Valuers reporting to a Team Leader. The team will be responsible for carrying out statutory valuations of commercial and industrial properties within the State.

The role of Valuer Grade 3 includes, but is not limited to, the following duties:

- Efficiently determining statutory valuations in accordance with the Valuation Acts 2001 to 2015 and Valuation Office procedures, practices and policies in place for the time being, with the appropriate supervision, guidance and support.
- Efficiently determining, or contributing to the determination of, non- statutory valuations in accordance with Valuation Office procedures, practices and policies in place for the time being with the appropriate supervision, guidance and support.
- Collecting, recording and analysing relevant market transactions and other data, statistics, information and evidence in accordance with Valuation Office procedures, practices and policies in place for the time being with the appropriate supervision, guidance and support.
- Preparing, giving evidence and/or advocating appeals before the Valuation Tribunal on behalf of the Commissioner of Valuation in accordance with Valuation Office procedures, practices and policies in place for the time being with the appropriate supervision, guidance and support.
- Supplying material for, and preparing drafts of responses to, correspondence, representations from public representatives, and parliamentary questions in a timely and efficient manner under the appropriate supervision, guidance and support.

The above list is intended as a guide to the general range of duties and is intended to be neither definitive nor restrictive. It may be subject to periodic review. All of the above duties should be carried out in a manner which actively demonstrates the corporate values in line with the Statement of Strategy and in compliance with the Civil Service Code of Standards and Behaviour.

Because of the nature of the work, Valuers will, from time to time, be required to travel from their office base to carry out official duties. This may, on occasion, involve staying away from home for periods of time. In such cases, travel and subsistence expenses will be payable, in accordance with the conditions set down by the Department of Public Expenditure and Reform from time to time.

Training and Development

On the job training and mentoring is provided and continuing professional development is actively encouraged. **Successful appointees from this competition will be expected to become Chartered Surveyors within 5 years of appointment** and the Valuation Office has a programme in place to support its Valuer staff in attaining this professional qualification.

A Valuer Grade 3 will be expected to

- Develop and maintain a good working knowledge and understanding of relevant legislation and the application of precedent, practice notes and case law underpinning rating practice and principles
- Develop and demonstrate the competencies and skills expected of a professional Valuer
- Work co-operatively and productively within a team environment and formal project structure
- Meet tight deadlines through deploying the most efficient and effective means of working
- Produce required volumes of outputs on time and to the requisite quality standards in line with the Valuation Office procedures, practices and policies
- Successfully manage and progress multiple work activities simultaneously
- Engage actively in the achievement of corporate objectives in a positive, flexible and constructive manner
- Share knowledge, skills, experience and expertise with colleagues in an open and collaborative manner
- Become competent in the application of the relevant precedents and determinations of the Valuation Tribunal and the Higher Courts in relation to ongoing casework
- Have a strong personal focus on continuous professional development, seeking feedback and seeking opportunities for growth
- Perform such other appropriate duties or tasks which may be assigned from time to time in any designated work area of the Valuation Office

ENTRY REQUIREMENTS

Essential:

Candidates **must**, on or before the: **30 June 2020**

1. Hold a qualification of at least level 8 on the National Framework of Qualifications, preferably in a property or economics related discipline,
- and**
2. Possess a current full driving licence (Category B) and have access to a car.

Before a candidate can be appointed, documentary evidence of qualification under 1 above will be Required. Subject to that, a candidate will, if necessary, be allowed to take up appointment pending formal conferring of their qualification.

and

be able to demonstrate:

- Excellent oral and written communication skills;
- Excellent ICT skills;
- A good understanding of the fundamental factors that influence changes in the Irish property market forces;
- Strong numerical, analytical and research skills;
- Excellent organisational ability and a proven record of methodical and accurate work;
- The ability to work independently and/or as part of a team;
- The ability to acquire technical knowledge of valuation processes, procedures and methodologies within a reasonable timeframe;
- The ability to work under pressure and to meet demanding deadlines;

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

Please Note

Successful appointees from this competition will be expected to attain a relevant professional qualification within 5 years of appointment, commensurate with the requirements of the position.

The Valuation Office has a programme in place to support its staff in attaining this qualification.

Key Competencies

VALUER GRADE 3
Delivery of Results
<ul style="list-style-type: none">• Takes responsibility for delivering on own objectives/ goals and sees them through to a satisfactory conclusion• Strives to improve customer service delivery in an efficient manner• Progresses multiple work activities successfully• Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data• Manages own time efficiently, anticipating obstacles and making contingencies for overcoming these• Minimises errors, reviewing learning and ensuring remedies are in place• Maximises the input of own team colleagues in ensuring effective delivery of results• Ensures proper service delivery procedures/protocols are adhered to• 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 and timely manner• Is resourceful and creative, generating original approaches when solving problems and making decisions
Drive and Commitment
<ul style="list-style-type: none">• Consistently strives to perform at a high level, investing significant energy to achieve agreed objectives• Demonstrates flexibility and openness to change• Demonstrates high levels of initiative,• Ensures that customer service is at the heart of own/team work• Is resilient and perseveres to achieve objectives• Is personally reliable and trustworthy• Upholds the highest standards of honesty, ethics and integrity• Focuses on organisational priorities• Utilises strengths and capabilities of self and others to maximise the Team's output
Interpersonal and 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• Builds constructive relationships with internal and external stakeholders
Specialist Knowledge, Expertise and Self Development
<ul style="list-style-type: none">• Displays high levels of knowledge, skills and expertise in own area and provides guidance to colleagues• Develops the expertise necessary to carry out the role to a high standard and shares this with others• Has a clear understanding of the role, objectives and targets and how they support the project and the service delivered by the Office• Consistently reviews own performance and, in conjunction with Team Leader, sets self-challenging goals and targets• Is focused on continuous professional development, self-development, seeking feedback and taking opportunities for growth to help carry out the specific requirements of the role• Is proactive in submitting ideas for improvement• Participates in shared learning experiences• Is proactive in the using all available information to support projects

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

Pay

Personal Pension Contribution (PPC) Pay Rate

The salary scale for the position (rates effective from 1 September 2019) is as follows:

€31,529 - €33,971 - €34,582- €37,630 - €40,688 - €43,747 - €46,807 - €48,696 - €50,580 - €52,476 - €54,360 - €56,249 - €58,139 - €60,024 - €61,921 (NMAX) - €64,022 (LSI 1)* - €66,118 (LSI 2) **

Long service increments may be payable after 3 (LSI-1) and 6 (LSI-2) years satisfactory service at the maximum of the scale

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

A different rate may apply where the appointee is an existing civil or public servant appointed on or before 6 April 1995 and is not required to make a personal pension contribution.

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Different terms and conditions may apply if you are a currently serving civil or public servant. Subject to satisfactory performance increments may be payable in line with current Government Policy.

You 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.

Tenure

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

Outside Employment

The position will be whole time and the appointee may not engage in private practice or be connected with any outside business, which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

Location

Officers will be based in the Valuation Office Headquarters in Abbey Street, Dublin 1. An officer's work base will be such as may be designated from time to time by the Commissioner of Valuation. When absent from home and designated work location on duty an officer will be paid appropriate travelling expenses and subsistence allowances, subject to the normal Civil Service regulations.

Hours of Attendance

Hours of attendance will be as fixed from time to time but will amount to not less than 43.25 gross hours per week (37 net hours per week).

Annual Leave

The annual leave allowance will be 25 working days a year, rising to 29 after 5 years and to 30 after 10 years service. This allowance, which is subject to the usual conditions regarding the granting of annual leave is on the basis of a five-day week and is exclusive of the usual public holidays.

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 for the public service.

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 Valuation Office. 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.

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 any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

If successful in their application through the competition, the applicant should to be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Appointment post Ill-health retirement from public service:

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, they will be required, at the final stage when pre-employment checks are conducted, to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

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

The foregoing 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 candidates.

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 **3.00pm, Thursday 28th November 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 January 2020.

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
- 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.

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.

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 or interview(s) 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.

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.