

Candidate Information Booklet July 2020

The Position

The Position	Higher Executive Officer, Operations Team
Title of the Position	Operations Executive
Duration	Full time, Permanent Contract
Location	This role can be based in one of the Citizens Information Boards six offices in Dublin, Cork, Galway, Kilkenny, Limerick and Sligo.
Website	www.citizensinformationboard.ie

The Citizens Information Board (CIB) is the statutory body responsible for supporting the provision of information, advice including money and budgeting advice and advocacy services to citizens¹ on a wide range of public and social services. CIB's remit includes a particular focus on vulnerable groups, in particular people with disabilities.

What do we do?

The Citizens Information Board delivers information directly to the public via the website www.citizensinformation.ie, publications and periodicals, for example, *Relate*.

The Citizens Information Board funds and supports 21 delivery service companies which are primarily the network of Citizens Information Services (CIS) and the network of Money Advice and Budgeting Services (MABS). The delivery service organisations are voluntary Boards established as companies limited by guarantee under the Companies Act, 2014. Exchequer funding is provided to these community/voluntary sector organisations by the Citizens Information Board which works with its delivery service organisations on the basis of Service Level Agreements in order to meet its statutory functions.

The Citizens Information Board has an annual budget of €62.064m. Of this, approximately 70% goes towards the delivery service organisations. The Citizens Information Board has a staff of 79 whole time equivalent. These are public sector employees.

The network of delivery service companies employs almost 500 whole time equivalent staff who are not public sector employees.

¹ When we use the term **citizen**, this refers to the citizens of Ireland and all other people who live in Ireland and who may use our services at any time.

Job Description

Operations Executive – Higher Executive Officer

Nature and scope

The Citizens Information Board (CIB) is the national agency responsible for supporting the provision of information, advice, and advocacy on social services through the Citizens Information Service and for the provision of the Money Advice and Budgeting Service.

The Operations Executive will support the Operations team in delivering a range of compliance matters in the network of Service Delivery Companies, that is, Citizens Information Services, the Citizens Information Phone Service, Money Advice and Budgeting Services including National Traveller MABS and MABS Support CLG, along with the National Advocacy Service for People with Disabilities and the Sign Language Interpreting Service.

Reports to: Operations Manager.

Responsibilities:

Work with Delivery Services

- Support the Operations Manager in providing accurate assessments of service delivery companies' compliance with CIB and statutory requirements related to operational matters.
- Formulate customised plans to address gaps and evaluate outcomes of the service delivery companies' compliance on finance.
- Assist in the implementation and co-ordination of processes, practices, resources and programmes in the service delivery network.
- Oversee the management of budget processes for the service delivery companies
- Ensure service delivery companies comply with service level agreements in terms of finance and audit functions.
- Collate, analyse and review budgetary and other financial information from service delivery companies.
- Liaise with Regional Managers on operational matters, including, finance, premises and HR.

Management

- Support the Operations Manager in coordinating the Operations team and participate fully in the PMDS process.
- Line manage Clerical and Executive Officers on the Operations team as required, including monitoring progress of PMDS goals and the Operations team's annual work plan.
- Play a key role in the management of the budget for the Operations team and provide all necessary information to CIB finance and service delivery teams.

Organisation

- Represent and promote the organisation, attend and participate at conferences and seminars as required.
- Liaise with CIB service delivery, finance and corporate services teams in carrying out your role as required.
- Support the operations team HR and premises function as required.
- Act as a knowledge resource and key contact person in respect of your area of responsibility.
- Participate in special projects and joint working arrangements, including taking a lead role in the management of projects and budgets, in consultation with the Operations Manager.

- Undertake such other duties as may be agreed by the Operations Manager or Senior Manager.
- Ensure that the highest standards of Customer Service are met in carrying out the business of CIB.
- Participate in training and development programmes/courses to maintain and improve performance and to assist in identifying personal training and support needs

The responsibilities outlined above are not exhaustive and may be added to, or altered from time to time, as required

Candidate Profile

The ideal candidate will have the following experience, personal characteristics, and educational background:

Essential Requirements

- A minimum of three years' experience of budget co-ordination, preparation and monitoring
- Excellent office administration skills, specifically in Excel
- Be highly organised with excellent attention to detail, specifically in respect of accuracy and numerical information
- The ability to manage multiple tasks and meet tight deadlines
- Excellent interpersonal and communication skills
- Ability to organise and prioritise their own work and the work of other staff

Desirable knowledge, skills, and experience

- Relevant third level qualification, preferably in the area of finance
- Knowledge of public sector tendering/procurement
- Experience of delivering presentations, training and upskilling to large groups
- Proficiency in Microsoft Office applications, specifically, Excel, Word, Powerpoint and Teams sharepoint

Required Competencies

1. Team leadership
2. Analysis and decision making
3. Managing and delivery of results
4. Interpersonal and communication skills
5. Specialist knowledge, expertise, and self-development
6. Drive and commitment to Public Service values

See further information on these competencies in Appendix 1 (page 10 of this booklet).

Principal Terms of Service

Contract arrangements

This position will be offered on a permanent contact basis subject to the satisfactory completion of a probation period.

Salary from 1st January 2020

The salary scale for this post is the standard Civil Service Equivalent €48,868, €50,297, €51,722, €53,147, €54,577, €59,041, €61,162¹, €63,276²

1. After 3 years' satisfactory service at the maximum
2. After 6 years' satisfactory service at the maximum

Starting Salary and Payment Agreements

Candidates should note that entry will be at the 1st point of the scale and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Increments may be awarded annually subject to satisfactory performance with the exception of long service increments, if applicable.

Different terms and conditions may apply if immediately before appointment you are a currently serving civil/public servant.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 7/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Outside Employment

The position will be full time and the appointees 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

The initial place of work for the position of Operations Executive can be at one of six Citizens Information Board offices in Dublin, Cork, Galway, Kilkenny, Limerick and Sligo. CIB reserves the right, at its discretion, to change the working location within reason.

Working Week

Subject to the exigencies of the post, the normal working week is not less than 37 hours exclusive of lunch breaks, with normal starting and finishing times at 9.00am and 5.30pm Monday to Thursday and to 5.00pm on Friday. Employees may on occasion be expected to work outside normal office hours.

Annual Leave

The annual leave allowance for this post will be 29 working days per annum plus Public Holidays.

The Organisation of Working Time Act 1997

The terms of the Organisation of Working Time Act, 1997 will apply, where appropriate to this appointment.

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 S.I. 124 of 2014 and S.I. 384 of 2015 public Service Management (Sick Leave) Regulations of relevant sick leave circulars.

Eligibility to compete and certain restrictions on eligibility

European Economic Area Nationals

If you are an EU/EEA, U.K. or Swiss national, you may be asked to provide proof of nationality (e.g. passport) to confirm your right to work in Ireland. If you are a non-EU/EEA, non-U.K. or non-Swiss national, you will be required to provide documentation confirming you have current and valid permission to permanently work and reside in the Republic of Ireland.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 1 June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants.

It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any other public service body (as defined by the Financial Emergency Measures in the Public Interest Act 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in the Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment of the same sector. Therefore, such retirees cannot apply while the above restrictions continue in force.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of

the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Superannuation and Retirement

The appointee will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ('Single Scheme'). Full details of the Scheme are at <http://www.per.gov.ie/pensions>

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

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

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

Pension Abatement

This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service Pension or has a Preserved Civil or Public Service Pension which will come into payment during his/her employment in this position. If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment or comes into payment during this employment. This provision, to apply abatement across the wider public service, came into effect on 1 November 2012. Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.

If the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), Department of Health Circular 7/2010 VER/VRS of the Department of Environment, Community and Local Government Circular Letter LG (P) 06/2013 which, as indicated above, renders a person ineligible for the competition, the entitlement to that pension will cease with effect from the date of reappointment. Special arrangement will however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation aware for which the appointee may be eligible.

Department of Education and Skills Early Retirement Scheme for Teachers

Circular 102/2007

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

Ill-Health Retirement

For an individual who has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. *This may have implications for any appointee who has acquired pension rights in a previous public service employment.*

Additional Superannuation Contribution

The appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service pay and Pensions Act 2017.

For further information in relation to the Single Public Service Pension Scheme please see the following website: www.singlepensionscheme.gov.ie

Other Conditions of Employment

Further information on the conditions of employment will be outlined in the contract of employment for the successful candidate.

Data Protection

In line with the Data Protection Acts 1988 to 2018, all personal information provided on this application form will be stored securely by the HR and Governance Department at Citizens Information Board (CIB) and will be used for the purposes of the recruitment process. Application forms will be retained for a period of one year from the scheduled interview date, and in the case of a successful candidate, for the duration of employment and a minimum of one year thereafter.

Applicants must confirm their consent to their information being submitted and processed by Gilligan Black Recruitment for shortlisting. The information will also be made available to the interview panel.

Following completion of the recruitment selection process, all personal information will be retained only by CIB and this information will not be disclosed to any other external third party without your consent, except where necessary to comply with statutory requirements or seeking references.

You may, at any time, make a request for access to the information held about you as outlined. Should you wish to make any changes, or erasures to any of the information stored about you within the one year retention period, please contact the HR and Governance Manager at Citizens Information Board, Georges Quay House, 43 Townsend Street, Dublin 2, DO2 VK65.

For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following link:

http://www.citizensinformationboard.ie/en/data_protection/cib.html

How to Apply

A completed and signed application form with cover letter (maximum one page) should be sent to:

hr@ciboard.ie

In the subject line insert **Operations Executive (HEO)**

Applicants are required to give their consent for their information to be processed by a third party recruitment firm under section 8 of the application form. Applications received without expressed consent cannot be considered for this role.

An acknowledgement email will be issued for all applications received. If you do not receive acknowledgement of your application when submitted, please contact the HR and Governance Team by email (hr@ciboard.ie) to ensure your application has been received.

Closing date

Please note latest receipt for applications is **Thursday 6th August 2020 at 5:30pm**. Incomplete applications, postal applications or C.V's will not be accepted. Any applications received after the closing date and time will not be considered.

Selection Process

Candidates will be shortlisted based on information contained within his/her application. Shortlisted candidates will be contacted in relation to attending an interview. During any short-listing exercise that may be employed, a board will examine the applications and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience within the application.

All interviews are competency based and will take place in Dublin. The onus is on all applicants to make themselves available on the date(s) specified by CIB and make whatever arrangements are necessary to ensure they receive communications sent to them at the contact details specified. CIB will not be responsible for any expenses incurred by candidates.

Important Notice

The above represents the principal conditions of service and is not intended to be a 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).

The Citizens Information Board is committed to providing equal opportunities for employment to all. Applications will be reviewed and shortlisted for interview on the merit, skills and experience detailed in the documentation supplied, regardless of gender, age, sexual orientation, civil status, family status, religion, disability, race or membership of the traveller community.

HIGHER EXECUTIVE OFFICER LEVEL
Team Leadership
<ul style="list-style-type: none"> • Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise • Provides clear information and advice as to what is required of the team • Strives to develop and implement new ways of working effectively to meet objectives • Leads the team by example, coaching and supporting individuals as required • Places high importance on staff development, training and maximising the skills and capacity of the team • Is flexible and willing to adapt, positively contributing to the implementation of change
Analysis & Decision Making
<ul style="list-style-type: none"> • Gathers and analyses information from relevant sources, weighing up a range of critical factors • Takes account of any broader issues and related implications when making decisions • Uses previous knowledge and experience in order to guide decisions • Makes sound decisions with a well-reasoned rationale and stands by these • Puts forward solutions to address problems
Management & Delivery of Results
<ul style="list-style-type: none"> • Takes responsibility and is accountable for the delivery of agreed objectives • Successfully manages a range of different projects and work activities at the same time • Is logical and pragmatic in approach, delivering the best possible results with the resources available • Delegates work effectively, providing clear information and evidence as to what is required • Applies appropriate systems/ processes to enable quality checking of all activities and outputs • Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers
Interpersonal & Communication Skills
<ul style="list-style-type: none"> • Builds and maintains contact with colleagues and other stakeholders to assist in performing own role • Acts as an effective link between staff and senior management • Encourages open and constructive discussions around work issues • Projects conviction, gaining buy-in by outlining relevant information and selling the benefits • Treats others with diplomacy, tact, courtesy and respect , even in challenging circumstances • Presents information clearly, concisely and confidently when speaking and in writing
Drive and Commitment
<ul style="list-style-type: none"> • Strives to perform at a high level, investing significant energy to achieve agreed objectives • Demonstrates resilience in the face of challenging circumstances and high demands • Is personally trustworthy and can be relied upon • Ensures that customers are at the heart of all services provided • Upholds high standards of honesty, ethics and integrity
Specialist Knowledge, Expertise and Self-Development
<ul style="list-style-type: none"> • Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the Team and the Organisation and effectively communicates this to others • Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work • Focuses on self-development, striving to improve performance