

## Candidate Information Booklet

September 2021

### Citizens Information Board

<b>The Position</b>	Chief Executive Officer (CEO)
<b>Title of the Position</b>	Chief Executive of the Citizens Information Board
<b>Duration</b>	Five-year full-time fixed term contract (A secondment arrangement may be considered for the full term, subject to agreement with the relevant public body)
<b>Location</b>	Citizens Information Board, Georges Quay House, 43 Townsend Street, Dublin 2. D02 VK65
<b>Website</b>	<a href="http://www.citizensinformationboard.ie">www.citizensinformationboard.ie</a>

The Citizens Information Board is the national agency responsible for ensuring the provision of independent and accurate information, advice and advocacy through the network of Citizens Information, National Advocacy and Sign Language & Interpreting services to members of the public and for the provision of a range of services and supports through the network of MABS companies which includes a network dedicated to the needs and supports for members of the Traveller community.

#### What do we do?

The Citizens Information Board delivers information directly to the public via the web [citizensinformation.ie](http://citizensinformation.ie) and our other websites), periodicals (for example, *Relate*, our monthly journal) and other publications.

The Citizens Information Board funds and supports 22 service delivery 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 to meet its statutory functions.

The Citizens Information Board has an annual budget of €62.38m for 2021. Of this, approximately 70% goes towards the delivery service organisations.

The Citizens Information Board has a staff of 79 (whole time equivalents). These are public sector employees.

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

## Job Description Chief Executive Officer

### Nature and scope

The Citizens Information Board is the national agency responsible for ensuring the provision of independent and accurate information, advice and advocacy through the network of Citizens Information, National Advocacy and Sign Language & Interpreting services to members of the public and for the provision of a range of services and supports through the network of MABS companies which includes a network dedicated to the needs and supports for members of the Traveller community.

The Citizens Information Board (CIB) is an agency under the aegis of the Department of Social Protection. The Chief Executive of CIB will regularly meet with the Department of Social Protection to discuss CIB's activities and service delivery.

The Chief Executive is responsible for driving the direction, leadership and overall vision for all staff and management with CIB by implementing the Board of CIB's strategic plan which sets out the main objectives and targets for the organisation over a specified period of time.

### Reports to

- **The CEO is accountable to the Chairperson and the Board of CIB. The performance of the CEO will be reviewed annually in accordance with the process determined by the Board.**

### Responsibilities

- Lead all aspects of the organisation and ensure its continual improvement in accordance with the priorities and objectives set out in the Citizens Information Boards' Strategic Plan. A key objective of the role is to develop and maintain strategic relationships with a range of stakeholders in the statutory sector and the voluntary sector, including those bodies it funds and supports:
  - Citizens Information Services (CIS), Citizens Information Phone Service (CIPS)
  - Money Advice and Budgeting Services (MABS), MABS Support CLG and National Traveller MABS
  - Sign Language Interpreting Service (SLIS), Register of Irish Sign Language Interpreters (RISLI)
  - National Advocacy Service for People with Disabilities (NAS)

### Leadership and Management

- Lead and oversee the implementation of the Citizens Information Board's Strategic Plan, delivering results within timelines agreed with the Board
- Lead and support the Central Management team, all CIB staff and resources to deliver independent Information, Advice, Money Advice and Advocacy Services through the network of 22 Service Delivery Companies funded by CIB
- Drive accountability and compliance, relating to the provisions of the Acts governing the Citizens Information Board, the Comhairle Act 2000, the Citizens Information Act 2007 and the Social Welfare (Miscellaneous Provisions) Act 2008 as well as the requirements established under the Code of Practice for the Governance of State Bodies.
- Exercise innovation and strategic leadership through future-proofing CIB's offering, ensuring that they remain fit-for-purpose and inclusive of all citizens
- Undertake such other reasonable and lawful duties as may be directed from time to time by the Board

### Communication

- Communicate CIB's mission, strategy, achievements, priorities, vision and drive CIB's values both internally and externally to promote and raise awareness of CIB's work
- Provide regular updates to the Board and advise the Board of CIB on operational matters as required
- Represent CIB in its dealings with Government departments and other statutory/non-statutory bodies
- Lead the communication strategy of CIB, including regular communication with the 22 service delivery companies it funds, as well as other bodies and projects funded by the Citizens Information Board

## **Finance/Operations**

- Oversee the management of the annual budget, authorise and monitor expenditure to ensure that sufficient funds are made available to meet CIB's Strategic Plan in line with agreed revenue and expenditure budgets
- Present annual operating budgets and plans, annual reports and audited accounts for approval to the Board
- Oversee the achievement of all planned operational targets and service level agreements
- Act as the accountable officer to the Comptroller and Auditor General and the Public Accounts Committee

## **Reporting Relationships:**

Four senior managers at Principal Officer grade currently report directly to the Chief Executive

- Senior Manager, Corporate Services
- Senior Manager, Digital Content, eLearning, Social Policy and Research
- Senior Manager, CIS, CIPS and Advocacy
- Senior Manager, MABS, DMA and Abhaile

The Chief Executive also leads the Central Management team (CMT) which consists of all four senior managers as well as the Finance Manager and the HR & Governance Manager.

This list is not exhaustive but serves to reflect the nature of the main duties included in the role.

## **Candidate Profile**

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

- Proven leadership capabilities including the ability to initiate, direct and review new developments together with the stamina to energise, motivate and build trust
- Significant management experience at an appropriate senior level, including establishing, leading and managing large teams and resources and delivering services in a national context
- A honed ability to plan for the medium and longer term strategic goals of CIB to ensure a fit for purpose organisation that consistently strives to meet ongoing and changing needs of the public.
- Experience of project management, managing budgets, strategic management and policy development
- Hold an appropriate third level qualification, minimum of level 8 on the National Framework of Qualifications (NFQ)
- An understanding of the role of information, advice and advocacy within civil society and of the challenges of delivering quality customer services through external agent's
- Experience in corporate governance, especially as it pertains to statutory and non-statutory bodies funded by the Exchequer
- Possess the range of communication, persuasion, negotiation and interpersonal skills to be able to manage a dynamic and multi-faceted organisation
- Demonstrate commitment, flexibility, innovation and leadership in management.

## **Core Competency areas – Chief Executive**

- Leadership
- Critical Analysis and Decision Making
- Managing and Delivering Results
- Building Relationships and Communication
- Personal Effectiveness

Please see Appendix 1 for further information on these competencies.

## Principal Terms of Service

### Contract arrangements

This position will be offered on a five year fixed term contract basis subject to the satisfactory completion of a probation period of six months from the commencement of employment.

The Unfair Dismissals Acts 1977 to 2015 as amended shall not apply to a dismissal consisting only of the expiry of the term of this Agreement.

### Salary from 1<sup>st</sup> July 2021

PPC				Non-PPC		
Point	PPC PO Higher Salary	Directors Allowance	Chief Executive (PPC) Total Salary	Non-PPC PO Higher salary	Director's Allowance	Chief Executive (Non-PPC) Total Salary
1	€97,617	€13,272	€110,889	€92,730	€12,608	€105,338
2	€101,636	€13,272	€114,908	€96,555	€12,608	€109,163
3	€105,675	€13,272	€118,947	€100,392	€12,608	€113,000
4	€109,705	€13,272	€122,977	€104,217	€12,608	€116,825
MAX	€113,141	€13,272	€126,413	€107,485	€12,608	€120,093
LSI1	€116,760	€13,272	€130,032	€110,928	€12,608	€123,536
LSI2	€120,382	€13,272	€133,654	€114,366	€12,608	€126,974

LSI1 after 3 years' satisfactory service at the maximum

LSI2 after 6 years' satisfactory service at the maximum

The PPC scale will apply where the appointee is an existing civil or public servant appointed on or after 6<sup>th</sup> April 1995 or is newly recruited to the Civil Service and is required to make a Personal Pension Contribution. The non PPC scale will apply where the appointee is an existing civil or public servant appointed before 6<sup>th</sup> April 1995

### Starting Salary and Payment Agreements

Candidates should note that entry will be at the 1<sup>st</sup> 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 is full time and you 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 the Chief Executive Officer will be at the offices of the Citizens Information Board, Georges Quay House, 43 Townsend Street, Dublin 2, DO2 VK65. CIB reserves the right, at its discretion, to change working location within reason.

### Working Week

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. Extra attendance may be required from time to time and the rate of remuneration payable covers any extra attendance liability that may arise.

### Annual Leave

The annual leave allowance for this post will be 30 working days per annum (on a pro rata basis) 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.

## **Official Secrecy and Integrity**

The Chief Executive will, during the term of his/her appointment, be subject to the provisions of the Official Secrets Act, 1963 as amended by the Freedom of Information Acts, 1997, 2003 and 2014. S/he will agree not to disclose to third parties any confidential information especially that with commercial potential either during or subsequent to the period of employment in accordance with the provisions of the Act.

## **Ethics in Public Office Act**

The Ethics in Public Office Act 1995 and Standards in Public Office Act 2001 shall apply to this post.

## **Eligibility to compete and certain restrictions on eligibility**

### **European Economic Area Nationals**

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 agreement 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 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. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-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 working 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 appointment 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 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

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

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](http://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 General Data Protection Regulations (GDPR) 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.

By submitting this application form, you consent to your information being submitted and processed by a pre-approved external third party, 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.

## How to Apply

To apply for this role, candidates **must**:

- Provide a comprehensive CV highlighting details of experience of operating at senior leadership level. You should include the name and contact details of two referees who will be in a position to provide professional references for you. One of the referee's should be your current or most recent employer. Referees will not be contacted without the candidates expressed permission.
- Attach a separate cover letter (**Max two pages**) demonstrating their skills knowledge and experience under the competencies required for this senior role
- Include a high level organisational chart showing their job role in their current employment

Completed applications for this role should be sent by email to: [cibceo@osborne.ie](mailto:cibceo@osborne.ie).

All documents must be submitted in Word or PDF format.

For security reasons, files sent by email as links to documents in shared cloud-based servers will not be accepted.

***Please note: The citizens Information Board have retained the services of Osborne Recruitment to manage the administration of the recruitment campaign and to carry out the initial shortlisting process. Candidates must give their explicit consent to their application being shared between Osborne Recruitment and the Citizens Information Board for the specific purpose of being considered for the role of Chief Executive of CIB. Candidates are required to note their consent in the body of the email accompanying their application. Failure to follow this process will result in the candidate's application being excluded from the competition***

## Closing date

Please note latest receipt for applications is **5.30pm on Wednesday, 6 October 2021**. Incomplete applications, postal applications or applications received after the closing date and time will not be considered.

## Selection Process

Candidates will be shortlisted based on information contained within their application. Shortlisted candidates will be contacted by Osborne recruitment 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.

Subject to Public Health guidance, it is expected that interviews will be conducted in either a face to face setting or virtually through the Zoom conferencing platform.

Round one interviews will explore the candidate's skills knowledge and experience based on the competencies set out in this information booklet.

Candidates successful in round one interviews will move forward to a second round interview, which will explore their skills knowledge and experience in more detail on specific areas of the role requirements.

The onus is on all applicants to make themselves available on the date(s) specified by Osborne recruitment and make whatever arrangements are necessary to ensure they receive communications sent to them at the contact details provided in their application. Osborne Recruitment and CIB are not responsible for any expenses incurred by candidates.

## 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).**

**The Citizens Information Board are committed to providing equal opportunities for employment to all. Applications will be reviewed and shortlisted 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.**



### Appendix 1: (Director)

Competency Area	Description
<p><b>Leadership</b></p> <p><b>Competencies</b></p> <ul style="list-style-type: none"> <li>• Strategic Thinking and Leadership</li> <li>• Contextual Awareness</li> <li>• Creativity and Innovation</li> <li>• Initiating and Driving Change</li> </ul>	<p>Execute the Board’s policies and decisions in a strategic plan that is consistent with the statutory functions of the Citizens Information Board. Transforms this vision into meaningful objectives and provides a framework and structures for moving forward. Inherent to this area is the ability to balance change and continuity – to continually strive to improve service and programme delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity, and persistence, even under increasingly complex and demanding conditions.</p>
<p><b>Critical Analysis and Decision Making</b></p> <p><b>Competencies</b></p> <ul style="list-style-type: none"> <li>• Information Management and Analysis</li> <li>• Judgement and Decision Making</li> </ul>	<p>Possesses the ability to rapidly assimilate information, discriminate between relevant and irrelevant information, and to see through to the cores issues. It includes the capacity to acquire and to manage complex information and to base decisions on effective analysis of the data.</p> <p>Central to this area is the ability to challenge information, evaluate the consequences of different approaches and use sound judgement in coming to conclusions. It also involves a willingness to take risks when appropriate to further the agenda and crucially, a willingness to make timely decisions.</p>
<p><b>Managing and Delivering Results</b></p> <p><b>Competencies</b></p> <ul style="list-style-type: none"> <li>• Managing Performance through People</li> <li>• Resource Allocation &amp; Management</li> <li>• Customer Focus</li> <li>• Personal Responsibility</li> </ul>	<p>Ensures that objectives are met by translating overall strategy into meaningful objectives that demonstrate a clear understanding of what is required.</p> <p>Demonstrates a strong understanding and awareness of the management process. Develops capability; rolls out strategies to maximise employee potential/ performance; co-ordinates resources and manages activities to achieve high standards in the delivery of Citizens Information Board and/or customers objectives. Measures performance and results and is willing to take personal responsibility to initiate activities and drive objectives to a successful conclusion.</p>
<p><b>Building Relationships and Communication</b></p> <p><b>Competencies</b></p> <ul style="list-style-type: none"> <li>• Managing relationships in a complex environment</li> <li>• Influencing/Negotiating</li> <li>• Networking</li> <li>• Interpersonal and Communication Skills</li> </ul>	<p>This area involves the ability to explain, advocate and express facts and ideas in a convincing manner, and negotiate with individuals and groups internally and externally. It also involves the ability to develop an expansive professional network to remain up-to-date with and influence the internal and external environment and its impact on the work of the organisation. Work co-operatively with and influence senior management colleagues to drive forward the corporate agenda. Key to this is working effectively with a diverse range of internal and external stakeholders.</p>
<p><b>Personal Effectiveness</b></p> <p><b>Competencies</b></p> <ul style="list-style-type: none"> <li>• Resilience</li> <li>• Self-awareness and Career Development</li> <li>• Trust and Integrity</li> </ul>	<p>The ability to deal with challenging and sometimes difficult situations in a constructive fashion, maintaining composure when dealing with crises and keeping a sense of perspective and balance in situations that involve significant personal or work challenge. Possess a strong sense of personal self-belief and integrity and a willingness to be an independent voice where required. Willingness to learn from experience and to identify opportunities for further growth and development.</p>