

## Candidate Information Booklet

January 2023

<b>The Position</b>	Executive Officer
<b>Title of the Position</b>	Operational Compliance and Reporting Officer
<b>Duration</b>	Full-time, Permanent contract
<b>Location</b>	Citizens Information Board, George's 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 (CIB) is the national agency responsible for supporting the provision of information, advice and advocacy. CIB provides the citizensinformation.ie website. CIB also funds and supports the Citizens Information Services, the Money Advice and Budgeting Services, MABS Support, National Traveller MABS, the National Advocacy Service for People with Disabilities, the Sign Language Interpreting Service and the Register of Irish Sign Language Interpreters.

## **Job Description**

### **Executive Officer, Operational Compliance and Reporting**

#### **Nature and Scope**

The Citizens Information Board is the national agency responsible for supporting the provision of information, advice and advocacy. CIB funds and support the Citizens Information Services, the Money Advice and Budgeting Services, MABS Support, National Traveller MABS, the National Advocacy Service for People with Disabilities, the Sign Language Interpreting Service and the Register of Irish Sign Language Interpreters.

The Operational Compliance & Reporting team are responsible for the development and oversight of Service Level Agreements with Service Delivery Companies. This will include the development of checklists to provide assurances to CIB that services are adhering to procedures. The team will ensure that operational recommendations identified in internal audits are completed by companies.

The Operational Compliance and Reporting team will review services annual action plans and reporting. The team will develop, review and monitor agreed service delivery metrics e.g. staffing numbers, service locations, opening times and appointment uptake and waiting times. The team will oversee the contract management of third-party HR service providers for SDCs to ensure service compliance with SLAs.

The Operational Compliance and Reporting team will work closely with other CIB teams.

#### **Reports to**

- Reports to the **HEO, Operational Compliance and Reporting**

#### **Responsibilities**

##### **Main duties**

- Oversee the administration function of the Operational Compliance and Reporting team.
- Develop appropriate reporting mechanisms that provide up-to-date outcomes on operational compliance.
- Monitor agreed service delivery metrics e.g. staffing numbers, service locations, opening times and appointment uptake and waiting times.
- Support with monitoring the timely reporting of operational compliance across the network of Service Delivery Companies.
- Support the Operational Compliance Manager and Executive with document management utilising eDocs.
- Support the manager with budget management and maintenance of financial records.
- Manage the production of reporting for the Chief Executive and Heads of Divisions.
- Act as a resource within the team to maximise efficient and effective use of Information Technology.
- Supervise direct reports and budgets as the role requires.

## **Organisational**

- Represent and promote the organisation; attend and participate at conferences and seminars as required.
- Participate in special projects and joint working arrangements.
- Contribute to the continuing process of organisational development within CIB and particularly the development of CIB services.
- Contribute to governance tasks within CIB including Parliamentary Questions, Annual Reports, internal reporting, and procurement.
- Contribute to cross-organisational initiatives in relation to service development and compliance and reporting in Service Delivery Companies.
- Participate and work within the PMDS process.
- Participate in training and development programmes/courses to maintain and improve performance and to assist in identifying personal training and support needs.
- Ensure that the highest standards of customer service are met in carrying out the business of the CIB.
- Undertake such other duties as may be agreed by the HEO, Operational Compliance and Reporting.

**This list is not exhaustive but serves to reflect the nature of the duties included in the role. Given the nature of the organisation and the need to respond to customers' and stakeholders' needs on an ongoing basis, the role is subject to change over time.**

## **Person Specification**

### **Candidate Profile**

To be considered for this post, candidates must:

- Be capable of writing in a clear and concise manner
- Have good ICT skills including in the MS Office suite of software
- Be organised and work well to deadlines

### **Additional Desirable Skills & Experience**

- Previous experience in Compliance or a Compliance related field
- Experience in procurement
- Project Management skills or experience
- Experience in people management in a supervisory capacity
- Third level qualification
- Experience in working with diverse teams

### **Required Competencies**

- People Management
- Analysis & Decision Making

- Delivery of Results
- Interpersonal & Communication Skills
- Specialist Knowledge, Expertise and Self Development
- Drive & Commitment to Public Service Values

See further information on these competencies in Appendix 1.

## **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 1<sup>st</sup> October 2022**

The salary scale for this post is the standard Civil Service Equivalent €33,149, €35,014, €36,067, €38,122, €39,964, €41,745, €43,521, €45,259, €47,015, €48,722, €50,482, €51,659, €53,336<sup>1</sup>, €55,026<sup>2</sup>

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 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 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 her/his official duties, impairs performance or compromises her/his integrity.

### **Location**

The Citizens Information Board, George's Quay House, 43 Townsend Street, Dublin 2, D02 VK65.

A pilot blended working policy is currently in operation pending the development and implementation of a longer-term policy.

### **Working Week**

Subject to the exigencies of the post, the normal working week is not less than 35 hours exclusive of lunch breaks, with normal starting and finishing times at 9.00am and 5.00pm Monday to Friday. Employees may on occasion be expected to work outside normal office hours.

### **Annual Leave**

The annual leave allowance for this post will be 23 working days per annum (Pro Rata for employees starting after 1 January) plus Public Holidays. This raises to 24 days annual leave after five year of service, and 25 days after ten years of service.

## **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 Consumer Price Index (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 her/his 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 her/his 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](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 the Data Protection Acts 1988 to 2018 and the General Data Protection Regulation (GDPR), 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 only 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' information is processed under the legal basis of contractual necessity. The provision of personal data is necessary for the processing of your application or the conclusion of an employment contract with CIB. This information may be submitted to and processed by Osborne 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, 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:  
[https://www.citizensinformationboard.ie/en/data\\_protection/cib.html](https://www.citizensinformationboard.ie/en/data_protection/cib.html).

## How to Apply

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

- Complete and sign the application form
- Provide a cover letter setting out their suitability for the position

The completed and signed application form with cover letter (maximum one page) should be sent to:  
[hr@ciboard.ie](mailto:hr@ciboard.ie).

In the subject line, insert: **Executive Officer, Operational Compliance and Reporting**

**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.**

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](mailto:hr@ciboard.ie)) to ensure your application has been received.

## Closing date

Please note latest receipt for applications is **Monday 30<sup>th</sup> January 2023 at 5pm**

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 her/his 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 either on-site in Dublin or, if required by public health guidance, virtually through the Zoom conference platform. 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.**

## APPENDIX 1: EXECUTIVE OFFICER LEVEL COMPETENCIES

### People Management

- Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
- Values and supports the development of others and the team
- Encourages and supports new and more effective ways of working
- Deals with tensions within the team in a constructive fashion
- Encourages, listens to and acts on feedback from the team to make improvements
- Actively shares information, knowledge and expertise to help the team to meet its objectives

### Analysis & Decision Making

- Effectively deals with a wide range of information sources
- Understands the practical implication of information in relation to the broader context in which they work – procedures, divisional objectives etc.
- Identifies and understands key issues and trends
- Correctly extracts & interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions and makes balanced and fair recommendations

### Delivery of Results

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
- Logical and pragmatic in approach, setting objectives, delivering the best possible results with available resources
- Constructively challenges existing approaches to improve efficient customer service delivery
- Accurately estimates time parameters for project, making contingencies to overcome obstacles
- Minimises errors, reviewing learning and ensuring remedies are in place
- Maximizes the input of own team in ensuring effective delivery of results
- Ensures proper service delivery procedures/protocols are in place and implemented

### Interpersonal & Communication Skills

- Modifies communication approach to suit the needs of a situation/ audience
- Actively listens to the views of others
- Negotiates, where necessary, in order to reach a satisfactory outcome
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner
- Is assertive and professional when dealing with challenging issues
- Expresses self in a clear and articulate manner when speaking and in writing

### Specialist Knowledge, Expertise and Self-Development

- Displays high levels of skills/ expertise in own area and provides guidance to colleagues
- Has a clear understanding of the role, objectives and targets and how they support the service delivered by the Team and the organisation and can communicate this to the team
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team.

### Drive and Commitment to Public Service Values

- Is committed to the role, consistently striving to perform at a high level
- Demonstrates flexibility and openness to change
- Is resilient and perseveres to achieve objectives despite obstacles or setbacks
- Ensures that customer service is at the heart of own/team work
- Is personally honest and trustworthy
- Acts with integrity and encourages this in others