

Candidate Information Booklet

June 2025

Grade	Executive Officer
Title of the Position	Abhaile/MABS Executive Officer
Duration	Whole-time, Fixed Term Contract (Due to expire 31st December 2027)
Location	Citizens information Board, Georges House Quay, 43 Townsend Street, Dublin 2. D02 VK65
Website	www.citizensinformationboard.ie

The Citizens Information Board (CIB) is the national agency responsible for supporting the provision of information, advice and advocacy. CIB funds and supports a range of Service Delivery Companies, including 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

Abhaile/MABS Executive

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. This mission is carried out through the Citizens Information Service (CIS) and The Money Advice and Budgeting Service (MABS).

The Money Advice and Budgeting Service (MABS) is a nationwide service that provides free, confidential, and independent advice to people in debt or at risk of getting into debt. MABS assesses a client's financial position and works with the client to find the best solution available.

Mortgage arrears support, through the Dedicated Mortgage Arrears (DMA) adviser scheme, is a State-funded service provided by MABS. The DMA scheme is one of Abhaile's free mortgage arrears support services.

Abhaile is a holistic service that provides access to advice to help homeowners identify their best options for returning to solvency. The priority is for them to remain in the home, where it is a sustainable option. CIB is responsible for the national communications and marketing of Abhaile, and the services provided through MABS.

Abhaile's objective is to ensure that people who risk losing their homes due to mortgage arrears can access independent expert debt, financial, insolvency, and legal support and advice. MABS DMAs provide debt advice, and the Abhaile panel of accountants provides financial advice. A panel of Personal Insolvency Practitioners (PIPs) provides insolvency support. Legal advice and support are provided in court by MABS Court Mentors or Duty Solicitors and out of court by Consultation Solicitors.

The Abhaile/MABS Executive Officer will work with the Abhaile/MABS Communications Manager and team, CIB divisional teams and the Abhaile service providers. The role will provide support and leadership to the Abhaile/MABS Communications Team to enable effective delivery of marketing, advertising, and reporting for the Abhaile and MABS brands.

The Executive Officer will be located on the MABS/Abhaile Communications Team under the Compliance and Reporting Division in CIB. The role will report to the DMA Project Executive on this team.

Reports to

Reports to the **Higher Executive Officer**

Responsibilities

Administrative and Organisational Support

- Manage day-to-day team administrative tasks, including report preparation, and correspondence management
- Document and digital assets (DAM) management, control and record-keeping
- Meeting minute taking, agenda creation, and filing
- Support the team's activities to comply with sustainability and environmental practices

Governance Compliance and Policy Support

- Team administrative governance and compliance with established SOPs and policies
- Compliance monitoring
- Cross-divisional policy development support
- Support the identification, assessment, and development of mitigations for risks that could impact the team's objectives and operations

Financial and Resource Management

- Finances and basic bookkeeping
- Team budget administration
- Procurement and contract administration
- Monthly Abhaile voucher rebate processing in line with CIB financial controls
- Budget drafting, estimates facilitation, and timely submission to secure operational budget for the Abhaile/MABS communications team

Project Management

- Project coordination and support
- Report writing and presentation preparation
- Event planning, coordination, and execution

Communication and Engagement

- Social media community management and monitoring, as required
- Stakeholder engagement, including service providers, CIB management, and government officials
- Actively find, assess and flag online misinformation about MABS and Abhaile
- Monitor press, blog, and online mentions and file accordingly
- Develop and maintain internal communication channels that facilitate timely and effective information flow

Organisational

- Represent and promote the organisation; attend and participate in 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, procurement, Freedom of Information and data protection requests
- 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

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 requirement to respond to citizens' needs on an ongoing basis, the role is subject to change over time.

June 2025

Candidate Profile

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

Essential Criteria and Experience

- Hold a qualification (Level 6 or higher) in public administration, business management, compliance or a related field OR possess demonstrable relevant experience in these areas.
- Proven experience in producing professional reports, including the ability to write detailed documents and present information clearly, concisely, and comprehensively.
- Strong IT proficiency, with demonstrable experience using Microsoft Office applications—particularly Word and Excel to a high standard (e.g. formatting documents, using Excel formulas or pivot tables).
- Demonstrated interpersonal and communication skills, including the ability to maintain confidentiality and exercise discretion in sensitive matters.
- Strong organisational skills, with evidence of managing multiple tasks or projects under pressure, while maintaining accuracy and attention to detail and meeting tight deadlines.
- Flexible and adaptable individual with a constructive 'can-do' attitude who is willing to contribute to the development of the organisation.

Desirable Skills and Experience

- Financial literacy, including familiarity with budgeting, debt resolution terminology, and frameworks such as (RLEs) Reasonable Living Expenses, (MARP) Mortgage Arrears Resolution Process, and (PIAs) Personal Insolvency Arrangements, is an advantage but not essential.
- Knowledge and experience using social listening and media automation tools.
- A record of accomplishment and commitment to teamwork.
- Proficiency in the Irish language is desirable.

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 at Appendix 1

Principal Terms of Service

Contract arrangements

This position will be offered on a full-time fixed-term basis (due to expire 31 December 2027) subject to the satisfactory completion of a probation period.

Salary from 1st March 2025

The salary scale for this post is the standard Executive Officer Civil Service Equivalent: €37,544, €39,465, €40,550, €42,667 €44,564, €46,400, €48,229, €50,019, €51,848, €53,670, €55,604, €56,900, **€58,748**^(LSI1), **€60,610**^(LSI2)

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

Citizens Information Board formally introduced a blended working policy in January 2023 which allows employees apply for a combination of working from their assigned office premises and working remotely.

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 9am and 5pm Monday to Friday 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 23 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 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

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 and the General Data Protection Regulation (GDPR), all personal information provided on this application form will be stored securely by the HR team 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 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

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: recruitment@ciboard.ie

In the subject line, insert: **Abhaile/MABS Executive Officer**

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 automatic acknowledgement email will be issued for all applications received. If you do not receive this acknowledgement of your application when submitted, please contact the HR Team by email at recruitment@ciboard.ie to ensure your application has been received.

Closing date

Please note latest receipt for applications is **5pm on Thursday, 03rd of July 2025.**

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(s). 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 on-site 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.

APPENDIX 1: EXECUTIVE OFFICER LEVEL COMPETENCIES	
People Management	
<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • 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 	
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 • Structures and organises their own and others work effectively • 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 • Proactively identifies areas for improvement and develops practical suggestions for their implementation • Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively • 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	
<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 • Collaborates and supports colleagues to achieve organisational goal 	
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 	
Drive and Commitment to Public Service Values	
<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 	