

Candidate Information Booklet

September 2026

Grade	Executive Officer
Title of the Position	Executive Officer, Corporate Services
Duration	Whole-time, Permanent Contract
Location	Citizens Information Board, George's Quay House, 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

Executive Officer – Corporate Services

Nature and Scope

The Citizens Information Board 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.

The Executive Officer, Corporate Services will support both the Head of the Corporate Services Division and the Corporate Services Manager in matters relating to CIB's corporate governance and administration functions. The role requires a high level of confidentiality by the successful candidate.

Reports to

Reports to the **Corporate Services Manager**

Location

This role will be based at CIB Head Office in Dublin, George's Quay House, 43 Townsend Street, Dublin 2. D02 VK65.

Responsibilities

Main Duties

- Support the Secretary to the Board, including in the management of document preparation and minute taking for meetings of the Board and committees of the Board.
- Support the coordination of governance and compliance activities, including maintenance of compliance trackers, action logs, and reporting requirements under Code of Practice for the Governance of State Bodies.
- Support the development and review of organisational policies, procedures, and governance documentation.
- Identify opportunities to improve administrative, governance and reporting processes through the effective use of digital tools and technology.
- Act as the CIB Access Officer.
- Provide the Freedom of Information Office and Data Protection Officer with administrative support as required.
- Coordinate the effective provision of information to the Department of Social Protection, including material for Parliamentary Questions, speeches, and briefings.
- Provide support to the team in the production of CIB's Annual Report and other corporate documents.
- Provide support to the Corporate Services team administrative function where required.

Organisational

Main Duties

- 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.

September 2026

Candidate Profile

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

Essential Criteria

To be considered for this post, candidates must have:

Governance, Compliance or Corporate Secretariat Experience

- A minimum of one year's relevant work experience in a corporate services, governance, administration, or compliance role, including maintaining formal records and monitoring actions, compliance requirements, or scheduled reports/returns.

Formal Meeting Support

- Demonstratable experience providing end to end administrative support to Board, committee, or equivalent formal governance meetings, including preparing or collating papers, taking accurate minutes, maintaining meeting records, and monitoring agreed actions.

Formal Written Communication

- Demonstratable experience drafting, reviewing and quality-assuring formal written material, with specific quality evidence relating to at least two of the following:
 - Governance documentation
 - Reports and/or annual reports
 - Briefing material
 - Official correspondence
 - Policies or procedures

Coordination and Deadline Delivery

- Demonstratable experience coordinating and delivering accurate, time-critical reports, responses or briefing material involving input from multiple contributors, including monitoring progress, resolving information gaps, and escalating risks to meet fixed statutory, governance or organisational deadlines.

Digital Records and Process Improvement

- Demonstratable experience using electronic document, workflow or business systems to maintain controlled records, manage version control and monitor actions or deadlines, together with a specific example of using a digital tool to improve an administrative, governance or reporting process.

Desirable Criteria**Public Sector Governance Knowledge**

- Knowledge of public sector governance, accountability, and reporting requirements, including the Code of Practice for the Governance of State Bodies and associated circulars or guidance, evidenced through practical application, training, or professional development.

Freedom of Information and Data Protection

- Practical experience supporting Freedom of Information and/or data protection administration, including information collation, record or case tracking and deadline monitoring.

Accessibility and Access Officer Support

- Experience acting as an Access Officer or coordinating or supporting accessibility requests, related communications, and associated records.

Relevant Qualification

- A recognised professional qualification, in governance, public administration, business administration, compliance, information or records management, project management or a closely related discipline.

Required Competencies

- People Management
- Analysis and Decision Making
- Delivery of Results
- Interpersonal and Communication Skills
- Specialist Knowledge, Expertise and Self Development
- Drive and 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 Permanent Contract basis subject to the satisfactory completion of a probation period.

Salary from 1 June 2026

The salary scale for this post is the Executive Officer (EO) Civil Service Equivalent: €38,803, €40,764, €41,871, €44,030, €45,965, €47,838, €49,703, €51,534, €53,419, €55,296, €57,289, €58,624, **€60,527**^(LSI1), **€63,227**^(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/Formers 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 their official duties, impairs performance or compromises their 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 to 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 35 hours, exclusive of lunch breaks. Normal attendance arrangements are 09:00 am to 5:00 pm, Monday to Friday. Employees may, on occasion, be required 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 and relevant sick leave circulars.

Eligibility to compete and certain restrictions on eligibility

EEA, Swiss, British and non-EEA applicants resident in the State

I) Applicants who are EEA, Swiss, or British citizens do not require work permits / visas

EEA citizens who do not require work permits / visas / authorizations are nationals of the following countries: Austria, Belgium, Croatia, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, Republic of Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, Slovenia, Norway, Iceland, Liechtenstein, Bulgaria and Romania.

(ii) Non-European Economic Area Applicants resident in the State

To process your application, it is necessary for you to submit the following documentation:

A scanned copy of your passport showing your identification and Stamp. That is, the first page of your passport showing your photograph and personal details, and the stamp/visa page showing your current immigration Stamp 1, Stamp 1G, Stamp 4, Stamp 5, or Stamp 6 showing you have permission to be in this State.

Or

A scanned copy of your current Irish Residence Permit showing Stamp 1, Stamp 1G, Stamp 4, Stamp 5, or Stamp 6.

*Stamp 1G

There are two main pathways under Stamp 1G and they are:

Graduate Stamp 1G

For permanent positions, CIB can only apply for an Employment Permit if the role you are applying for is on the [Critical Skills Occupations List](#). If the role is not on the Critical Skills Occupations List then CIB will be unable to apply for a work permit regardless of whether or not you are successful at interview.

Spouse / Partner of Critical Skills Employment Permit holder or Researchers in the State on Hosting Agreements

Or

For permissions related to your marital/partnership status:

A scanned copy of your passport showing your identification and Stamp. That is, the first page of your passport showing your photograph and personal details, and the stamp/visa page showing your

current immigration Stamp 1G showing you have permission to be in this State and your Marriage/Civil Partnership Certificate.

Or

A scanned copy of both the front and back of your current Irish Residence Permit (IRP) showing Stamp 1G and your Marriage/Civil Partnership Certificate.

And

A scanned copy of your spouse's passport showing their photograph and personal details, and the stamp/visa page showing their current immigration stamp and a copy of their Critical Skills/General Employment Permit.

Or

A scanned copy of both the front and back of your spouse's current Irish Residence Permit showing Stamp 4 and a copy of their Critical Skills/General Employment Permit.

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 <https://singlepensionscheme.gov.ie/>.

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

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 their 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 their 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 1988-2018 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 CPL Recruitment. 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, George's 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**:

- Fully 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: **Executive Officer, Corporate Services**

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 once submitted, please contact the HR Team by email recruitment@ciboard.ie to ensure your application has been received.

Closing date

Please note the latest time for receipt of applications is **5pm on Monday 21 September 2026.**

Incomplete applications, postal applications, or CVs 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 their 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.

The selection process may involve a presentation or other exercise and one or more interviews. 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	
• 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 and Decision Making	
• Effectively deals with a wide range of information sources, investigating all relevant issues • 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 and interprets numerical information, conducting accurate numerical calculations • Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence	
Delivery of Results	
• Takes ownership of tasks and is determined to see them through to a satisfactory conclusion • Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available • 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 and Communication Skills	
• Modifies communication approach to suit the needs of a situation/ audience • Actively listens to the views of others • Liaises with other groups to gain co-operation • 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/teamwork • Is personally honest and trustworthy • Acts with integrity and encourages this in others	