

# CUSTOMER CHARTER

2023 – 2025

## Our Vision

*Recognised as the centre of excellence in recruitment, trusted by those we serve.*

## Our Mission

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## Our Services

The Public Appointments Service is responsible for resourcing via recruitment and promotion competitions. Our activities are primarily focused on the sourcing of candidates for roles in the Civil Service, the most senior roles in Local Authorities, leadership positions and Hospital Consultant roles for the HSE, trainees and internal promotions for An Garda Síochána, large volume recruitment at all levels in the Civil Service, and a range of Head of Office and specialist roles across the civil and public service.

This Office seeks to deliver high standards of customer service, and it is our goal to deal with our clients and candidates in a professional, fair and impartial manner, and with courtesy and respect.

Our Customer Charter sets out the customer service levels against which our performance can be measured for all of our customers (client organisations; candidates and prospective candidates; and selection board members)

Our aim is to treat our clients, candidates and colleagues with dignity and respect and provide a professional service which focuses on improving quality and value.

## Our Commitment To You

**Recruitment:** Potential candidates can expect a customer-oriented experience when accessing career opportunities, with speed and ease of delivery a key factor in engaging talent. We will

embrace all opportunities to adopt innovative solutions to continue the delivery of our services to all clients.

**Equality, Diversity and Inclusion:** We are committed to implementing systems, policies and processes to ensure a possible candidate pool, reflective of our diverse population.

**Recruitment Service Delivery:** We are positioned to respond appropriately to client requests, adopting a flexible scalable resourcing model to respond to demands.

**Reform:** We actively support the ongoing delivery of Civil Service Renewal and Public Service Reform agendas. Attracting and retaining a diverse and engaged workforce is a key factor in delivering on the reform agenda.

**Trusted Partner:** We aim to provide an informed and evidence based advisory function to support public policy development.

**New Ways of Working:** We undertake to strengthen and evolve our recruitment model to be responsive to the evolving requirements of our clients and our candidates in a competitive environment.

**Marketing and Social Media:** Our objective is to attract more diverse and high quality applicant pools, to promote our client organisations and inform the people we serve of our role in developing a workplace of the future as a recruiter of choice for the civil and public service.

**Technology and Digital Presence:** We will continue to exploit opportunities for use of innovative technology solutions and communication avenues to ensure we keep pace with the rapid rate of advances in technology and an increasingly tech-savvy population.

**Organisational Governance and Controls:** We have effective corporate governance and compliance structures, processes and systems in place to support the ongoing work of the organisation, ensuring compliance and best practice.

**Organisational Capacity:** Building our leadership capability and our collective capacity to be agile, resilient, engaged, inclusive and open to change, will equip us to meet the challenges of the future.

**Better Use of Data and Metrics:** We will improve organisation performance, measured in terms of service delivery, through the development and use of advanced data analytics.

#### **When dealing with us you can expect:**

Professional, courteous staff who will identify themselves, and provide appropriate contact details for any further communication;

Your telephone calls answered promptly within office hours.

An acknowledgement of all written enquiries (including e-mail) within 3 working days and a reply to your enquiry within 10 days.

**When providing information we will:**

Provide accurate and appropriate information on a recruitment campaign and/or your candidature using clear and simple language;

Ensure all information published in hard copy is also published on our website (e.g. Governance Framework, Customer Action Plan, Annual Report, Strategy Statement, test familiarisation material, etc.);

Ensure information is made available, when requested, in alternative formats such as Braille, large print, audio format, etc.;

Comply with our legal and regulatory obligations, particularly the CPSA Codes of Practice (as applicable), Freedom of Information and Data Protection legislation.

**For Client Organisations we will:**

Deliver quality candidates through best practice approaches, inclusive recruitment practices and improved time to hire metrics;

Nominate a designated person to liaise with you with regard to your requirements;

Consult and involve you when planning recruitment competitions on your behalf;

Continue to build on our model of client engagement to provide an enhanced customer centric focus that actively listens to the feedback provided by our clients to improve service delivery;

Introduce process improvements and develop new systems to enable us to deliver a high quality and efficient service to our clients;

Work with individual clients to identify their resourcing needs so that the model of recruitment and selection activity (or part services) can be tailored to best meet those needs;

Provide cost effective recruitment and selection solutions and related services;

Meet with clients to further develop the relationship and gain a greater understanding of the needs and challenges of each client organisation. Client management meetings provide a dedicated space for clients to discuss their staffing requirements (including future plans), current recruitment campaigns and to facilitate a two-way communication and feedback on the service provided;

Provide project plan for each campaign within an agreed timeframe;

Bring vacancies to the attention of the widest possible potential applicant pool by using appropriate methods of marketing and using, publicjobs.ie and other social media to advertise campaigns;

Share relevant information and updates with clients on a regular basis through a quarterly Client Newsletter;

Introduce a new reporting framework on the status of campaigns and panel availability. We will also be developing an online system, which will facilitate client organisations to log resource requests and track progress;

Provide advice and guidance with the design and implementation of merit based internal promotional processes;

Provide a variety of recruitment and selection tools to you for senior management and professional positions which are in line with good practice (e.g. executive search, in-depth assessment, advanced assessment techniques);

Strengthen our role as a trusted advisor, through the provision of relevant guidance across the public service and the sharing of best practice;

Host client events to facilitate networking and the dissemination of relevant guidance / information;

Provide access to our recruitment application system for all clients who wish to use this application system for their own recruitment and selection needs;

### **For Candidates we will:**

Ensure probity and a fair, consistent and transparent process in which appointment is made on merit and in line with best practice by conducting applicable selection processes in line with the CPSA Codes of Practice;

Ensure probity, fairness, consistency and transparency where appointments are on merit and in line with good practice for all campaigns not covered by the CPSA Codes of Practice;

Develop information booklets which set out the role, terms and conditions and the essential requirements for the post;

Acknowledge receipt of your application via [publicjobs.ie](https://publicjobs.ie);

Provide information on the different stages involved in the recruitment campaign and the selection process;

Provide adequate notice for attendance at/participation in tests and interviews;

Issue results from each stage of a selection process in a timely manner;

Provide each candidate with the result of their participation in each stage of the process, and provide feedback to candidates on request;

Use assessment techniques which are up-to-date, appropriate to the post, and in line with good practice;

Provide information to candidates on accessing the Code of Practice, or the Guidelines for the Public Appointments Service where the Codes of Practice do not apply;

Process all requests for review/complaints within timelines published by the CPSA, and in cases where this is not possible, keep candidate informed of status of review;

For applicants who have declared to us that they have a disability, we will ensure that reasonable accommodations are in place;

For assessments tests which may need more time to complete remotely, additional time will be added;

For assessments being carried out remotely, candidates will be given an opportunity to familiarise themselves with the system being used.

### **For Interview Board Members we will:**

Have a dedicated Board Member Unit in place to deal with issues arising;

Provide relevant & up to date training (including training on use of e-enabled tools);

Provide training on new approaches in advance of their introduction and provide refresher training, where required;

Provide documentation in a timely manner;

Provide adequate notice for attendance at interview boards;

Capture feedback to inform future processes and to identify training needs;

For assessments conducted remotely, Board Members will be given an opportunity to familiarise themselves with the system being used.

### **Our Website - we will:**

Seek to ensure all information is accurate and up to date;

Provide information and online facilities tailored to our different customer groups;

Strive to deliver the highest standards of accessibility and universal access;

Ensure our website is clear, easy to use and contains useful information;

Seek to constantly develop our website and digital communication channels to enhance their value to clients and candidates.

### **Equality & Diversity:**

We will protect and respect equality, diversity & human rights in all dealings with our customers, and within our services, procedures and processes, in accordance with Public Sector Duty principles;

We will accommodate the needs of all of our customers by providing a service that complies with relevant legislation, guidance and good practice (including Equality legislation, the Disability Act

2005 and the Code of Practice for the Employment of People with a Disability in the Irish Civil Service);

We will strive to exceed the Government target for the employment of people with disabilities in the Office and develop best practice approaches. As part of the *Comprehensive Employment Strategy for People with Disabilities 2015 – 2024* Strategy, the public service employment target of people with disabilities was to increase on a phased basis from 3% to 6% by 2024;

Consult with representative groups to increase the proportion of candidates from diverse groups applying for jobs through the Public Appointments Service.

### Services in Irish:

We will ensure that all members of the public are facilitated in using Irish if they choose;

We will ensure that all candidate facilities available on the publicjobs.ie website are bilingual;

We will make all key publications available in Irish;

We will ensure that all correspondence (written/electronic) received in Irish will be responded to in Irish.

### *Monitoring, Evaluation and Reporting*

We will use our Annual Report to report on the service standards in place, how performance has been measured, whether standards have been achieved and key steps in the customer service improvement process.

### *Comments and Queries*

We welcome customer feedback on our services and invite customers to contact us with any feedback that they may have.

All complaints will be dealt with promptly, fairly & impartially in line with our procedures for dealing with customer complaints.

Contact us by email on [customerfeedback@publicjobs.ie](mailto:customerfeedback@publicjobs.ie).

### *Reminder of your responsibilities as a customer*

We enjoy a very positive relationship with its customers and clients and respect issues rarely arise. Nonetheless, as part of our duties as an employer, we remind customers that you are obliged to treat staff of the Public Appointments Service, and anyone providing services on our behalf, in a respectful manner and to respect the right of the individual to dignity in their working life. Any form of aggression, bullying, harassment or discrimination will not be accepted and we reserve the right to take appropriate action should the necessity arise.

We ask that you familiarise yourself with the Codes of Practice (available on [www.cpsa.ie](http://www.cpsa.ie)) before you submit an appeal of a decision of the Public Appointments Service.

We ask that you comply with our directive that we do not allow the unsanctioned use of any type of recording equipment on its premises or at its test venues.