



**An tSeirbhís um Cheapacháin Phoiblí**  
**Public Appointments Service**

## **CANDIDATES INFORMATION BOOKLET**

The Public Appointments Service intends to hold a competition for the purpose of recommending persons for appointment to the positions of:

### **Head of Information Systems**

**Cavan County Council and Mayo County Council**

**Closing Date: 3pm Thursday 16<sup>th</sup> November 2017**

**Campaign ID: 17201004**

The Public Appointments Service is committed to a policy of equal opportunity.

The Public Appointments Service will run this competition in compliance with the codes of practice prepared by the new Commissioners for Public Service Appointments (CPSA).

Codes of practice are published by the CPSA and are available on [www.cpsa.ie](http://www.cpsa.ie)

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**CONTACT: MARY MARTYN/NIAMH SHIELDS**

CHAPTER HOUSE  
26 – 30 ABBEY STREET UPPER  
DUBLIN 1

Telephone Number: (353) 1 858 7424

[LGrecruitment@publicjobs.ie](mailto:LGrecruitment@publicjobs.ie)

# **Head of Information Systems**

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# **Head of Information Systems**

## **Cavan County Council and Mayo County Council**

### **Introduction**

The Local Government sector in Ireland is made up of 31 Local Authorities and 3 Regional Assemblies. Local Authorities are the closest and most accessible form of Government to citizens. They have responsibility for the delivery of a wide range of services in their local area with a focus on making cities, towns and the countryside areas attractive places to live, work and invest. These services generally include housing; transportation; planning; infrastructure; environmental protection; recreation and amenity provision and community development. Local Authorities also play a key role in supporting economic development and enterprise promotion at local level.

Vacancies now exist in Cavan County Council and Mayo County Council for the role of Head of Information Systems.

### **The Role**

The Head of Information Systems is a senior position within the Information Communications Technology function. The appointee will work closely with the Chief Executive, Directors and Senior Management team. He/she will lead a department which is responsible for the planning, development, control and maintenance of Information and Communications Technology. As Head of IS, the successful candidate will be expected to implement and develop the ICT strategy/vision to support the overall Corporate Plan of the Council and ensure best practice standards and codes of practice. The appointee will have an important role in the management of staff within the department and will be expected to advise on all ICT issues within their respective Council.

### **Duties and Responsibilities**

- Supporting the Director of Finance and/or Director of Service and IT in the development and communication of the organisation's Information Communications Technology (ICT) and Information Systems (IS) strategies;
- Defining a strategic framework for ICT within the County Council that will align with the goals and objectives of the wider Council business strategy;
- Evaluating and developing the potential of modern ICT to enhance the business objectives of the Council and ensure maximum impact of emerging technologies;
- Preparing operational and service plans for the ICT Unit to ensure that all necessary ICT tools, processes and systems are in place to meet the requirements of the business and contribute to the achievement of the organisation's short and long term goals;
- In conjunction with the Director of Finance and/or Director of Service and IT, setting, agreeing and monitoring ICT budgets for routine expenditure and one off projects;
- Building the capacity of the organisation to maximise ICT opportunities;
- Having a high level of autonomy to structure the post in line with the Council's corporate needs;
- Ensuring the adequacy of IT systems in the Authority, and in particular their support by adequate information systems;

- Responsibility for the investigation and implementation of any new technologies that would contribute to the improvement, efficiency and enhancement of existing information systems;
- Providing an infrastructure that will maximise the potential of and promote the use of e-business/e-service;
- Accountability for the delivery, continuity and effective support of quality infrastructure and services;
- Ensuring the security and integrity of Council data and ICT infrastructure;
- Project managing systems and application development. Driving continuous improvement of the ICT contribution to the Council through the use of ITIL and Project Management standards;
- Representing the Council on National groups and in joint initiatives with other public service bodies and fostering relationships with other public bodies;
- Procuring ICT hardware, software and licenses (including contract negotiation). Procuring and managing appropriate external technical support services ensuring service quality, standards and targets are achieved;
- Providing effective leadership and management taking responsibility for ensuring that ICT staff development and succession planning needs are met;
- Promoting an explicit focus on up skilling, achievement and quality among ICT staff, through the setting and monitoring of performance targets, recognising good performance and tackling underperformance positively through the Performance Management Development System (PMDS) process;
- Analysing, interpreting and communicating effectively technical information and concepts to the Council's management and staff;
- Developing and managing a disaster recovery/business continuity solution that minimises the risk of system outages and data loss/corruption;
- As a member of the Senior Management team, contributing to the business planning and overall management of the Council;
- Ensuring the management of the ICT Service desk ensuring a customer-centric approach to service delivery
- Contributing effectively to business process improvement initiatives;
- Providing appropriate reports on ICT services, performance, NOAC service indicators and developments to Senior Management;
- Liaising with other Council managers to ensure that the ICT functions and capabilities align with the business goals of the Council;
- Other duties and responsibilities as may be assigned from time to time.

## **Essential Requirements**

### **Qualifications**

The Minister for Housing, Planning and Local Government has declared that the qualifications for the position of Head of Information Systems in a Local Authority are as set out hereunder: -

### **Character**

Each candidate must be of good character.

### **Health**

Each candidate shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

### **Education, Training, Experience, etc.**

Each candidate must, on the latest date for receipt of completed application forms:-

- (a) hold an honours degree (level 8 on the National Framework of Qualifications) in the area of information technology or possess an equivalent qualification,
- (b) have satisfactory experience of Information Technology Project Management, Systems Development and Information Technology Infrastructure including satisfactory experience at a strategic management level,
- (c) have a satisfactory knowledge of public service organisation.

## **Essential Skills and Experience**

### **The ideal candidate for the position shall:**

- Have a proven track record in managing IT staff management and 3rd parties service provision;
- Have strong and current knowledge of the web environment including development techniques in both open and closed source environments;
- Have project management experience in managing projects with a large number of shareholders and complex interdependencies;
- Have excellent planning and organisational skills and the ability to lead and manage diverse project teams;
- Have knowledge and experience in managing procurement processes, including appraisal and evaluation techniques, contract negotiation and award, and subsequent management through to implementation;
- Have knowledge and experience in managing large budgets for operational and project management, with a continuous focus on value;
- Have a record of achievement in their career to date, demonstrating significant management skills including the ability to provide effective leadership and direction;
- Have a strong record of collaboration, excellent motivational skills and a commitment to meeting deadlines and delivering high quality customer service;
- Possess in depth knowledge of a Local Authority environment, culture and operations and a strong awareness of the strategic direction of Local Government or have the ability to quickly acquire such knowledge;
- Have a thorough understanding and appreciation of the role of ICT in a statutory body, where there will be a reliance on a robust technological infrastructure to support the activities and operation of the organisation;

- Have a proven record of willingness to take the initiative and adopt a proactive approach to the introduction of ICT-based solutions;
- Have proven management skills in an ICT area, strong detailed analytical ability and sound judgment;
- Have a strong focus on quality of customer service;
- Be a self starter, capable of continuous self learning, new thinking, working to very tight deadlines and committed to achieving high quality results;
- Be decisive and innovative;
- Have excellent motivational skills and be capable of working equally well as a member of a team and as a leader;
- Have a strong commitment to the implementation of strategic change;
- Have a commitment to developing staff through PMDS (Performance Management Development System), training and on the job experience.

### Key Competencies

Below is the competency model which has been developed for the role of Head of Information Systems.

<b>Strategic Management and Change</b>	<p><b>Strategic Ability</b> Displays the ability to think and act strategically. Thinks long term. Can translate organisational mission and vision into clear specific and achievable objectives. Demonstrates innovation and creativity to secure successful strategic outcomes.</p> <p><b>Political Awareness</b> Has a clear understanding of the political reality and context of the organisation.</p> <p><b>Networking and Representing</b> Develops and maintains positive and mutually beneficial relationships. Builds networks of technical and professional contacts. Promotes and sustains an appropriate, positive, and cohesive image for the organisation it represents.</p> <p><b>Bringing about Change</b> Effectively introduces change, fosters a culture of creativity in employees and overcomes resistance to change. Demonstrates flexibility and an openness to change.</p>
<b>Delivering Results</b>	<p><b>Problem Solving and Decision Making</b> Can pinpoint critical information and address issues logically. Understands the context and impact of decisions made. Can act decisively with complex information and multiple stakeholders.</p> <p><b>Operational Planning</b> Plans projects to determine rationale, objectives and deliverables, resource requirements, timelines and milestones, reporting requirements, and evaluation methods. Establishes high quality service and customer care standards.</p> <p><b>Delivering Quality Outcomes</b> Promotes the achievement of quality outcomes in delivering services. Organises the delivery of services to meet or exceed the required standard through collaborating with, instructing and motivating employees and by managing resources effectively.</p>
<b>Performance through People</b>	<p><b>Leading and Motivating</b> Motivates others individually and in teams to deliver high quality work and customer focused outcomes. Develops effective and productive workplace relationships. Leads by example in terms of commitment, flexibility and a strong customer service ethos.</p> <p><b>Managing Performance</b> Effectively manages performance. Empowers people to achieve or exceed organisational goals by delegating sufficient authority, responsibility and accountability.</p> <p><b>Communicating Effectively</b> Has highly effective verbal and written communication skills. Presents ideas effectively to individuals and groups.</p>
<b>Personal Effectiveness</b>	<p><b>Relevant Knowledge</b> Keeps up to date with current developments, trends and best practice in their area of responsibility. Demonstrates the required specialist knowledge, understanding and training for the role. Has strong knowledge and understanding in relation to statutory obligations of Health and Safety legislation and its application in the workplace.</p> <p><b>Resilience and Personal Well Being</b> Demonstrates appropriate and positive self confidence. Remains calm under pressure and operates effectively in an environment with significant complexity and pace.</p> <p><b>Integrity</b> Behaves in an honest, trustworthy and respectful manner and is transparent, fair and consistent in dealing with others</p> <p><b>Personal Motivation, Initiative and Achievement</b> Is enthusiastic about the role and sets challenging goals to achieve high quality outcomes. Is self motivated and persistent when faced with difficulties. Engages in regular critical reflection in order to identify how own performance can be improved</p>

## **Principal Conditions of Service**

### **Duties**

The duties of the post are to give to the local authority and to

- (a) the local authorities or bodies for which the Chief Executive is Chief Executive, and
- (b) to any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies referred to in sub-paragraph (a) of this paragraph under the general direction and control of the Chief Executive or of such officers as the Chief Executive may from time to time determine.

Such appropriate Council management, administrative, executive, supervisory, advisory and ancillary services as may be required by any local authority or body hereinbefore mentioned in the exercise and performance of any of its powers, functions and duties and to exercise such powers, functions and duties as may be delegated to him or her by the Chief Executive from time to time including the duty of servicing all committees that may be established by any such local authority or body. The holder of the post will, if required, act for an officer of a higher level.

### **Salary**

The salary scale for the position of Head of Information Systems is:

€65,426: €65,506: €66,748: €69,031: €71,454: €73,850: €76,262 (Maximum); €78,982 (1st LSI) (after 3 years satisfactory service on the Maximum); €81,675 (2nd LSI) (after 3 years satisfactory service on the 1<sup>st</sup> LSI).

Entry point to this scale will be determined in accordance with Circulars issued by the Department of Housing, Planning and Local Government.

### **Rate of remuneration may be adjusted from time to time in line with Government Policy.**

The salary shall be fully inclusive and shall be as determined from time to time. The holder of the post shall pay to the Local Authority any fees or other monies (other than his/her inclusive salary) payable to or received by him/her by virtue of the post or in respect of any services, which he/she is required by or under any enactment to perform.

### **Particulars of Position**

The office is whole-time and permanent and will be an employee of the Local Authority and subject to the terms and conditions of the Local Authority including re-assignment within the Authority

- (a) The post is permanent, whole time and pensionable. The post may, subject to the approval of the Local Authority, be held by persons on a worksharing basis. Eligibility for worksharing is subject to having one year's satisfactory service in the Local Authority.
- (b) The holder of the post will be required to serve in the Information and Communications Technology Department. However, the Council reserves the right to, at any time, re-assign an employee to another Department now or in the future.



- (c) The Council reserves the right to, at any time, assign an employee to any premises in use by the County Council now or in the future.
- (d) The holder of the post shall reside in the district in which his/her duties are to be performed or within a reasonable distance thereof.

### **Probation**

Where a person is permanently appointed to a Local Authority, the following provisions shall apply -

- (a) there shall be a period after appointment takes effect, during which such a person shall hold the position on probation;
- (b) such period shall be one year but the Chief Executive may, at his or her discretion, extend such period;
- (c) such a person shall cease to hold the position at the end of the period of probation, unless during this period the Chief Executive has certified that the service is satisfactory;
- (d) the period at (a) above may be terminated on giving one weeks notice as per the Minimum Notice and Terms of Employment Acts;
- (e) there will be assessments during the probationary period.

### **Hours of attendance**

Hours of attendance will be fixed from time to time but will amount to not less than 37 hours gross per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

### **Annual Leave**

The annual leave allowance for the position of Head of Information Systems is 30 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the public service, is based on a five day week and is exclusive of the usual public holidays.

### **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 the sick leave circulars.

Officers who will be paying Class A rate of PRSI may be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the Local Authority. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

### **Superannuation contributions:**

Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required, in respect of their superannuation, to contribute to the local authority at the rate of 5% of their pensionable remuneration.

Persons who become pensionable officers of a local authority, who are liable to pay the Class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 1.5% of their pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

All persons who become pensionable officers of a local authority are required, in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme, 1986, to

contribute to the local authority at the rate of 1.5% of their pensionable remuneration or net pensionable remuneration, whichever is relevant and in accordance with the terms of the Scheme.

Persons who become pensionable officers of a local authority for the first time on or after 1 January 2013 are liable to pay the Class A rate of PRSI contribution and are required in respect of superannuation to contribute at the rate of 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children) plus 3% of pensionable pay.

### **Retirement**

Effective from 1st January 2013, the Single Public Service Scheme applies to all first-time new entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks. Retirement age is set initially at 66 years; this will rise in step with statutory changes in the State Pension Contributory (SPC) age to 67 years in 2021 and 68 years in 2028. Compulsory retirement age will be 70.

For appointees who are deemed not to be “new entrants” as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, the minimum retirement age is 60 and the maximum retirement age is 65.

For Class A “new entrants” as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004 the minimum retirement age is 65 with no maximum retirement age.

### **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

### **Pension Abatement**

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions

### **Incentivised Scheme for Early Retirement (ISER)**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

### **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, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

**Collective Agreement: Redundancy Payments to Public Servants**

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st 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 public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

**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.

**IMPORTANT NOTICE: The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.**

## The Selection Process

### How to Apply

Applications should be made **online** through [www.publicjobs.ie](http://www.publicjobs.ie). All sections of the form must be fully completed.

Before applying candidates should log-on to [www.publicjobs.ie](http://www.publicjobs.ie) and if you have not already done so you must register as a '**New User**' to create your profile (register a new account). Please do not confuse registering (creating a profile) with submitting an application. Once you have created a profile you must then access the application form, complete and submit it.

Once you have submitted your application form it is suggested that you return to your publicjobs account and ensure that it has been successfully submitted via '**My Applications**'. Only fully submitted applications will be accepted into the campaign. **Applications will not be accepted after the closing date.**

The admission of a person to this competition, or invitation to attend for interview is not to be taken as implying that the PAS is satisfied that such person fulfils the requirements.

### Closing Date

Your online application must be submitted through [www.publicjobs.ie](http://www.publicjobs.ie) not later than **3pm on Thursday 16<sup>th</sup> November 2017**. Applications will not be accepted after this date.

If you do not receive an acknowledgement of receipt of your application within two working days of applying, please contact 01-8587424.

### Publicjobs Messageboard:

Interaction with candidates during the selection process will primarily be conducted online. PAS will send most communication through your publicjobs Messageboard. Check your Messageboard on a regular basis as email notifications of updates/tests issued to your Messageboard may sometimes be filtered into your Junk/Spam email folders (or "Promotions" in the case of gmail). You are also advised to check all these folders regularly.

PAS accepts no responsibility for communication not accessed or received by an applicant.

### Selection Process

The Selection Process may include the following:

- Shortlisting of candidates on the basis of the information contained in their application;
- a preliminary interview, which may also include a presentation;
- completion of an online questionnaire;
- a competitive interview, which may also include a presentation;
- work sample/role play/ media exercise, and any other tests or exercises that may be deemed appropriate.

### Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While you may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Public Appointments Service may decide that a number only will be called to interview. In this respect, the Public Appointments Service provide for the employment of a short listing process to select a group for interview who, based on an examination of the documents provided by you, appear to be the most

suitable for the position. This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that there are some candidates who are, prima facie, better qualified and/or have more relevant experience. In the event of a shortlisting exercise being employed, an expert board will examine the information provided in your application form, assess it against the criteria based on the requirements of the position and decide if you will be shortlisted, relative to the other candidates applying for the position.

During any short listing exercise that may be employed, the Public Appointments Service are guided by an expert board who examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interests to provide a detailed and accurate account of your qualifications/ experience on the application form.

### **Optional Language Test**

You may have your ability to communicate effectively in Irish and English assessed. Your ability in the language in which the interview is conducted will be assessed at the interview itself and in the other language by a separate competitive language test. This test will comprise conversation on ordinary topics and, to the extent that this may be appropriate, on matters relating to the duties of the post. Candidates who satisfy the Public Appointments Service that they are proficient in both Irish and English will be awarded marks in respect of such proficiency. Candidates who qualify at interview and establish their proficiency will be awarded an extra 6% of the total marks available at interview.

### **Security Clearance:**

The applicant will be required to complete and return a Garda Vetting form should they come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which they resided.

### **References**

We would appreciate it if you would start considering names of people who you feel would be suitable referees that we might consult (2 - 3 names and contact details). The referees do not have to include your current employer, but should be in a position to provide a reference for you. Please be assured that we will only collect the details and contact referees should you come under consideration after preliminary interview stage.

### **Other important information**

The Public Appointments Service will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that the Public Appointments Service is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Prior to recommending any candidate for appointment to this position the Public Appointments Service will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made. Should the person recommended for appointment decline, or having accepted it, relinquish it, or should additional vacancies arise, PAS may at its discretion, select and recommend another person for appointment on the results of this selection process. A panel will be formed from which future vacancies may be filled from this campaign.

### **The importance of Confidentiality**

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

### **Deeming of candidature to be withdrawn**

Candidates who do not attend for interview or other test when and where required by the Public Appointments Service, or who do not, when requested, furnish such evidence as the PAS require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidates are expected to provide all requested documentation to PAS, including all forms issued by PAS for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

### **Quality Customer Service**

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Feedback will be provided on written request. A request for feedback does not impact on the timeframe set out for seeking a review.

### **Use of Recording Equipment**

PAS does not allow the unsanctioned use of any type of recording equipment on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.

Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes.

Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- Where he/she has not been appointed to a post, he/she will be disqualified as a candidate;  
and
- Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

### **Procedures where a candidate seeks a review of a Decision taken in relation to their application**

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Public Appointments Service (PAS). The PAS will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice Appointments to Positions in the Civil and Public Service published by the Commission for

Public Service Appointments (Commission). When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Commission recommends that, subject to the agreement of the candidate, where the office holder (in this instance the Chief Executive Officer of PAS) considers the matter could be resolved they should first seek to engage on an informal basis, before making use of the formal review procedure.

### **Procedure for Informal Review**

- A request for Informal Review must be made within 5 working days of notification of the decision, and should normally take place between the candidate and a representative of the PAS who had played a key role in the selection process.
- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

### **Procedure for Formal Review of Selection Process**

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, outlining the facts that they believe show an action taken or decision reached was wrong.
- A request for review must be made within 10 working days of the notification of the selection decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the request for review.

### **Complaints Process**

A candidate may believe there was a breach of the Commission's Code of Practice by PAS that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates (or potential candidates) to make a complaint under **Section 8** to the Chief Executive Officer of PAS in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

- Allegations of a breach of the Code of Practice should be addressed in writing, and within a reasonable timeframe, to the Chief Executive Officer in the first instance. The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the complainant cannot support their allegations by setting out how the Public Appointments Service has fallen short of the principles of this Code.
- On receipt of a complaint PAS may determine to engage with the complainant on an informal basis.

**For further information on the above procedures please see the Code of Practice Appointments to Positions in the Civil and Public Service which is available on the website of the Commission for Public Service Appointments, [www.cpsa.ie](http://www.cpsa.ie)**

There is no obligation on the PAS to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

### **Requests for Feedback**

Feedback in relation to the selection process is available on request. There are no specific timeframes set for the provision of feedback.

Please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback.

### **Candidates' Obligations:**

Candidates in the recruitment process must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way

A third party must not impersonate a candidate at any stage of the process

### **Contravention Code of Practice**

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process;
- has been appointed to a post following the recruitment process, they will be removed from that post.

### **Data Protection Acts 1988 & 2003:**

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and should you be successful certain information you provide will be forwarded to the employing organisation. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003. To make a request under the Data Protection Acts 1988 & 2003, please submit your request in writing to: The Data Protection Co-ordinator, Public Appointments Service, "Chapter House", 26-30 Abbey Street Upper, Dublin 1, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.