



An tSeirbhís um Cheapacháin Phoiblí
Public Appointments Service

CANDIDATES INFORMATION BOOKLET

PLEASE READ CAREFULLY

Open competition for appointment to the position of

**Communications Co-ordinator (5 Posts)
Office of Corporate Communications (OCC)
An Garda Síochána**

Closing Date: 3.00 pm on Thursday, 25th October 2018

CID: 18213601

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

The Public Appointments Service will run this campaign in compliance with the Code of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA).

Codes of Practice are published by the CPSA and are available on www.cpsa.ie

CONTACT: Martin Campbell

PROFESSIONAL & TECHNICAL RECRUITMENT 2
CHAPTER HOUSE
26 – 30 ABBEY STREET UPPER
DUBLIN 1

EMAIL: midvolrecruitment@publicjobs.ie

Telephone Number: (353) 1 8587613
Main Number: (353) 1 858 7400
URL: www.publicjobs.ie

TABLE OF CONTENTS

	Page
Background	3
The Roles	4
Essential Qualifications and Requirements	7
Eligibility to compete and certain restrictions on eligibility	9
Principal Conditions of Service	10
Competition Process	14
Closing Date	14
Selection Methods	15
Review Procedures	17
Candidates Obligations	18
General Data Protection Regulation (GDPR)	20

Communications Co-ordinator in the Garda Office of Corporate Communications (OCC)

Background

The Office of Corporate Communications (OCC) is the 'public face' of An Garda Síochána and represents the Garda Commissioner. It plays a critical role in enhancing the reputation of An Garda Síochána by keeping external and internal audiences informed of Garda activity to protect and support communities.

The Office is a highly dynamic environment operating across a range of media channels and a diverse range of operational policing and organisational initiatives.

The Office has three units – the Garda Press Office, Corporate Communications Unit, and Internal Communications Unit. Headed by the Garda Director of Communications it has a mixed skills base of civilian and Garda members. It is based in Garda HQ, Phoenix Park, Dublin.

The Office is seeking to appoint Communications Co-ordinators in each of the 3 units and Regional Communications Co-ordinators in the Western Region (Galway Regional Headquarters) and Southern Region (Cork City).

Garda Press Office

The Garda Press Office is one of the busiest press offices in the country. Operating from 7am to 11pm Monday to Sunday, it handles media queries on a wide range of topics relating to policing and security.

Headed by a Superintendent, the Garda Press Office is also responsible for developing public relations campaigns and strategies to protect and enhance the reputation of An Garda Síochána, and make the public aware of key issues to help assist the organisation's goal of protecting and supporting communities. This is delivered in a variety of ways such as press releases, media briefings/press conferences, and social media.

Corporate Communications Unit

The Corporate Communications Unit is headed by a Superintendent. It is responsible for An Garda Síochána's digital and social media presence, the Garda website, public awareness campaigns, Crimecall TV programme, corporate reports and, most particularly, the Annual Report.

An Garda Síochána's award-winning social media strategy has developed the largest social media following in the public sector of over 750,000. It is an important channel for us to inform and engage with the public, particularly in emergency and crisis situations. The Corporate Communications Unit has also run a number of significant public information campaigns across multiple media channels in areas such as burglary and assaults that have helped reduce crime rates and protect the public.

Internal Communications Unit

The Office of Corporate Communications is being given responsibility for communicating internally to the Garda organisation of approximately 16,000 people. This figure will grow to 21,000 by 2021. The organisation has a highly dispersed workforce across the country. To improve internal communications to this workforce, an Internal Communications Unit is being established as part of the OCC.

The Office of Corporate Communications currently produces an internal e-zine, Newsbeat, every two weeks to keep all staff informed of current and upcoming events. It also has input into internal communications around the organisation's Modernisation and Renewal Programme.

The Role

Communications Co-ordinators, Garda Office of Corporate Communications

Reporting to the Communications Manager, Garda Press Office, AP Internal Communications, or Head of Corporate Communications, Communications Co-ordinators are involved in developing and implementing PR national campaigns in line with the organisation's Communications Strategy. They also deal with day-to-day media issues to ensure a high quality professional response from the Garda Press Office to the media, and with providing analysis of media coverage.

Communications Co-ordinators assist in the development and expansion of An Garda Síochána's social and digital media sites including the development and commissioning of content such as videos, infographics, and ensuring all content is in line with the organisation's image.

They will also be involved in the development and implementation of the new internal communications strategy for the organisation. This will include the development of impactful communications across multiple potential channels including new and innovative ways of communicating with our people about the latest developments in the organisation.

The duties may include:

- Handling media queries in a professional manner and in line with the organisation's key messages and communications strategy;
- Implementation of media relation strategies;
- Development of press releases and communications material;
- Planning and implementing effective media relations events;
- Posting material to social media in line with Garda policy;
- Help develop new and innovative ways to communicate to the media and the public;
- Day-to-day operation of central Garda social media sites and internal communications channels such as Garda Portal and Newsbeat
- Assisting with the development of new Garda social media sites both centrally and in locations outside of Garda HQ;
- On-going analysis of social media activity to identify what we are doing well and what we need to improve;
- Preparation of content for use across Garda digital and social media channels including video content and ensuring it adheres to Garda policy and quality levels;
- Input into the development and delivery of Garda public awareness campaigns;
- Assisting with the development of Garda.ie;
- Assisting in the development and implementation of the Garda internal communications strategy in line with the overall Garda communications strategy and key messages;
- Liaising with senior stakeholders to identify opportunities to promote news and information relevant to Garda staff;
- Development of effective means of communications to a highly dispersed workforce;
- Working with relevant departments to ensure cultural, technical and process changes in the organisation are effectively communicated to the right audiences;
- Planning and co-ordinate key messages from senior management to the organisation and/or relevant audiences within the organisation;
- Providing analysis of the impact of internal communications activity;
- Working with third party suppliers to develop engaging and effective content.
- Development and collation of content for Garda corporate reports such as the Annual Report;

Regional Communications Co-Ordinator, Garda Press Office

The Regional Communications Co-ordinator was established to enhance our communications with local communities via local and national social media and our own digital and social media channels.

Working to the Communications Manager, Garda Press Office, the Regional Communications Co-ordinator will be based in the relevant region and will be responsible for developing and implementing communications strategies to promote good work and highlight crime prevention advice in that region.

They will also deal with day-to-day media queries relating to their region to ensure a high quality professional response, be responsible for supporting the development of social media activity in their region, and helping to develop public awareness campaigns relating to key crimes occurring in their region. This will involve working closely with local management while reporting to the Communications Manager, Press Office.

The duties include:

- Handling media queries in a professional manner and in line with the organisation's key messages and communications strategy;
- Implementation of media relation strategies;
- Development of press releases and communications material;
- Planning and implementing effective media relations events;
- Posting material to social media in line with Garda policy;
- Help develop new and innovative ways to communicate to the media and the public;
- Working with third party suppliers to develop engaging and effective content.

ENTRY REQUIREMENTS

Essential

Candidates must:

1.
 - a) On or before Thursday **25th October 2018** have a qualification of at least a Level 7 on the National Framework of Qualifications in Journalism, Multi Media, Communications, Public Relations,
 - or
 - b) Have demonstrated at least 2 years relevant experience of working in the communications area;
2. Have experience of using and updating social media in a work environment
3. Demonstrate excellent writing skills and/or creative skills;
4. Have a clear understanding of the effects of mass communications and the power of social networking;
5. Be interested in public affairs and committed to the concept of public service;
6. Have an understanding and be sensitive in dealing with others, and be persuasive when communicating in general;
7. Be committed to making sure all tasks are completed to a very high standard;
8. Be willing to share ideas and information with people, with the purpose of achieving a particular result;
9. Have the ability to work effectively as part of a team;
10. Be capable of presenting material in a clear, concise and comprehensive manner;
11. Be fully committed to achieving quality results;
12. Be capable of using own initiative as and when appropriate;
13. Have excellent interpersonal skills and demonstrate the self-confidence necessary to cope with challenging situations and capacity to be resilient.
14. The ability to work to tight deadlines and under pressure.

In addition to the above, candidates must also be able to demonstrate the Key Competencies identified for effective performance at this level (see page 7).

Desirable:

- Familiarity with video-editing packages;
- Demonstrable experience in graphic design;
- Experience in marketing/public awareness campaigns;
- Experience of working in a press office or dealing with media queries.

Key Competencies for effective performance at Executive Officer Level

EXECUTIVE OFFICER
People Management
<p>Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues</p> <p>Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise</p> <p>Values and supports the development of others and the team</p> <p>Encourages and supports new and more effective ways of working</p> <p>Deals with tensions within the team in a constructive fashion</p> <p>Encourages, listens to and acts on feedback from the team to make improvements</p> <p>Actively shares information, knowledge and expertise to help the team to meet it's objectives</p>
Analysis & Decision Making
<p>Effectively deals with a wide range of information sources, investigating all relevant issues</p> <p>Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc</p> <p>Identifies and understands key issues and trends</p> <p>Correctly extracts & interprets numerical information, conducting accurate numerical calculations</p> <p>Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence</p>
Delivery of Results
<p>Takes ownership of tasks and is determined to see them through to a satisfactory conclusion</p> <p>Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation</p> <p>Constructively challenges existing approaches to improve efficient customer service delivery</p> <p>Accurately estimates time parameters for project, making contingencies to overcome obstacles</p> <p>Minimises errors, reviewing learning and ensuring remedies are in place</p> <p>Maximises the input of own team in ensuring effective delivery of results</p> <p>Ensures proper service delivery procedures/protocols/reviews are in place and implemented</p>
Interpersonal & Communication Skills
<p>Modifies communication approach to suit the needs of a situation/ audience</p> <p>Actively listens to the views of others</p> <p>Liaises with other groups to gain co-operation.</p> <p>Negotiates, where necessary, in order to reach a satisfactory outcome</p> <p>Maintains a focus on dealing with customers in an effective, efficient and respectful manner</p> <p>Is assertive and professional when dealing with challenging issues</p> <p>Expresses self in a clear and articulate manner when speaking and in writing</p>
Drive and Commitment
<p>Is committed to the role, consistently striving to perform at a high level</p> <p>Demonstrates flexibility and openness to change</p> <p>Is resilient and perseveres to obtain objectives despite obstacles or setbacks</p> <p>Ensures that customer service is at the heart of own/team work</p> <p>Is personally honest and trustworthy</p> <p>Acts with integrity and encourages this in others</p>
Specialist Knowledge, Expertise and Self Development
<p>Displays high levels of skills/ expertise in own area and provides guidance to colleagues</p> <p>Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department and can communicate this to the team</p> <p>Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team</p> <p>Demonstrates a willingness to learn and acquire new skills on a continual basis</p> <p>Takes the initiative in keeping abreast of new developments and applying them</p>

Eligibility to Compete and Certain Restrictions on Eligibility

European Economic Area Nationals

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply. **To qualify candidates must be citizens of the EEA by the date of any job offer.**

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. 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 Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply 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. 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. 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.

Principal Conditions of Service

General

The appointment is subject to the Civil Service Regulations Acts 1956 to 2005 and the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

Pay

The Executive Officer (EO) Standard Salary scale will apply to this position.

PPC (Personal Pension Contribution) salary for this position, with effect from 1 October 2018, is as follows:

€29,316, €31,329, €32,460, €34,364, €36,071, €37,720, €39,364, €40,974, €42,600, €44,181, €45,812, €46,891, €48,427(LSI-1), €49,960 (LSI-2)

This rate applies to new entrants and will also apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution.

Long service increments may be payable after 3(LSI-1) and 6(LSI-2) years satisfactory service at the maximum of the scale.

A different rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 and who **is not required** to make a Personal Pension Contribution.

Important Note

Candidates should note that entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are currently a serving civil or public servant. Subject to satisfactory performance, increments may be payable in line with current Government Policy.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Tenure

The appointment is to an established position on a probationary contract in the Civil Service. The probationary contract will be for a period of one year.

Unfair Dismissals Acts 1977-2005

The Unfair Dismissals Acts 1977-2005 will not apply to the termination of the employment by reason only of the expiry of the fixed term contract without it being renewed.

Outside Employment

The position will be whole time and the appointee 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 comprises his/her integrity.

Locations

Communications Co-ordinators are based in Garda HQ, Phoenix Park, Dublin.

Regional Communications Co-ordinator posts are based in the Western Region (Galway Regional Headquarters) and Southern Region (Cork City). Please note that candidates appointed as Regional Co-ordinators will be required to undertake an induction period of 4 to 5 weeks in Garda HQ Dublin.

When absent from home and office base on official duty the appointee will be paid appropriate travelling expenses and subsistence allowance, subject to normal civil service regulations.

Annual Leave

23 rising to 24 after 5 years' service 25 after 10 years' service 26 after 12 years' service and 27 after 14 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five day week and is exclusive of the usual public holidays.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes gross per week. Candidates should note that hours of attendance may be adjusted from time to time in line with Government policy. The appointee 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.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service in accordance with the provisions of the sick leave circulars for the public service.

Officers paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Employment Affairs and Social Protection to pay any benefits due under the Social Welfare Acts directly to the employing Department or organisation.

Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Employment Affairs and Social Protection within the required time limits.

Official Secrecy and Integrity

You will, during the term of your appointment, be subject to the provisions of the Official Secrets Act 1963, as amended by the Freedom of Information Act 1997 and 2003. You will agree not to disclose to third parties any confidential information especially that with commercial potential either during or subsequent to the period of employment. You will also be subject to the Civil Service Code of Standards and Behaviour.

Civil Service Code of Standards and Behaviour

You will be subject to the Civil Service Code of Standards and Behaviour.

Ethics in Public Office Act 1995

The Ethics in Public Office Act 1995 will apply, where appropriate, to your employment.

Prior Approval of Publications

You will agree not to publish material related to your official duties without prior approval of the Minister.

Political Activity

During the term of your employment you will be subject to the rules governing Civil Servants and politics.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil 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 www.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.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is 66 (rising to 67 in 2021 and 68 in 2028 in line with changes in State Pension age);
- Retirement Age: Scheme members must retire on reaching the age of 70;
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI);
- Post retirement pension increases are linked to CPI.

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) Act 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.**
- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, 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

Please note that where an individual 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 pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Pension-Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act, 2009. Please note that from 1 January 2019 PRD will be replaced by an 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

Personnel Code

All circulars are available on the website www.circulars.gov.ie or from the Personnel Section.

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.

Competition Process

How to Apply

Applications should be made **online** through www.publicjobs.ie All sections of the form must be fully completed.

Before applying candidates should log-on to 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'. At this point you should consider adding publicjobs.ie to your safe senders or contact list within your email account to avoid not receiving email because a publicjobs e-mail has been blocked.

Only applications fully submitted online will be accepted into the campaign.

Applications will not be accepted after the closing date.

Closing date

Your application must be submitted on the Public jobs website not later than **3.00pm, Thursday 25th October 2018.**

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please email: midvolrecruitment@publicjobs.ie

The interviews for these posts are likely to be held in November/December 2018.

You are advised to check your messageboard on a regular basis as email notifications of updates/tests/Interviews etc. issued to your Messageboard may sometimes be filtered into your Junk/Spam email folders. You are also advised to check all these folders regularly.

The onus is on each applicant to ensure that she/he is in receipt of all communication from the Public Appointments Service (PAS).

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

Candidates should make themselves available on the date(s) specified by the PAS and should make sure that the contact details specified on the application form are correct.

Selection Methods

The selection may include:

- shortlisting of candidates on the basis of the information contained in their application
- a competitive preliminary interview
- remote interviewing
- completion of online questionnaire(s)
- presentation or other exercises
- a final competitive interview,
- work sample / role play / media exercise, and any other tests or exercises that may be deemed appropriate

Shortlisting

The number of applications received for a position generally exceeds that required to fill existing and future vacancies for the position. While a candidate 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 smaller number will be called to the next stage of the selection process. In this respect, the Public Appointments Service provide for the employment of a short listing process to select a group who, based on an examination of the application forms, 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 based on their application, appear to be better qualified and/or have more relevant experience. An expert board will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

Confidentiality

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

Security Clearance

You will be required to complete and return a Garda eVetting form should you 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 you resided. However should your application for the competition be unsuccessful this form will be destroyed by PAS. If you subsequently come under consideration for another position, you may therefore be required to complete a further Garda Vetting Form.

If you have resided / studied in countries outside of the Republic of Ireland for a period of 6 months or more, it is **mandatory** for you to furnish a **Police Clearance Certificate** from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate **Police Clearance Certificate for each country you have resided in**. Clearance must be dated after the date you left the country. Candidates should be aware that any information obtained in the Garda Vetting process can be made available to the employing authority.

It is YOUR responsibility to seek security clearances in a timely fashion as they can take some time. You cannot be appointed without this information being provided and being in order.

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 campaign, or invitation to attend an interview, is not to be taken as implying that the Public Appointments Service are satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview.

If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

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.

Once a candidate has accepted an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this selection process.

A panel may be formed from which future vacancies may be filled from this campaign.

Should similar type vacancies arise elsewhere in the Civil Service candidates may be drawn from this competition.

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

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/Test Rechecks

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

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 and/or the outcome of rechecks.

Candidates' Obligations

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g. through social media or any other means, may result in you being disqualified from the competition.

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

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.

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.

Specific candidate criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of character;
- Be suitable in all other relevant respects for appointment to the post concerned;
- and if successful, they will not be appointed to the post unless they:
 - Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.
 - Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

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 Public Appointments Service 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.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with publicjobs.ie or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: dpo@publicjobs.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Information in relation to a candidate's personal data held by the Public Appointments Service are set out on the Data Protection page of www.publicjobs.ie.