Open competition for appointment to the position of Committee Communications Officer (Higher Executive Officer Level) in the Houses of the Oireachtas Service. Closing Date: Friday 1st December 2017.

The Houses of the Oireachtas Service is committed to a policy of equal opportunity. The Houses of the Oireachtas 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

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Background Information

Job Title: **Committee Communications Officer** (Higher Executive Officer)

Office: Houses of the Oireachtas Service, Kildare Street, Dublin 2.

Location of Employment: Dublin, Ireland

About the Houses of the Oireachtas Commission and the Houses of the Oireachtas Service

The Houses of the Oireachtas (the Irish Parliament) consists of two Houses, Dáil Éireann and Seanad Éireann. The Houses of the Oireachtas Commission ("the Commission") is the governing body which oversees the provision of services to the Houses and their Members by the Houses of the Oireachtas Service ("the Service") (the parliamentary administration) in accordance with the Houses of the Oireachtas Commission Acts 2003-2015. The Commission is accountable to the Houses in the performance of its functions and for ensuring value for money. The Commission is financed from the Central Fund on a triennial basis and has control over current expenditure and, to a considerable degree, over its staffing numbers.

The primary functions of the Commission are:

- to provide for the running of the Houses;
- to act as a governing body of the Service;
- to consider and determine policy in relation to the Service; and
- to oversee the implementation of that policy by the Secretary General.

The Commission has no role in regulating parliamentary business.

The Commission is chaired by the Ceann Comhairle (Speaker) of Dáil Éireann and consists of 11 members, including the Cathaoirleach (Speaker) of Seanad Éireann, and the Clerk of the Dáil/Secretary General who is also the Chief Executive of the Commission. All other members of the Commission are Members of either Dáil Éireann or Seanad Éireann. Appropriate corporate governance procedures and structures are in place to enable the Commission to effectively discharge its functions as a governing board, including a Finance Committee and an Audit Committee.

The Houses of the Oireachtas Service is the independent civil service agency which supports the running of both Houses and provides administrative services on behalf of the Commission as the governing authority. The mission of the Service is to provide high quality parliamentary services to the Houses of the Oireachtas, their Committees, and the Members and to the Houses of the Oireachtas Commission. The values of the Service are built around leadership, integrity and impartiality, excellence, accountability and accessibility.

The key strategic objectives of the Service for 2016-18 are to:

- Support the Houses of the Oireachtas and the Parliamentary Reform Agenda;
- Support Members in their Constitutional Role;
- Promote Accessibility and Public Engagement;
- Develop our Capability and our Staff.

The Service’s budget for the three year period to end 2018 is €369m. There are approximately 490 civil servants of the State employed in the Service. Service staff members have significant day-to-day contact with the 218 Members of the Houses of the Oireachtas and their staff. Further information on the role of the Houses, the Commission and the Service is available on [www.oireachtas.ie](http://www.oireachtas.ie).
Role

The Houses of the Oireachtas service wish to recruit a Committee Communications Officer to join its Communications Unit. The Committee Communications Officer is the media point person for Oireachtas Committees, working closely with each committee to develop a thriving presence across national, local and sectoral media, high profile events and launches, social media and marketing and connecting this committee focus back into the wider communications strategy.

This is an exciting opportunity for those with a passion for communicating and connecting our parliamentary system with its citizens and the media alike, where they can apply the very best communications practices in a complex and demanding environment and be part of a team with a strategic and innovative spirit.

Responsibilities of the Post

- To market and provide high quality information (including press releases and short reports) to the media on the work of Oireachtas Committees.
- To establish and maintain relationships with media correspondents in the different media sectors.
- Working closely with the Committee Chairpersons, to keep abreast of outputs/developments in the work of Oireachtas Committees.
- To undertake any duties assigned from time to time as part of the implementation of the communications strategy.
- To contribute to the development of the Communications Unit by sharing ideas and experience.

Reporting Arrangements

The Principal reporting relationship is with the Parliamentary Press and Public Relations Officer. The Committees Communications Officer will also work closely with other members of the Communications Unit together with Members and Staff of the Committees of the Houses of the Oireachtas.

Working Environment

The majority of the work is undertaken in the Office, with meetings in other Sections/Departments or elsewhere as required.
ENTRY REQUIREMENTS

Essential Requirements

To be considered for this position Candidates must, on or before the 31st October 2017, have or demonstrate:

(a) 3 years’ experience of working in the media or in a public relations environment where press briefing/media performance was a main feature of the role;

(b) In-depth knowledge of both the Irish media and the Irish parliamentary system;

(c) Practical experience and skills across digital and social media platforms and web content management systems;

(d) Excellent English written and oral skills;

Desirable Qualifications:

Possess and be able to demonstrate

- A third level qualification;
- The ability to work well as part of a high functioning team;
- Ability to work through the medium of Irish

Panel

A panel may be formed from this competition from which future permanent, part-time and temporary positions, should they arise, may be filled by candidates who successfully meet the requirements of the role.
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<tr>
<th>Competencies</th>
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<tr>
<td><strong>HIGHER EXECUTIVE OFFICER GRADE</strong></td>
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<tr>
<td><strong>Team Leadership</strong></td>
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<tr>
<td>• Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise</td>
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<td>• Provides clear information and advice as to what is required of the team</td>
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<td>• Strives to develop and implement new ways of working effectively to meet objectives</td>
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<td>• Leads the team by example, coaching and supporting individuals as required</td>
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<td>• Places high importance on staff development, training and maximising the skills and capacity of the team</td>
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<td>• Is flexible and willing to adapt, positively contributing to the implementation of change</td>
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<tr>
<td><strong>Analysis &amp; Decision Making</strong></td>
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<tr>
<td>• Gathers and analyses information from relevant sources, weighing up a range of critical factors</td>
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<td>• Takes account of any broader issues and related implications when making decisions</td>
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<td>• Uses previous knowledge and experience in order to guide decisions</td>
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<td>• Makes sound decisions with a well-reasoned rationale and stands by these</td>
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<td>• Puts forward solutions to address problems</td>
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<td><strong>Management &amp; Delivery of Results</strong></td>
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<tr>
<td>• Takes responsibility and is accountable for the delivery of agreed objectives</td>
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<td>• Successfully manages a range of different projects and work activities at the same time</td>
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<td>• Is logical and pragmatic in approach, delivering the best possible results with the resources available</td>
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<td>• Delegates work effectively, providing clear information and evidence as to what is required</td>
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<td>• Applies appropriate systems/processes to enable quality checking of all activities and outputs</td>
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<td>• Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers</td>
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<td><strong>Interpersonal &amp; Communication Skills</strong></td>
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<td>• Builds and maintains contact with colleagues and other stakeholders to assist in performing own role</td>
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<td>• Acts as an effective link between staff and senior management</td>
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<td>• Encourages open and constructive discussions around work issues</td>
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<td>• Projects conviction, gaining buy-in by outlining relevant information and selling the benefits</td>
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<td>• Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances</td>
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<td>• Presents information clearly, concisely and confidently when speaking and in writing</td>
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<tr>
<td><strong>Drive and Commitment</strong></td>
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<td>• Strives to perform at a high level, investing significant energy to achieve agreed objectives</td>
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<td>• Demonstrates resilience in the face of challenging circumstances and high demands</td>
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<td>• Is personally trustworthy and can be relied upon</td>
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<td>• Ensures that customers are at the heart of all services provided</td>
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<td>• Upholds high standards of honesty, ethics and integrity</td>
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<td><strong>Specialist Knowledge, Expertise and Self Development</strong></td>
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<td>• Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department and effectively communicates this to others</td>
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<td>• Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work</td>
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<td>• Focuses on self-development, striving to improve performance</td>
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**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 agreement may also apply.

**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. People who availed of either of these schemes are not eligible to compete in this competition.

**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).

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

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers 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).

**Career Breaks**

Subject to satisfying the eligibility requirements, the competition is open to staff who are on a Career Break, provided their Career Break conforms to the provisions of Department of Finance Circular 04/2013, or on secondment arrangements.

**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.
**Principal Conditions of Service**

**General**

The appointment is subject to the Civil Service Regulations Acts 1956 to 2005, 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**

Existing Civil Servant post-April 1995, new permanent employee & fixed-term established employees;

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<tr>
<td></td>
<td>€47,081</td>
<td>€48,458</td>
<td>€49,831</td>
<td>€51,204</td>
<td>€52,581</td>
<td>€53,955</td>
<td>55.329</td>
<td>€57,314</td>
<td>€59,294</td>
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Long Service Increments (LSI) may be payable after 3 (LSI1) and 6 (LSI2) years satisfactory service at the maximum of the scale.

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. Increments may be awarded subject to satisfactory performance.

**Important Note:**

Different terms and conditions may apply depending on the appointee’s civil/public service employment history.

The rate of pay offered will be the first point of the appropriate scale and will be payable fortnightly in arrears by Electronic Fund Transfer into a bank account of your choice. Payment cannot be made until you supply a bank account number and bank sort code to the HR Unit.

Statutory deductions from salary will be made as appropriate by the Service.

You will agree that any overpayment of salary or of travel and subsistence may be deducted from future salary payments due to you in accordance with the Payment of Wages Act 1991. The Service will advise you in writing of the amount and details of any such overpayment and give you at least one week’s notice of the deduction to take place and will deduct the overpayment at an amount that is fair and reasonable having regards to all the circumstances.

**Tenure**

Successful candidates may be offered posts on a permanent basis.

A permanent appointment is to an established position on a probationary contract in the Civil Service. The position(s) will be on a full time basis.

**Probation**

a. Any applicant appointed on foot of this competition will be subject to a minimum probationary period of 1 year. The probationary period will commence from the date of appointment. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary period in appropriate circumstances.

b. During the period of your probation, your performance will be subject to review by your
managers to determine whether you:

I. have performed in a satisfactory manner;
II. have been satisfactory in general conduct; and
III. are suitable from the point of view of health with particular regard to sick leave.

c. Prior to completion of the probationary period a decision will be made as to whether or not you will be retained or the probationary period extended. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by the Houses of the Oireachtas Service.

d. In the event that you are not considered as suitable to the position of Communications Committee Clerk having been assessed against stated criteria, you will be notified in writing of the action to be taken.
e. Notwithstanding paragraphs c and d above, the probationary period may be terminated at any time by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

- The probationary period stands suspended where an employee is absent due to Maternity or Adoptive Leave;
- In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with a continuation of the probation;
- Probation may be suspended in cases such as absence due to a non-recurring illness.

Organisation of Working Time Act 1997

The terms of the Organisation of Working Time Act 1997 will, where appropriate, apply to this appointment.

Headquarters

An officer's headquarters will be such as may be designated from time to time by the Houses of the Oireachtas Service: When absent from home and headquarters on duty, an officer will be paid appropriate travelling expenses and subsistence allowances subject to normal civil service regulations.

Hours of attendance

Hours of attendance will be as fixed from time to time but will amount, on average, to not less than 37 hours net/43.25 hours gross per week. Flexibility will be required with regard to extra attendance, which will be required from time to time arising from the exigencies of the Service. Regular overtime is a requirement of some posts within the Service and where overtime is required it is compulsory and can be without notice. Please note that for the first hour of overtime worked Monday to Friday, there is no payment.

Annual Leave

The annual leave allowance will be 29 days rising to 30 days after five years' service. This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays and Good Friday.

Health

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Committee Communications Officer in the Houses of the Oireachtas Service
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.

The appointee will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to the Houses of the Oireachtas Service and payment during illness will be subject to the appointee making the necessary claims for social insurance benefit to the Department of Social Protection directly within the required time limits.

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 http://www.per.gov.ie/pensions

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

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 and 68) in line with changes in State Pension age.
- Retirement Age: Scheme members must retire at 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 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.

Prior Public Servants
While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme
membership, this may not apply to certain appointees. Full details of the conditions governing
whether or not a public servant is a Single Scheme member are given in the 2012 Act. However the
key exception case (in the context of this competition and generally) is that a successful candidate
who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26
weeks of taking up appointment, would in general not become a member of the Single Scheme. The
pay and pension entitlement of such an appointee will be established in the context of their public
service employment history.

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 Measure in the Public Interest Act 2009.

For further information in relation to the Single Public Service Pension Scheme for Public Servants
please see the following website: http://www.per.gov.ie/pensions.

Secrecy, Confidentiality and Standards of Behaviours

Official Secrecy and Integrity
The appointment will be subject to the provisions of the Official Secrets Act, 1963, as amended by
the Freedom of Information Acts 1997 and 2003. Successful candidates will agree not to disclose to
third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviours
The officer will be subject to the Civil Service Code of Standards and Behaviours.

Ethics in Public Office acts ’95 and Standards in Public Office Act ’01
The provisions of these Acts apply, as appropriate, to this position.
Character

A candidate for, and any person holding the office, must be of good character.

Political activity

The appointment will be subject to the rules governing civil servants and politics. Further information at www.circulars.gov.ie

IMPORTANT NOTICE

Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

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**

Candidates are required to email their completed application form to recruitment@oireachtas.ie.

**Closing date**

Your application must be submitted no later than 1p.m. on Friday 1st December 2017.

If you do not receive an acknowledgement of receipt of your application within 72 hours of applying, please email: recruitment@oireachtas.ie.

Applications will **not** be accepted after 1.p.m on Friday 1st December 2017.

**Selection Methods**

The selection may include:

- shortlisting of candidates on the basis of the information contained in their application
- a competitive preliminary interview
- 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**

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to 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 Service may decide that a number only will be called to interview. In this respect, the Service provide for the employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert board will examine the application forms against a pre-determined criteria based on the requirements of 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. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

**Confidentiality**

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

**Security Clearance**

Police vetting may be sought in respect of individuals who come under consideration for appointment. 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. Enquiries may also be made with the police force of any country in which the applicant under consideration for
appointment resided. If unsuccessful this information will be destroyed by the Service. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

**Other important information**

The 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 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 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 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.

**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 Service. The Service 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 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 office holder 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 the Service 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, Houses of the Oireachtas Service 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 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 Service has fallen short of the principles of this Code.
- On receipt of a complaint the Chief Executive 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 Service 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.

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

The service 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 Service, or who do not, when requested, furnish such evidence as the 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 the Service, including all forms issued by the Service 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.

**Data Protection Acts, 1988 and 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, however all necessary precautions will be taken to ensure the security of your data. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003.