

## Candidate Information Booklet

### ICT Manager (Higher Executive Officer) at the Office of the Planning Regulator

#### About the Office of the Planning Regulator

The Office of the Planning Regulator (OPR) is an independent oversight body that has been established by Government to oversee the functioning and policy consistency of Ireland's planning process to ensure quality outcomes in relation to proper planning and sustainable development.

#### Functions of the OPR

The Planning and Development (Amendment) Act 2018 established the legal basis for the OPR and outlines its role and functions, which include the following:

- assessment of local authority development plans and local area plans and regional assembly regional spatial and economic strategies to ensure consistency with relevant regional or national policies;
- reviews of the systems and procedures used by any planning authority, including An Bord Pleanála, in the performance of their planning functions; and
- research, training, education and public information programmes that support the progressive development of Ireland's planning process.

#### Job Description

##### Responsibilities

The ICT Manager will be responsible for all ICT systems and ICT projects, related data and information within the OPR. This is an exciting opportunity for the right person to implement and develop a new IT infrastructure within a newly established, independent State body. The role will involve assisting and liaising with internal and external stakeholders in delivering I.T. applications, products and services that support our business functions and the objectives set forth in our Strategy Statement.

Reporting to the Assistant Director, the ICT Manager will be charged with the implementation of our I.T. infrastructure, helpdesk support in the first instance, and the provision of I.T. supports to the OPR's business teams. The ICT Manager will be required to analyse our business and I.T. requirements to provide a permanent I.T. solution for the organisation.

The duties of the ICT Manager will include:

- acting as a leader in a variety of possible roles, including program and project management, service delivery management, business relationship management and the management of the ICT function within the OPR;
- working with business units to define requirements, analyse and propose initiatives;

- project managing the introduction of new I.T. systems and services within the OPR through all stages, from concept phase, through requirements gathering and definition, development, quality assurance, release, and post-release support and maintenance;
- managing the procurement process for I.T. within the OPR including hardware, software, licences and services, including contract negotiation and vendor management;
- installing, maintaining and upgrading end user computing, hardware, VMware, storage & data, network and communication, software and enterprise applications;
- ensuring that risks and issues are managed and reported on;
- providing helpdesk and technical support for OPR staff;
- building effective relationships with internal and external stakeholders;
- driving continuous improvement of the ICT function within the OPR through the use of ITIL and Project Management standards;
- ensuring that there is a customer-centric emphasis on the delivery of I.T. services, establishing and managing internal service level agreements with management and business units, and using KPIs to measure and report on service levels;
- evaluating and developing the potential of modern I.T. to enhance our strategic objectives, and ensure the maximum exploitation of emerging technologies;
- contributing effectively to Business Process Improvement initiatives; and
- performing such other duties and responsibilities as may be assigned from time to time.

#### Essential criteria

Candidates must, on or before 8 October 2019, demonstrate or possess:

- a relevant third level qualification and/or professional certifications in I.T. AND a minimum of 4 years relevant post-graduate experience within an ICT environment;
- a knowledge of Information Technology infrastructure and proven management skills in an ICT environment;
- experience in requirements gathering and business analysis;
- experience in managing projects with a large number of stakeholders and complex interdependencies;
- proven track record in managing contracts and relationships with external suppliers;
- knowledge and experience of I.T. security and Data Protection;
- experience of I.T. service delivery and a commitment to customer service;
- a proven track record of initiative, and a proactive approach to the delivery of I.T. solutions;
- a strong track record in implementing change and delivering high quality projects on time and within budget;
- ability to take on complex problems or situations and take a solution focused and creative approach to dealing with them;
- effective leadership and direction, and excellent motivational skills;
- a working knowledge of I.T. technologies and experience in the development of I.T. and data management strategies and work plans in addition to data management solutions and application development;
- awareness of and interest in the latest trends and developments in I.T.;
- knowledge of public service environment, culture and operations and experience of the role of ICT in a statutory body; and

- excellent communication skills and the ability to communicate effectively with people at all levels both orally and through written communications.

#### Desirable qualities

- Experience of Microsoft Server certified, 2012 and above;
- experience of Windows Active Directory configuration and maintenance;
- experience of Office365 and Microsoft Exchange;
- experience or certification in ITIL an advantage;
- knowledge of firewall configuration;
- exposure to virtualisation technology, in particular VMware;
- knowledge of TCP/IP including DNS, DHCP, NPS;
- networking experience, in particular Cisco\HPE\Aruba;
- systems and network monitoring;
- Windows Server and desktop patch management;
- OS image deployment;
- document workflow solutions;
- cyber security awareness;
- anti-Virus and encryption deployment, administration and management;
- knowledge of public sector procurement and/or I.T. procurement;
- ability to interact using the Irish language; and
- experience in the area of planning.

#### Skills

- Initiative, be a self-starter, capable of continuous learning, innovative, strong analytical ability, working to very tight deadlines, and committed to achieving high quality results;
- very strong communication skills;
- excellent interpersonal skills and a proactive approach to problem solving;
- ability to work effectively as part of a team and delegate tasks, as appropriate; and
- the ability to set challenging standards and goals for themselves and others.

#### Location of the post

The post will be initially located at the interim premises of the Office of the Planning Regulator, 77 Sir Rogerson's Quay, Dublin 2, pending relocation to more permanent premises in Dublin 7 in the coming months.

#### Principal Conditions of Service

##### Tenure

The appointment is on a permanent basis as a civil servant, subject to the satisfactory completion of the specified probationary period.

##### Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours 15 minutes 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.

### Salary Scale

The salary scale for the position (rates effective from 1st September 2019) is as follows. 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.

Higher Executive Officer (PPC):

48,868 – 50,297 – 51,722 – 53,147 – 54,577 – 56,003 – 57,429 – LSI 1 59,489 – LSI 2 61,545

The following 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.

Higher Executive Officer:

46,517 – 47,875 – 49,226 – 50,579 – 51,933 – 53,296 – 54,652 – LSI 1 56,601 – LSI 2 58,556

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

Subject to satisfactory performance increments may be payable in line with current Government policy. Different terms and conditions may apply if, immediately before appointment, you are a currently serving civil/public servant.

### Annual Leave

In addition to the usual public holidays, annual leave for this position is 29 working days.

### 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 will 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 employing Organisation. 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.

The above represents the principal conditions of service and is not intended to be a comprehensive list of 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 submitted via email to [recruiting@opr.ie](mailto:recruiting@opr.ie) by **29 October 2019 at 5pm**.

Candidates should submit a completed application form and a Covering letter.

Please note that omission of any or part of the 2 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

An acknowledgement email will be issued in respect of all applications received (this email will acknowledge receipt of application but will not confirm eligibility or otherwise). If an applicant does not receive an acknowledgement email within 3 working days of the date of submission, the applicant should contact the OPR to ensure their application has been received.

### Closing Date

Deadline for application: **29 October 2019 at 5pm.**

Applications will not be accepted after the closing date.

### Selection Process

The selection process may include

- shortlisting of candidates (on the basis of the information contained in their application);
- a competitive interview;
- a second competitive interview may be held;
- assessment testing may be held.

Please note that any offer of employment made to a successful candidate will be subject to satisfactory:

- reference verification;
- pre-employment medical assessment.

### Shortlisting

The OPR will carry out a shortlisting process to select a group of applicants who, based on an examination of the applications submitted, appear to be the most suitable and qualified for the position.

An expert panel 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 an applicant's interest to provide a detailed and accurate account of their qualifications/ experience in their application.

### Interviews

The interviews for this post are likely to be held in November 2019. Interviews will be semi-structured in format, with candidates asked to provide examples of the **competencies for the role as outlined in Appendix 1**. We will endeavour to give as much notice as possible of interview dates.

Candidates who do not attend for interview as scheduled, or who do not furnish such evidence as required in regard to any matter relevant to their application, will have no further claim to consideration in this process.

## References

Candidates should start considering names of people who would be suitable referees and that we might consult. 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 contact referees should you come under consideration after interview stage. Please note, should you be successful in this competition, we will require a reference from your current employer, prior to recommendation for appointment.

## General Data Protection Regulation (GDPR)

When your application 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. Such information held is subject to the rights and obligations set out in the Data Protection Acts 1988 to 2018.

If you have any queries related to the processing of your data, or if you wish to make a request under the Data Protection Acts 1988 to 2018, please submit your request in writing to [dataprotection@opr.ie](mailto:dataprotection@opr.ie).

## General Information

Candidates should note that canvassing will disqualify. The OPR will not be responsible for any expenses, including travelling expenses that applicants may incur in connection with their application for this post.

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

The OPR is committed to a policy of equal opportunity.

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

Appendix 1: Competencies





# Higher Executive Officer Level Competencies

## Effective Performance Indicators

Team Leadership	Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise
	Provides clear information and advice as to what is required of the team
	Strives to develop and implement new ways of working effectively to meet objectives
	Leads the team by example, coaching and supporting individuals as required
	Places high importance on staff development, training and maximising skills & capacity of team.
	Is flexible and willing to adapt, positively contributing to the implementation of change
Analysis & Decision Making	Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors
	Takes account of any broader issues and related implications when making decisions
	Uses previous knowledge and experience in order to guide decisions
	Makes sound decisions with a well reasoned rationale and stands by these
	Puts forward solutions to address problems
Management & Delivery of Results	Takes responsibility and is accountable for the delivery of agreed objectives
	Successfully manages a range of different projects and work activities at the same time
	Structures and organises their own and others work effectively
	Is logical and pragmatic in approach, delivering the best possible results with the resources available
	Delegates work effectively, providing clear information and evidence as to what is required
	Proactively identifies areas for improvement and develops practical suggestions for their implementation
	Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively.
	Applies appropriate systems/ processes to enable quality checking of all activities and outputs
Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers	
Interpersonal & Communication Skills	Builds and maintains contact with colleagues and other stakeholders to assist in performing role
	Acts as an effective link between staff and senior management
	Encourages open and constructive discussions around work issues
	Projects conviction, gaining buy-in by outlining relevant information and selling the benefits
	Treats others with diplomacy, tact, courtesy and respect , even in challenging circumstances
	Presents information clearly, concisely and confidently when speaking and in writing
Specialist Knowledge, Expertise and Self Development	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/ Organisation and effectively communicates this to others
	Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work
	Focuses on self development, striving to improve performance
Drive & Commitment to Public Service Values	Strives to perform at a high level, investing significant energy to achieve agreed objectives
	Demonstrates resilience in the face of challenging circumstances and high demands
	Is personally trustworthy and can be relied upon
	Ensures that customers are at the heart of all services provided
	Upholds high standards of honesty, ethics and integrity



## Appendix 2: 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. 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 28 June 2012 to Personnel Officers introduced, with effect from 1 June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants.

It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any other public service body (as defined by the Financial Emergency Measures in the Public Interest Act 2009 – 2011) for a period of 2 years from termination of the employment.

People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

### Incentivised Scheme for Early Retirement (ISER)

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

### Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

### Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of

departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

### Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

### Superannuation and Retirement

The appointee will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never working 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.

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

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

### Pension Abatement

This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service Pension or has a Preserved Civil or Public Service Pension which will come into payment during his/her employment in this position.

If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment or comes into payment during this employment. This provision, to apply abatement across the wider public service, came into effect on 1 November 2012. Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.

If the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), Department of Health Circular 7/2010 VER/VRS of the Department of Environment, Community and Local Government Circular Letter LG (P) 06/2013 which, as indicated above, renders a person ineligible for the competition, the entitlement to that pension will cease with effect from the date of reappointment. Special arrangement will however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

#### [Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007](#)

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

#### [Ill-Health Retirement](#)

For an individual who has retired from a Civil/Public Service body on the grounds of ill-health 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](#)

40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

#### [Additional Superannuation Contribution](#)

The appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service pay and Pensions Act 2017.

For further information in relation to the Single Public Service Pension Scheme please see the following website: [www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie)