

Candidate Information Booklet

October 2024

The Position	Principal Officer
Title of the Position	Head of Division, ICT Digital and Data
Duration	Whole-Time Permanent (35 Hours PW)
Location	Citizens information Board, Georges House Quay, 43 Townsend Street, Dublin 2. D02 VK65
Website	www.citizensinformationboard.ie

The Citizens Information Board (CIB) is the national agency responsible for supporting the provision of information, advice and advocacy. CIB funds and supports a range of Service Delivery Companies, including the Citizens Information Services, the Money Advice and Budgeting Services, MABS Support, National Traveller MABS, the National Advocacy Service for People with Disabilities, the Sign Language Interpreting Service and the Register of Irish Sign Language Interpreters.

Job Description

Head of Division ICT Digital and Data

Nature and Scope

The Head of Division, ICT, Digital and Data will, in cooperation with the other members of the senior management team, ensure the continuous development of CIB's digital content, ICT and data functions. They will be responsible for the development and implementation of CIB's digital strategy. The Head of Division will oversee the management of the Digital Content, Data & Research, and ICT teams.

Reports to

Reports to the **Chief Executive**

Responsibilities

Digital Content

- Oversee the effective management of resources and budgets in order to achieve the overall targets of the Digital Content team
- Support the Digital Content Manager with identifying new and innovative ways to disseminate information to citizens and with the development of new digital resources
- Identify opportunities to increase collaboration with Government departments and agencies and to participate in eGovernment initiatives
- Ensure CIB's digital resources and print publications are current, relevant, user friendly and accessible

Data and Research

- Oversee the management of the data and research function, including in the development of data tools and analysis of data available to CIB
- Support the Data & Research Manager with the effective deployment of resources, budgets, and staff in order to achieve the overall targets of the team
- Oversee the Data & Research team in continuous analysis and assessment of the impact of CIB service activity on outcomes for the citizen
- In conjunction with the Data & Research Manager, provide support to the ICT, Digital and Data Committee

Information Communication Technology (ICT)

- Provide leadership in relation to the delivery of the ICT service for CIB and the Service Delivery companies
- Ensure that the ICT manager and their team are delivering on their strategic priorities and that these priorities are aligned to the overall business priorities of CIB
- Oversee the continued development of ICT security systems and programmes
- Provide guidance to the ICT Manager on effective contract management of all third-party contractors engaged by CIB

Management

- Manage the effective deployment of resources and budgets in order to achieve the overall targets under his/her responsibility
- Manage CIB's financial resources in a manner that ensures value for money
- Develop and coordinate the assignment of strategic areas of focus to the teams under his/her responsibility
- Prepare and oversee the implementation of work plans for the delivery and development of CIB services, including annual operational plans
- Identify, allocate and seek (where necessary) required budgetary resources
- Deputise for the Chief Executive as required

Organisational

- In conjunction with the other members of the management team, develop and implement the Board's strategic priorities
- Lead, motivate and develop the capability of the teams under his/her responsibility
- Represent and promote the organisation, attend, and participate at conferences and seminars as required
- Participate in special projects and joint working arrangements in consultation with the Senior Management Team
- Contribute to the continuing process of organisational development within CIB and particularly the development of CIB services
- Participate and work within the PMDS process
- Participate in training and development programmes/courses to maintain and improve performance and to assist in identifying personal training and support needs
- Undertake such other duties as may be agreed with the Chief Executive

This list is not exhaustive but serves to reflect the nature of the duties included in the role. Given the nature of the organisation and the requirement to respond to citizens' needs on an ongoing basis, the role is subject to change over time.

October 2024

Person Specification

To be considered for this post, candidates must have:

- At least 5 years' directly relevant first-hand experience in ICT/ digital
- A relevant academic qualification in ICT or related discipline at minimum Level 8 on the National Framework of Qualifications
- At least 5 years' recent, relevant managerial experience

In addition, the ideal candidate will have the following:

- A successful history of leading and delivering significant technology transformation and the relevant experience, expertise, and knowledge to operate effectively as the Head of Division for ICT, Digital and Data
- Proven ability to build and develop capability and capacity across the ICT, Digital and Data functions
- A proven record of identifying and delivering innovation using leading-edge, large-scale ICT solutions to challenging deadlines in a complex environment to enhance service to customers with an emphasis on accountability for expenditure and securing value for money
- A proven ability to lead and direct a strategic programme of work to deliver and enhance ICT/ digital services both to internal and external customers
- Excellent skills in negotiating and developing strong networks of technical and business peers
- Proven ICT industry best practice experience in project management, systems development lifecycle, financial and contract management, and service provision
- A strong understanding of the importance of cyber security and familiarity with ICT security standards such as NIST Cyber Security Framework or ISO27001
- Experience in Data Management and Analytics, including the management of collecting, organising, protecting, and storing of an organisation's data
- Good understanding of web analytics and how these can be coupled with operational data analytic insights to support a seamless online customer experience
- Experience in or an interest in the provision of information and social policy insights
- Knowledge and experience of public procurement with demonstrable experience managing 3rd party providers
- Experience with delivering and supporting enterprise-wide CRM systems
- Significant experience in establishing and participating within organisational governance structures to drive change
- Excellent communication and interpersonal skills (written and oral) with an ability to effectively convey ideas in a non-technical manner to other members of the organisation at various levels to generate stakeholder engagement and buy-in

Required Competencies

- Leadership and Strategic Direction
- Judgement and Decision Making
- Management and Delivery of Results
- Building Relationships and Communication
- Specialist Knowledge, Expertise and Self Development
- Drive and Commitment to Public Service Values

Principal Terms of Service

Contract arrangements

This position will be offered on a whole-time permanent basis subject to the satisfactory completion of a probation period.

Salary from 1st October 2024

The salary scale for this post is the standard Principal Officer Civil Service Equivalent: €102,913, €107,280, €111,613, €115,978, €119,661, **€123,481(1), €127,295(2)**

1. After 3 years' satisfactory service at the maximum
2. After 6 years' satisfactory service at the maximum

Starting Salary and Payment Agreements

Candidates should note that entry will be at the 1st point of the scale and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Increments may be awarded annually subject to satisfactory performance with the exception of long service increments, if applicable.

Different terms and conditions may apply if immediately before appointment you are a currently serving civil/public servant.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 7/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Outside Employment

The position will be full time, and the appointees 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 compromises his/her integrity.

Location

The Citizens Information Board, George's Quay House, 43 Townsend Street, Dublin 2. D02 VK65.

Citizens Information Board formally introduced a blended working policy in January 2023 which allows employees apply for a combination of working from their assigned office premises and working remotely.

Working Week

Subject to the exigencies of the post, the normal working week is not less than 35 hours exclusive of lunch breaks, with normal starting and finishing times at 9am and 5pm Monday to Friday and to 5.00pm on Friday. Employees may on occasion be expected to work outside normal office hours.

Annual Leave

The annual leave allowance for this post will be 30 working days per annum plus Public Holidays.

The Organisation of Working Time Act 1997

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

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 S.I. 124 of 2014 and S.I. 384 of 2015 Public Service Management (Sick Leave) Regulations of relevant sick leave circulars.

Eligibility to compete and certain restrictions on eligibility

European Economic Area Nationals

If you are an EU/EEA, U.K. or Swiss national, you may be asked to provide proof of nationality (e.g. passport) to confirm your right to work in Ireland. If you are a non-EU/EEA, non-U.K. or non-Swiss national, you will be required to provide documentation confirming you have current and valid permission to permanently work and reside in the Republic of Ireland.

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 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.

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 aware 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

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

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

Other Conditions of Employment

Further information on the conditions of employment will be outlined in the contract of employment for the successful candidate.

Data Protection

In line with the Data Protection Acts 1988 to 2018 and the General Data Protection Regulation (GDPR), all personal information provided on this application form will be stored securely by the HR team at Citizens Information Board (CIB) and will be used only for the purposes of the recruitment process. Application forms will be retained for a period of one year from the scheduled interview date, and in the case of a successful candidate, for the duration of employment and a minimum of one year thereafter.

Applicants' information is processed under the legal basis of contractual necessity. The provision of personal data is necessary for the processing of your application or the conclusion of an employment contract with CIB. This information may be submitted to and processed by Osborne Recruitment for shortlisting. The information will also be made available to the interview panel.

Following completion of the recruitment selection process, all personal information will be retained only by CIB and this information will not be disclosed to any other external third party without your consent, except where necessary to comply with statutory requirements or seeking references.

You may, at any time, make a request for access to the information held about you as outlined. Should you wish to make any changes, to any of the information stored about you within the one-year retention period, please contact the HR Manager at Citizens Information Board, Georges Quay House, 43 Townsend Street, Dublin 2, DO2 VK65.

For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following link: https://www.citizensinformationboard.ie/en/data_protection/cib.html

How to Apply

To apply for this role candidates **must**:

- Complete and sign the application form
- Provide a cover letter setting out their suitability for the position

The completed and signed application form with cover letter (maximum one page) should be sent to: recruitment@ciboard.ie

In the subject line, insert: **Head of Division ICT Digital and Data**

All documents must be submitted in Word or PDF format. For security reasons, files sent by email as links to documents in shared cloud-based servers will not be accepted.

An acknowledgement email will be issued for all applications received. If you do not receive acknowledgement of your application when submitted, please contact the HR Team by email (hr@ciboard.ie) to ensure your application has been received.

Closing date

Please note latest receipt for applications is **5pm on Thursday, 31st of October 2024.**

Incomplete applications, postal applications or C. V's will not be accepted. Any applications received after the closing date and time will not be considered.

Selection Process

Candidates will be shortlisted based on information contained within his/her application. Shortlisted candidates will be contacted in relation to attending an interview(s). During any short-listing exercise that may be employed, a board will examine the applications and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience within the application.

All interviews are competency based and will take place on-site in Dublin. The onus is on all applicants to make themselves available on the date(s) specified by CIB and make whatever arrangements are necessary to ensure they receive communications sent to them at the contact details specified. CIB will not be responsible for any expenses incurred by candidates.

Important Notice

The above represents the principal conditions of service and is not intended to be a 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(s).

The Citizens Information Board is committed to providing equal opportunities for employment to all. Applications will be reviewed and shortlisted for interview on the merit, skills and experience detailed in the documentation supplied, regardless of gender, age, sexual orientation, civil status, family status, religion, disability, race, or membership of the Traveller community.

APPENDIX 1: PRINCIPAL OFFICER LEVEL COMPETENCIES

Leadership & Strategic Direction

- Leads the team, setting high standards, tackling any performance problems & facilitating high performance
- Facilitates an open exchange of ideas and fosters and atmosphere of open communication
- Contributes to the shaping of Departmental / Government strategy and policy
- Develops capability and capacity across the team through effective delegation
- Develops a culture of learning & development, offering coaching and constructive / supportive feedback
- Leads on preparing for and implementing significant change and reform
- Anticipates and responds quickly to developments in the sector/ broader environment
- Actively collaborates with other Departments, Organisations and Agencies

Judgment & Decision Making

- Identifies and focuses on core issues when dealing with complex information/ situations
- Assembles facts, manipulates verbal and numerical information and thinks through issues logically
- Sees the relationships between issues and quickly grasp the high level and socio-political implications
- Identifies coherent solutions to complex issues
- Takes action, making decisions in a timely manner and having the courage to see them through
- Makes sound and well-informed decisions, understanding their impact and implications
- Strives to effectively balances the sectoral issues, political elements and the citizen impact in all decisions

Management & Delivery of Results

- Initiates and takes personal responsibility for delivering results/ services in own area
- Balances strategy and operational detail to meet business needs
- Manages multiple agendas and tasks and reallocates resources to manage changes in focus
- Makes optimum use of resources and implements performance measures to deliver on objectives
- Ensures the optimal use of ICT and new delivery models
- Critically reviews projects and activities to ensure their effectiveness and that they meet Organisational requirements
- Instils the importance of efficiencies, value for money and meeting corporate governance requirements
- Ensures team are focused and act on Business plans priorities, even when faced with pressure

Building Relationships & Communication

- Speaks and writes in a clear, articulate and impactful manner
- Actively listens, seeking to understand the perspective and position of others
- Manages and resolves conflicts / disagreements in a positive & constructive manner
- Works effectively within the political process, recognising & managing tensions arising from different stakeholders' perspectives
- Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals
- Proactively engages with colleagues at all levels of the organisation and across other Departments// Organisations and builds strong professional networks
- Makes opinions known when s/he feels it is right to do so

Specialist Knowledge, Expertise and Self Development

- Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and recognised by people internal and external to the Department/ Organisation
- Keeps up to date with key departmental, sectoral, national and international policies and economic, political and social trends that affect the role
- Maintains a strong focus on self-development, seeking feedback and opportunities for growth

Drive and Commitment to Public Service Values

- Consistently strives to perform at a high level
- Demonstrates personal commitment to the role, maintaining determination and persistence while maintain maintains a sense of balance and perspective in relation to work issues
- Contributes positively to the corporate agenda
- Is personally trustworthy, honest and respectful, delivering on promises and commitments
- Ensures the citizen is at the heart of all services provided
- Is resilient, maintaining composure even in adverse or challenging situations
- Promotes a culture that fosters the highest standards of ethics and integrity