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**Regional Manager: North Leinster Citizens Information Service**

**APPLICATION FORM**

**Section 1 – Personal and Referee Details**

|  |  |
| --- | --- |
| First Name: | Surname: |
| Correspondence Address:  |
| Home Telephone No.: | Mobile Telephone No.: |
| Email Address: |

Please provide details below of two persons, not related to you, who can give an employer reference.

**Please note that we will not contact any referee without prior permission from candidate.**

|  |  |
| --- | --- |
| **Employer Reference 1** | **Employer Reference 2** |
| Name |  | Name |  |
| Position Held |  | Position Held |  |
| Company Name & Address |  | Company Name & Address |  |
| Contact Phone Number |  | Contact Phone Number |  |
| Contact Email Address |  | Contact Email Address |  |

**Section 2 – Education/Training and IT**

**Formal Education:**

|  |  |  |
| --- | --- | --- |
| **Name of University/College/ School and Dates Attended (mm/yy - mm/yy)** | **Title of Award** | **Results** |
|  |  |  |

**Additional qualifications gained/ professional memberships/ associations (if any):**

|  |  |
| --- | --- |
| **Company/College/Institute and Dates Attended (mm/yy - mm/yy)** | **Qualification/Training Course** |
|  |  |

**Please list training/ courses undertaken in the past three years to maintain/ enhance your skills**

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| --- |
|  |

**Information Technology –*Please enter “Yes” where appropriate***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **No Knowledge** | **Limited Familiarity** | **Extensive Knowledge** | **Qualification/Award** **(please give detail)** |
| Electronic case management system |  |  |  |  |
| Microsoft Word |  |  |  |  |
| Microsoft Excel |  |  |  |  |
| Microsoft PowerPoint |  |  |  |  |
| Outlook/ Email |  |  |  |  |
| Other (please specify) |  |  |  |  |

**Section 3 – Employment Details *(Please enter a new line for each role)***

|  |  |  |
| --- | --- | --- |
| **Dates****(mm/yy - mm/yy)**  | **Employer Name, Address and Nature of Business** | **Positions held/ Brief Description of Duties** |
|  |  |  |
|  |  |  |

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| --- |
| ***EMPLOYMENT DETAILS CONTINUED:*** |
| ***Dates*****(mm/yy - mm/yy)** | ***Employer Name, Address and Nature of Business*** | ***Positions held/ Brief Description of Duties*** |
|  |  |  |
|  |  |  |
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**Section 4 – Supporting Information**

**Please answer each question below (in 300 words or less) making reference to relevant experience gained in your previous employment/ experience, where appropriate:**

|  |  |
| --- | --- |
|  | **Please expand, giving details of Company, and Relevant Role(s)** |
| 1. Outline your experience of providing day-to-day management and strategic direction:
2. Please give a brief description of your work experience (including roles) relevant to the management of a Regional Citizens Information Service

Please also refer to previous work experience in an organisation managed by a Board of Management1. Give example(s) of where you have demonstrated leadership skills in your previous employment(s)
 |  |
| 1. Describe, from your experience in a previous role(s):
2. How you undertook a review/evaluation of a service to clients/customers;

b) Give examples of situations where you have analysed and presented complex data |  |
| 1. Service Delivery -
2. Describe your experience in managing the achievement of high- quality customer service
3. Give an example of a solution you implemented for customers or clients on a recurring issue
 |  |
| 1. Outline your organisational skills using examples from previous roles illustrating:

a) strategic planning;b) financial reporting;c) procurement/tendering;d) managing competing priorities. |   |
| 1. Outline your experience of managing and leading staff in previous roles. Detail the number of personnel who reported to you and your approach to staff development.

Illustrate your answer with examples focussing on the competencies and skills used. |  |
| 1. Communication –

Provide examples of your approach and achievements as a communicator through:1. one-to-one communication,
2. communicating with/presenting to groups,
3. managing conflict.
 |  |
| Set out here any further information that may help in assessing your application. |  |
| Detail why you believe you are the best candidate for this position.  |  |

**Section 5 – Other**

Please note any of your professional, voluntary, or personal interests which you consider particularly relevant to the role of Regional Manager in the Citizens Information Service, noting dates of your involvement/membership.

|  |
| --- |
|  |
| Do you own or have access to the use of a car? (please tick as appropriate) | Yes | No  |
| Details of any endorsements on your licence |  |  |
| If you are invited to attend for interview, do you have any particular requirements? If yes, can you detail your requirements? |  |  |

**Data Protection**

All personal information provided on this application form will be stored securely by the Citizens Information Service and will be used for the purposes of the recruitment process. Application forms will be retained for a period of eighteen months, and in the case of a successful candidate, for the duration of employment and a minimum of one year thereafter. The information may be made available to members of the Board of the Citizens Information Service and to the Shortlisting/Interviewing Panel. 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, or erasures to any of the information stored about you, please contact the Chair of the service.

<http://www.citizensinformationboard.ie/en/data_protection/cis.html>

**Applicant Declaration:**

I declare to the best of my knowledge and belief, all particulars I have given are complete and true.  I understand that any false declaration, misleading statement or significant omission may disqualify me from employment and render me liable to dismissal.  I understand that a medical may form part of this recruitment process and that any job offer is subject to satisfactory references and sight of educational awards relied upon in this application or at interview and successful completion of a probationary period.

**Please enter your name below to confirm agreement with above.**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Completed application and a covering letter must be submitted no later than 1pm on Friday 24 January 2025.**

**The completed application form and a covering letter should be emailed (as an attachment) to** hr.northleinstercis@citinfo.ie

**Receipt of your application form *will be acknowledged by email***. **Late or incomplete applications will not be accepted.**