

**NORTH LEINSTER CITIZENS
INFORMATION SERVICE**

Regional Manager

(Full-time Permanent position)

Applicant Information Pack

January 2025

Regional Manager – Contents

CIS Service Offer - **Page 3**

CIS Locations - **Page 4**

Job Description - **Page 5**

Person Specifications - **Page 8**

Required Competencies - **Page 10 & 11**

Terms and Conditions – **Page 12**

How to Apply - **Page 13**

Citizens Information Service - Service Offer

Citizens Information Services (CISs) provide free, impartial, and confidential information, advice and advocacy services to the public. Each Citizens Information Service covers a geographical area within their region, facilitating both rural and urban areas, delivering a service through a network of Citizen Information Centres (CICs).

Information and Advice

Our Information Officers assist people with queries in relation to a broad spectrum of public and social services, including social welfare entitlements, income tax calculations, housing supports and access to health services. Our staff receive regular training and social policy updates to ensure that the information and advice that we provide is up-to-date and relevant for CIS service-users.

Social Policy

Our staff also engage in social policy reporting, highlighting issues that affect our clients in accessing public services, which in turn feeds into the work of the Citizens Information Board in the development of policy papers and recommendations to government. Through this process, CIS Information Officers capture social policy issues in real-time, facilitating the development of responsive and evidence-based policy reporting.

Advocacy

When required, Information Officers can provide further support through our advocacy service. This can mean assisting someone to write a letter or make a phone call, or a more complex and longer-term process such as preparing people for, or representing them at, a Social Welfare Appeals Office or Workplace Relations Commission hearing. All Information Officers are supported by a regional Advocacy Support Worker who provides expert advice, coaching and mentoring in this key aspect of our work.

The range and level of advocacy support provided by CISs has continued to develop and expand year on year, with significant outcomes achieved for people around the country in the areas including employment, equality, housing, and social welfare.

Citizens Information Services – Locations

Each Citizens Information Regional Company covers a geographical region, facilitating both rural and urban areas, delivering a service through a network of Citizen Information Centres.

The 8 regional CIS companies cover the following areas: North Dublin, Dublin South, North Connacht & Ulster, North Leinster, North Munster, South Connacht, South Leinster and South Munster, as illustrated in the map below. Each CIS Region is subdivided into a number of CIS Service Areas which in turn each contain a number of Citizens Information Centres.



Regional Manager - Job Description

Responsible to:

The Board of Directors of the Citizens Information Service (CIS) and reporting to the Chairperson or other nominated director on a day-to-day basis.

Purpose of the job:

The purpose of the role is to implement an agreed national strategic plan in relation to the delivery of information advice and advocacy services within the assigned region.

Main Duties:

Strategy & Policy

- Contribute to the national/regional strategy for CIS where appropriate and develop a regional service delivery plan with relevant stakeholders. Review, development and implementation of national & regional policy for CIS.

Service Delivery

- Ensure efficient delivery of service by management of resources, prioritising regional and area work, identifying and implementing service standards in conjunction with local management.

Corporate Governance

- Support the Board to implement good corporate governance through governance documentation, risk review assessments, financial checks etc. across the region.

Finance & Planning

- Responsible for finance and planning for the region to include management of regional budgets and reports, implementing cost centre planning process and drafting the annual financial plan for the region.
- Oversee premises and facilities development and management in conjunction with local management.

HR Management

- Support the HR function as and when required ensuring correct application of the Citizens Information policies and procedures with all relevant stakeholders.
- Assist in the recruitment of CIS staff and attend staffing meeting where necessary. Agree process for recruiting staff with local management.

Networking & Communication

- Develop and maintain a network of contacts at a national and regional level to facilitate problem solving and information sharing through forums, groups and building the profile of the CIS network with relatable organisations, including promoting teamwork between other organisations funded by CIB.

Leadership & Management

- Lead, motivate and develop staff.
- Maximise contribution of the team toward implementation of national, regional and local action plans.
- Provide direct management to the regional Advocacy Support Worker.
- Delegate decision making and authority to local management as appropriate.
- Conduct PMDS with all staff reporting directly to this position.
- Oversee training of all staff at a regional level.

***This is not an exhaustive list. You will undertake such additional duties as may be designated by the Board of Directors.**

Person Specification

REGIONAL MANAGER

Education Qualifications and Attainments

- Candidates should have a third level qualification, e.g. Management Information Studies, Social Studies, Humanities, Law, or Training and Development. Greater marks should be given for higher level courses of greater relevance to the post, e.g. Management, Information/Social Studies is desirable.

Essential knowledge and experience

- A minimum of five years' experience in a relevant management position.
- A thorough understanding of the issues around the provision of, and access to information, advice and advocacy services.
- Awareness of other specific and appropriate services available to clients.
- Comprehensive knowledge and understanding of how the social welfare, health and income tax systems operate in general and information/advice services.
- Experience in staff supervision, customer service, evaluation and monitoring procedures, promotion and publicity.

Desirable skills, abilities and experience

- Knowledge of community development.
- Experience in project management.
- Knowledge of and experience in staff training.
- Experience in managing the delivering of information, advice and advocacy, including representative advocacy, services to the public and integration with service delivery by other agencies.
- Quality focus and networking skills.
- Be open to working unsocial hours as may be required from time to time and willingness to attend evening and occasional weekend events. (TOIL – time off in-lieu arrangements apply in all such circumstances).

Required competencies for position

- Leadership and management skills.
- Previous experience of working in a service-delivery role
- Extensive knowledge of issues around the provision of, and access to information, advice and advocacy services.
- Excellent written and verbal communication skills
- Strong organisational and IT skills
- Ability to confidently manage staff in areas including recruitment, appraisal, training, coaching and motivation
- Decision making skills.
- Ability to critically analyse problems and identify solutions.

Desirable competencies/Qualifications

- Management qualification.

Regional Manager – Required Competencies

Competency	Definition
Management Skills	<ul style="list-style-type: none"> • Committed to strong leadership • Ensures Service objectives are met • Effectively manages resources within a defined budget • Effectively plans projects maximising resources and setting realistic timeframes to ensure quality outputs • Measures and monitors progress • Anticipates potential problems and puts contingency plans in place
Decision-making and analysis skills	<ul style="list-style-type: none"> • Ability to rapidly assimilate relevant information and to see through to the core issues and to present solutions to problems • Ability to see bigger picture and intervene when necessary • Ability to identify, collect and examine relevant data • Ability to identify factors indicating effectiveness or otherwise of service and to make appropriate recommendations • Strong analytical and critical thinking skills
Service Delivery knowledge and experience	<ul style="list-style-type: none"> • Previous experience of working in a service-delivery role • Knowledge of issues around the provision of, and access to information, advice and advocacy services • Understands and contributes to the shaping of strategy and policy development in own area of responsibility • Understands the relevance of wider external issues and recognises the implications in the context of own role
Strong IT and administrative/organisational skills	<ul style="list-style-type: none"> • Excellent IT, finance and administration skills with attention to detail and ability to manage and analyse data, compile, generate and distribute reports • A good understanding of public service administrative, financial and governance procedures and of the use of information technology

Competency	Definition
Staff management skills	<ul style="list-style-type: none"> • Provides others with clear guidelines and indication of expectations • Sets high standards and monitors and supports in order to ensure delivery • Delegates wisely, motivates and challenges others to perform to their potential • Awareness of importance of and ability to positively influence organisational culture • Confidently manages staff including recruitment, supervision, appraisal, training, coaching and motivation
Communication skills	<ul style="list-style-type: none"> • Communicates fluently and articulately with a wide variety of people using a variety of methods ensuring that message is clearly understood

Regional Manager – Terms and Conditions

This is a permanent full-time position, subject to satisfactory completion of a 6 months probationary period. The period of probation may be extended at the discretion of the Board Chair. The successful candidate will be available to work 35 hours per week, (Monday to Friday).

Salary Scale: €63,501, €64,658, €66,078, €68,521, €70,973 (max), €70,973 (max), €72,596 (LSI1), €74,492 (LSI2) [pro rata for part-time staff]

Incremental Credit:

It is anticipated that new entrants to North Leinster Citizens Information Service will be appointed on the 1st point of the scale. However, incremental credit, should it be awarded, will be based on previous relevant experience as set out on application form. This process is applicable to new entrants into the organisation. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment. The decision on whether to award an incremental credit or not is a decision made by the Board and is subject to the availability of funding.

Pension:

A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; Minimum 5% of salary, Employer contribution; 7% of salary. Please note the Citizens Information Service has established a normal retirement age in line with the state pension age (currently 66).

Annual Leave: 31 days (pro rata for part time staff)

Full terms and conditions are contained in a Staff Handbook, which is issued with and forms part of the Employee Contract at North Leinster CIS.

Regional Manager – How to Apply

- A relevant application form can be accessed from the vacancy section of www.citizensinformationboard.ie
- Applicants must possess all required competencies for the role and will be shortlisted solely on the basis of information provided in their completed application form.
- Curriculum Vitae (CVs), late, incomplete, or hand-written applications **will not** be considered.
- **Closing date:** 1pm on Wednesday 29 January 2025
- **Please email application form to:** hr.northleinstercis@citinfo.ie clearly marking the email “**Application for Regional Manager**”
- If you require any reasonable accommodation with your application due to your circumstances (e.g. disability), please contact the above email address and we will try and facilitate you where reasonably practicable.
- A panel of qualified candidates may be formed from which permanent, full-time Regional Manager posts which arise in a specified period, up to a maximum of 12 months, will be filled. Posts will be located in North Leinster Citizens Information Service.
- 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: http://www.citizensinformationboard.ie/en/data_protection/cis.html

Citizens Information Services are equal opportunities employers.