

Candidate Information Booklet **February 2025**

Grade	Assistant Principal
Title of the Position	Human Resources Manager
Duration	Permanent, full-time position
Number of Employees	90 approximately
Location	Citizens Information Board, George's Quay House, 43 Townsend Street, Dublin 2, D02 VK65
Blended working	CIB is operating a blended working policy, which all staff can apply for.
Website	www.citizensinformationboard.ie

The Citizens Information Board (CIB) is the statutory body responsible for ensuring the provision of independent and accurate information, advice and advocacy services. We do this through funding 22 independent service delivery companies including the network of Citizens Information Services (CIS), the Money Advice and Budgeting Services (MABS), National Traveller MABS, the National Advocacy Service (NAS), the Sign Language Interpreting Service (SLIS) and the Register of Sign Language Interpreters (RISLI). The CIB HR Manager does not provide HR management for any of the 22 companies. The Human Resources Manager role provides HR management for the Citizens Information Board and its employees only.

Job Description

Human Resources Manager

The HR Manager will oversee all aspects of the HR function for Citizen Information Boards (CIB) to ensure compliance with legislative and Public Sector guidelines. This includes strategic initiatives in recruitment, workforce planning, learning and development, performance management, and employee/industrial relations. They will also ensure adherence to governance practices in headcount management, HR budgeting, and CIBs superannuation schemes. This role collaborates across teams to enhance organisational effectiveness and staff engagement and regularly engages with the Senior Leadership Team.

Reports to the: **Head of Division Corporate Services**

Main Responsibilities

- Lead and manage a team of HR professionals to oversee the complete HR lifecycle for all employees, from recruitment to offboarding, ensuring high standards of HR management and compliance.
- Develop and implement a People Strategy aligned with the CIB's strategy that will support and enable employees work to their full potential.
- Oversee the management of correct headcount management and the administration of CIBs superannuation schemes.
- Manage the annual HR work plan, budget allocation and monitoring.
- Guide and develop the implementation and coordination of HR policies, processes, practices and programmes in CIB, including a review and update of the CIB Employee Handbook.
- Participate in the development and implementation of employee retention programmes, succession and workforce planning processes.
- Oversee CIB's Performance Management Development System (PMDS).
- Develop and implement systems and processes that enable the utilisation of HR metrics and analytics to inform decision-making and measure effectiveness.
- Develop and implement practices to strengthen diversity, equality, inclusion within CIB.
- Develop and oversee the implementation of a Learning and Development programme for CIB which fosters a culture of continuous professional development.
- Manage the industrial and employee relations practices within CIB, engaging and consulting with relevant internal and external employee representatives and as required.
- Manage CIB's engagement with employment or industrial relations fora including the Workplace Relations Commission (WRC).
- Manage and oversee any procurement processes in the HR team, ensuring effective stakeholder management with any consultants or third parties thereafter.
- Act as a member of CIB's Central Management Team.
- Arrange for the provision of legal advice to the Board, Chief Executive and management team on matters relating to the statutory obligations of CIB.
- Provide guidance, support and training to managers and employees on HR related matters.

Organisational

- Represent and promote the organisation; attend and participate at conferences and seminars as required.
- Participate in special projects and joint working arrangements.
- Contribute to the continuing process of organisational development within CIB and particularly the development of CIB services.
- Contribute to governance tasks within CIB including Parliamentary Questions, Annual Reports, internal reporting, procurement, Freedom of Information and data protection requests.
- Contribute to cross-organisational initiatives in relation to service development and compliance and reporting in Service Delivery Companies.
- 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.
- Ensure that the highest standards of customer service are met in carrying out the business of the CIB.
- Undertake such other duties as may be agreed by the Head of Division, Corporate Services.

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 need to respond to citizens' needs on an ongoing basis, the role is subject to change over time.

February 2025

Person Specification & Candidate Profile

The ideal candidate will have the following experience, personal characteristics, and educational background:

Essential Requirements

To be considered for this post, candidates must have:

- At least 5 years' experience in a HR management or leadership role, preferably within a regulatory environment.
- Experience of working in a senior HR role within a civil service, or public sector organisation within the last five years.
- A relevant qualification at degree level.
- An excellent knowledge of employment legislation and of public sector guidelines and circulars relevant to HR.
- Proven experience negotiating in a unionised environment, with an expert understanding of industrial relations dynamics and strategies.
- Strong leadership skills, demonstrated by effectively guiding and managing teams to achieve organisational objectives.
- Excellent stakeholder management abilities with a proven track record of building and maintaining positive relationships with internal and external partners.
- Ability to communicate complex and challenging information.
- Proven expertise in conflict resolution, mediation and negotiation.

Candidates must demonstrate all essential criteria to be successfully shortlisted.

Desirable Criteria

- Membership of a relevant professional organisation, for example, CIPD.
- A knowledge of the operation of public sector superannuation schemes.
- Well-developed project management skills.
- Mentoring and coaching skills.
- Proficiency in the Irish language.

Required Competencies

1. Leadership
2. Judgement, Analysis and decision making
3. Management and delivery of results
4. Interpersonal and communication skills
5. Specialist knowledge, expertise, and self-development
6. Drive and commitment to Public Service values

Principal Terms of Service

Contract arrangements

This position will be offered on a Permanent contact basis subject to the satisfactory completion of a probation period.

Salary from 1st October 2024

€79,086, €81,999, €84,952, €87,914, €90,873, €92,579, **€95,563***, **€98,559****

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 her/his official duties, impairs performance or compromises her/his 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. 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 her/his 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 her/his 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 Department 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: **Human Resources Manager**

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 (recruitment@ciboard.ie) to ensure your application has been received.

Closing date

Please note latest receipt for applications is **14th March 2025 5pm**

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 her/his application. Shortlisted candidates will be contacted in relation to attending an interview. 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 either on-site in Dublin or, if required by public health guidance, virtually through the Zoom conference platform. 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. The Citizens Information Board wishes to recruit a suitably experienced and qualified individual to the role of Financial Compliance and Reporting Manage. Qualifying candidates may be placed on a panel from which future vacancies may be filled.

All interviews are competency based and will take place either on-site in Dublin or, if required by public health guidance, virtually through the Microsoft Teams platform. 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.

ASSISTANT PRINCIPAL LEVEL COMPETENCIES
Leadership
<ul style="list-style-type: none"> • Actively contributes to the development of the strategies and policies of the Department • Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise • Leads and maximises the contribution of the team as a whole • Considers the effectiveness of outcomes in terms wider than own immediate area • Clearly defines objectives and goals and delegates effectively, encouraging ownership and responsibility for tasks • Develops the capability of others through feedback, coaching and creating opportunities for skills development • Identifies and takes opportunities to exploit new and innovative service delivery channels
Judgement, Analysis & Decision Making
<ul style="list-style-type: none"> • Researches issues thoroughly, consulting appropriately to gather all information needed on an issue • Understands complex issues quickly, accurately absorbing and evaluating data • Integrates diverse strands of information, identifying inter-relationships and linkages • Makes clear, timely and well-grounded decisions on important issues • Considers the wider implications of decisions on a range of stakeholders • Takes a firm position on issues she/he considers important
Management & Delivery of Results
<ul style="list-style-type: none"> • Takes responsibility for challenging tasks and delivers on time and to a high standard • Plans and priorities work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances • Ensures quality and efficient customer service is central to the work of the Team • Looks critically at issues to see how things can be done better • Is open to new ideas initiatives and creative solutions to problems • Ensures controls and performance measures are in place to deliver efficient and high value services • Effectively manages multiple projects

Interpersonal & Communication Skills
<ul style="list-style-type: none"> • Presents information in a confident, logical, and convincing manner • Encourages open and constructive discussions around work issues • Promotes teamwork within the section, but also works effectively on projects across Departments and Sectors • Maintains poise and control when working to influence others • Instils a strong focus on Customer Service in her/his area • Develops & maintains a network of contacts to facilitate problem solving or information sharing • Engages effectively with a range of stakeholders, including members of the public, Public Colleagues and the Political Service
Specialist Knowledge, Expertise and Self-Development
<ul style="list-style-type: none"> • Has a clear understanding of the roles, objectives, and targets of self and the team, and how they fit into the work of the Team and the Department • Has a breadth and depth of knowledge of organisational and external contextual issues and is sensitive to wider political and organisational priorities • Is considered an expert by stakeholders in own field/ area • Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role
Drive and Commitment to Public Service Values
<ul style="list-style-type: none"> • Is self-motivated and shows a desire to continuously perform at a high level • Is personally honest and trustworthy and can be relied upon • Ensures the citizen is at the heart of all services provided • Through leading by example, fosters the highest standards of ethics and integrity