



Candidate Information Booklet

Open competition for the appointment to the position of:

Executive Officer - Standard Scale

Gambling Regulatory Authority of Ireland (GRAI)

Closing Date: Thursday, 14th of August 2025

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Executive Officer

Gambling Regulatory Authority of Ireland (GRAI)

Background

The Gambling Regulatory Authority of Ireland (GRAI) is a new statutory body that is responsible for the licensing and regulation of gambling, gaming, betting and certain lottery activities. Our role is to make sure gambling activities are well-regulated and fair.

Including

- Setting standards for the gambling, gaming and betting industry.
- Monitoring safeguards for children and other vulnerable people to address the harms gambling can cause.
- Regulating advertising and marketing in relation to gambling to support those safeguards.
- Assessing compliance by licensees with their obligations and undertaking enforcement action where necessary.
- Working to prevent gambling from causing or supporting crime.

We do not have responsibility for

- Regulating the National Lottery.
- Regulating lottery fundraising conducted by political parties.

As Regulator we have a number of statutory functions.

- To license, supervise and control gambling activities in the State.
- To establish a National Gambling Exclusion Register.
- To establish, maintain and administer a Social Impact Fund.
- To establish standards for certain gambling products or services.
- To impose obligations on licensees in areas such as advertising, inducements and responsibilities relating to children.
- To monitor and enforce compliance by licensees.
- To handle complaints.
- To increase public awareness and communicate with the public on licensing and gambling activities.
- To take measures to stop prohibited gambling activities.

Our role is threefold

1. Regulate the gambling industry.
2. Protect the public from gambling harm.
3. Raise awareness of the potential dangers of gambling.

Regulate:

We regulate gambling, betting, gaming and lottery activities including:

- Betting.
- Casinos.
- Certain lotteries including Bingo.
- Gaming machine providers.
- Gambling software providers.
- Remote gambling (gambling either online or by phone).

We will

- License gambling businesses.
- Carry out compliance activities - enforce action and prosecute if a business or individual breaches their licence conditions.
- Work closely with the gambling industry to raise standards.
- Determine the suitability of a proposed location of a gambling business.

We want to help gambling businesses comply with the law and the regulations we set out, but when action is necessary we have a range of powers, including:

- Issuing a warning.
- Attaching an additional licence condition.
- Removing or amending a licence condition.
- Suspending a licence.
- Revoking a licence.
- Imposing a financial penalty.

Protect:

As Regulator, we will

- Operate a National Gambling Exclusion Register which helps people stop their gambling for a period of time or indefinitely.
- Ensure safer advertising and marketing to protect vulnerable people and children.
- Ban gambling with credit cards.
- Improve how gambling businesses interact with their customers, making online spaces safer for those at risk.
- Control what gambling content you can see on-line and on social media.
- Be tough on enforcement and compliance.
- Prevent a gambling business from encouraging people to gamble.

Awareness:

A central part of our remit is to address the harm excessive or compulsive gambling can cause. We will be launching a new fund to invest in research and education activities which will teach people about gambling harm and addiction.

Vacancy

The GRAI is seeking to establish a panel at Executive Officer (Standard Scale) level and have one vacancy at present. The Panel will cover a term of 18 months and successful candidates may be assigned to any of the following departments:

- **Consumer Protection, Education & Awareness, Research and Communications:** The overall function of the Department is to ensure effective communication with all stakeholders, manage the implementation of the Social Impact Fund to address gambling related harm, deliver high quality research relating to gambling, deliver education and awareness programs for the public on risks relating to gambling harm, promote awareness of the GRAI as a new regulator, collaborate with stakeholders on the development and introduction of consumer protection measures through effective stakeholder engagement and develop codes of practice to support the consumer protection measures. The department leads a number of key functions that support the core of the GRAI's mission "to safeguard current and future generations from gambling harm through effective regulation and education".

- **People and Corporate Services:** This is a critical support department within the GRAI, tasked with ensuring the efficient, transparent, and compliant operation of the Authority. The division's functions focus on financial, human resources, governance, facilities and strategic planning to support the GRAI's work while ensuring adherence to best practices and statutory requirements. The department is responsible for establishing a fit-for-purpose organisation with the necessary capabilities, people, skills, and expertise, underpinned by strong governance processes and systems.
- **Licensing:** GRAI's Licensing Department is responsible for the development, implementation and administration of a strong, effective, comprehensive and fair licensing regime for betting, gaming, lotteries and associated businesses in Ireland in order to ensure that any organisations successfully licensed to engage in business in the gambling sector in Ireland have undergone thorough vetting and have met prescribed standards based on legislative requirements and on international best practice. The Licensing Department is comprised of three sections responsible for evaluating and vetting applications: Legal/Professional, Financial, and Technical.
- **Compliance and Dispute Resolution:** The Compliance and Dispute Resolution Department is responsible for the establishment of a comprehensive, robust compliance regime to systematically monitor licensee adherence to their legal obligations in the Act, which are aimed at reducing the likelihood of gambling harms, making gambling free from crime and ensuring fairness for all players. The department ensures a well-regulated gambling market through a process of the development of robust compliance assessment and inspection processes and by applying a data driven approach to inform compliance activities through market intelligence and insight.
- **Technology/Digital First:** The Department is responsible for the research, planning, development, implementation and support of a Digital First/Cloud First information and communications technology Eco-structure to enable the GRAI to deliver on its regulatory mandate utilising best of breed tools. It ensures a seamless integration of digital services, enabling secure and efficient internal and external communications and supports evidence-based decision-making through enhanced data analytics and intelligence-sharing frameworks.

The GRAI has one current vacancy at **Executive Officer (Standard Scale)** in the Consumer Protection, Education & Awareness, Research and Communications Department. Appointed Executive Officers may be assigned to any directorate within the GRAI, in line with the evolving business needs and operational priorities. This is a panel competition and GRAI reserves the right to hold separate competitions for specialist or technical Executive Officer roles as needed.

The Role - Overview

The Executive Officer (EO) role is a first-level management role in public sector. Reporting to an Assistant Principal or a Higher Executive Officer, The Executive Officer (EO – Standard Scale) is a key role within GRAI, contributing to the effective delivery of the organisation's functions across its regulatory, operational, and support activities. The successful candidate will provide support in a range of areas, as set out below, to assist in the successful establishment and effective operation of the Gambling Regulatory Authority. They will be responsible for contributing to the development and fulfilment of the Gambling Regulatory Authorities strategic objectives and supporting the functions of the Authority where required.

GRAI aims to be an employer of choice, offering hybrid and flexible working. Our HR strategy will emphasise diversity, digital first, excellence in performance and continuous professional development of an exceptional workforce.

Key Responsibilities:

Responsibilities may vary depending on the assigned department but are likely to include:

- Assisting in the development and implementation of policies, procedures, and initiatives
- Supporting regulatory and operational processes including document review, assessment, and case handling
- Drafting reports, correspondence, briefing materials, and internal documentation
- Managing internal and external communications, including liaising with stakeholders, applicants, and service providers, acting as first point of contact for enquiries
- Supporting project planning and tracking deliverables across teams
- Conducting research and analysis of both quantitative and qualitative data to inform decision-making
- Maintaining accurate records, managing databases, and ensuring compliance with data protection standards
- Assisting with the organisation of meetings, conferences, and other events with a variety of stakeholders.
- Drafting of minutes of meetings and events
- Providing administrative and organisational support to line managers and colleagues in a range of confidential and sensitive work areas
- Contributing to cross-functional teams and wider organisational objectives
- Other duties appropriate to the grade that may be allocated on an ad-hoc basis.

Candidates should note that the admission to a competition does not imply that the GRAI is satisfied that they fulfil the essential entry requirements. Therefore, the onus is on the candidate to ensure that they meet the essential entry requirements prior to submitting their application.

ELIGIBILITY REQUIREMENTS

Essential Criteria

In order to be eligible to apply for this role you must have/demonstrate in your application form that you meet the following essential criteria:

- Level 7 or higher on the National Framework of Qualifications
- A minimum of 3 years of experience in a relevant field
- Proven ability to use IT systems effectively, including MS Excel, MS Word, MS Outlook and MS PowerPoint
- Demonstrated analytical and problem-solving abilities
- Proven communication and interpersonal skills with a track record of effective collaboration across teams and stakeholders

Desirable Criteria

- Professional certifications in relevant fields
- Familiarity with public service values and governance principles
- Knowledge of gambling regulations and best practices

In addition, candidates must be able to **demonstrate the key competencies relating to effective performance at Executive Officer grade in the Public Service** as below.

Key Competencies for the Role

The attention of candidates is drawn to the key competencies model that has been developed for posts at Executive Officer level which reflects the complex environment in which this position will operate:

People Management

- Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
- Values and supports the development of others and the team
- Encourages and supports new and more effective ways of working
- Deals with tensions within the team in a constructive fashion
- Encourages, listens to and acts on feedback from the team to make improvements
- Actively shares information, knowledge and expertise to help the team to meet it's objectives

Analysis & Decision Making

- Effectively deals with a wide range of information sources, investigating all relevant issues
- Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc.
- Identifies and understands key issues and trends
- Correctly extracts & interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence

Delivery of Results

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
- Constructively challenges existing approaches to improve efficient customer service delivery
- Accurately estimates time parameters for project, making contingencies to overcome obstacles
- Minimises errors, reviewing learning and ensuring remedies are in place
- Maximises the input of own team in ensuring effective delivery of results
- Ensures proper service delivery procedures/protocols/reviews are in place and implemented

Interpersonal & Communication Skills

- Modifies communication approach to suit the needs of a situation/ audience
- Actively listens to the views of others
- Liaises with other groups to gain co-operation

- Negotiates, where necessary, in order to reach a satisfactory outcome
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner
- Is assertive and professional when dealing with challenging issues
- Expresses self in a clear and articulate manner when speaking and in writing

Specialist Knowledge, Expertise and Self Development

- Displays high levels of skills/ expertise in own area and provides guidance to colleagues
- Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team

Drive & Commitment to Public Service Values

- Is committed to the role, consistently striving to perform at a high level
- Demonstrates flexibility and openness to change
- Is resilient and perseveres to obtain objectives despite obstacles or setbacks
- Ensures that customer service is at the heart of own/team work
- Is personally honest and trustworthy
- Acts with integrity and encourages this in others

Eligibility to compete and certain restrictions on eligibility

Citizenship Requirements

Eligible candidates must be:

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who has a stamp 4¹ or a stamp 5 permission.

To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

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 dates 28 June 2012 as detailed below, it is a specific condition of the 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

¹ Please note that a 50 TEU permission, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

– 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).

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure, NDP Delivery and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between DPER and the Public Services Committee of 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 Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

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).

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement. 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.

PRINCIPAL CONDITIONS OF SERVICE

General

This appointment is to the position of the Executive Officer in the Gambling Regulatory Authority of Ireland is made under section 26(1) of the Gambling Regulations Act 2024. Employees of the Authority are Public Servants and are subject to all of the terms and conditions, which apply to public servants generally.

Salary

The successful applicant will be paid at the EO (Standard Scale) salary, rates effective from 1st March 2025.

Executive Officer Personal Pension Contribution (PPC):

€37,544.00	€39,465.00	€40,550.00	€42,667.00	€44,564.00	€46,400.00	€48,229.00
€50,019.00	€51,848.00	€53,670.00	€55,604.00	€56,900.00	€58,748.00 ¹	€60,610.00 ²

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal

superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

Long service increments may be payable after 3(LSI1) and 6(LSI2) years satisfactory service at the maximum of the scale.

A different rate ('non-PPC') will apply where the appointee is not required to make a Personal Pension Contribution.

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Different terms and conditions may apply if you are a currently serving civil or public servant.

Subject to satisfactory performance, increments may be payable in line with current Government Policy.

Payment will be made fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until a bank account number and bank sort code has been supplied on appointment and statutory deductions from salary will be made as appropriate.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Formers Staff Members/Pensioners.

Tenure and Probation

This competition is for appointment to a permanent Public Service post in the Gambling Regulatory Authority of Ireland, subject to successful completion of a probationary period.

The probationary contract will be for a period of one year from the date specified on the contract.

During the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you –

- (i) Have performed in a satisfactory manner,
- (ii) Have been satisfactory in general conduct, and
- (iii) Are suitable from the point of view of health with particular regard to sick leave.

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by the HR section of the GRAI and you will be given a copy of the Department of Public Expenditure and Reform's guidelines on probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In the following circumstances your contract may be extended and your probation period suspended.

- The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.

- In relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation and
- Any other statutory provision providing that probation shall -
 - (i) stand suspended during an employee's absence from work, and
 - (ii) be completed by the employee on the employees return from work after such absence.

Where probation is suspended the employer should notify the employee of the circumstances relating to the suspension.

Duties

Appointees will be required to perform the duties outlined above, and any other duties which may be assigned to them from time to time as appropriate.

Outside Employment

The successful candidate may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict in any way with the position of Executive Officer (EO – Standard Scale).

Headquarters / Working Environment

The GRAI is currently based in the Dublin City Centre but this may be changed by Government decision. Hybrid working arrangements will also be available in the GRAI. When absent from home and headquarters on official duty the Executive Officer (EO – Standard Scale) will be paid appropriate travelling expenses and subsistence allowances, subject to normal Department of Public Expenditure, NDP Delivery and Reform regulations.

Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours and 15 minutes gross or 35 hours net per week. The Executive Officer (EO – Standard Scale) may be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of their 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.

Annual Leave

The annual leave for this position is 23 days, rising to 24 days after five years' service, 25 days after ten years' service, 26 after 12 years' service and 27 after 14 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in the public service, is based on a five-day week and is exclusive of the usual public holidays.

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 for the civil and public service. 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 direct to the Authority. 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.

Superannuation and Retirement

The successful candidate 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 www.singlepensionscheme.gov.ie.

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

- Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66.
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI.

For further information in relation to the Single Public Service Pension Scheme please see the following website - www.singlepensionscheme.gov.ie.

Where the appointee has worked in a pensionable public service job prior to 1 January 2013 as a member of a pre-existing public service pension scheme, and any subsequent breaks in public service employment have been less than 26 weeks, they may be entitled to membership of a pre-existing public service pension scheme. The pension entitlement of such appointees will be established in the context of their public service employment history, in accordance with the relevant legislation and pension scheme rules applicable to the body.

Please note that pre-existing pension scheme terms may vary between public service bodies. On appointment to a new role with a new employer, the appointee will be subject to the pension terms applicable in the new body with which they are employed. In the event that the appointee is an existing civil/public servant, they should make themselves aware of any potential pension implications arising from moving employment. In this regard, it is also important to note that appointment to a position on a fixed term basis may have implications for pension terms.

Pension Abatement

- If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during their re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 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.**
- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension

will cease with effect from the date of reappointment. Special arrangements may, 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

Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the GRAI OHP's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

Appointment post ill-health retirement from Public Service

1. Where an individual has retired from a public service body their ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Pension Accrual

Section 52(6) of the Public Service Pensions (Single Scheme and Other Provisions) Act, 2012 limits the amount of pensionable service an individual may accrue across all pre-existing public service schemes (non-Single Scheme terms) to a maximum of forty years or equivalent; where pensionable service exceeds forty years on 28 July 2012, section 52(7) provides that they may retain the benefit of that service. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. **Note:** ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

Ethics in Public Office

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

Prior approval of publications

The successful candidate will agree not to publish material relation to their official duties without prior approval by the Chairperson of the Authority or the CEO.

Political Activity

During the term of employment the Executive Officer (EO – Standard Scale) will be subject to the rules governing public servants and politics.

Candidates with Disabilities or Long-Term Conditions

The GRAI is an equal opportunities employer. Any candidate who is living with a disability or long-term condition, is kindly asked to disclose details of this in their covering letter, setting out details of the condition, and what (if any) adjustments may need to be considered as part of our recruitment process.

This information will be handled in the strictest confidence and may require a further conversation before any formal recruitment stage is initiated. The purpose of this conversation is to identify (any) reasonable adjustments, which will remove any unnecessary barriers to full participation in our recruitment process.

Please Note:

As an **Employer of Choice**, the GRAI has flexible and family friendly policies e.g. Work-sharing, hybrid working (operated on a 'blended' basis) etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

The information in this booklet represents the principal conditions of service and is not intended to be the 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.

COMPETITION PROCESS

How to Apply

Conscia will be managing all aspects of the recruitment process on behalf of the Gambling Regulatory Authority of Ireland. Applications should be made **online** through <https://consciatalent.com/grai> and by attaching the following elements:

- **A completed application form.**

Closing Date: Thursday, 14th of August 2025

Please note, secondments may be considered where specialist skills and expertise to undertake the role meet the requirements.

Closing date

Your application must be submitted on the <https://consciatalent.com/grai> website not later than **3pm, Thursday, 14th of August 2025.**

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please email: grai@consciatalent.com

You are advised to check your email on a regular basis as email notifications or updates issued to your address may sometimes be filtered into your Junk/ Spam email folders. You are also advised to check all these folders regularly.

The onus is on each applicant to ensure that they are in receipt of all communication from Conscia.

Conscia Limited accept no responsibility for communication not accessed or received by an applicant. Candidates should make themselves available on the date(s) specified by Conscia Limited and should make sure that the contact details specified on the application form are correct.

Selection Procedures

The GRAI will use both essential and desirable requirements as referred to earlier in this candidate information booklet to shortlist candidates and assessment will be based on the information contained in the Application Form submitted for the role.

The GRAI will convene an expert board to carry out the competitive stages of the selection process to the highest standard of best practice. Normally the number of applications received for a position exceeds that required to fill the vacancy. While candidates may meet the eligibility criteria of the competition, if the numbers applying for the post are such that it would not be practical to process all candidates to the next stage of the selection process, the GRAI may decide that a certain number only will be progressed to the next stage. Candidates will be progressed through the various stages of the selection process based on their order of merit at each stage. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience.

In the event of many applications the GRAI may shortlist based on information provided in the Application Form. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications, and experience meet the requirements of the post.

Selection Methods

The selection may include:

- Shortlisting of candidates on the basis of the information contained in their application
- Competitive initial/preliminary interview
- Written assessments with work sample test or other exercises
- Presentation to selection panel
- Final competitive interview
- Remote interview
- Work sample/role play/media exercise psychometric assessment and/or any other tests or exercises that may be deemed appropriate

Candidates will be required to attend for interview or any other tests at their own expense. It is not possible to alter the allocated interview/test date or time.

At the final stage, candidates who meet the required standard for the job are placed in order of merit and considered for appointment in that order.

We aim to accommodate candidates with no unnecessary obstacles placed in their way. We will assist candidates with disabilities, so they are provided with appropriate and reasonable accommodations to ensure that they have the best opportunity to perform to their optimum.

Prior to recommending any candidate for appointment to the position, we will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it, the GRAI, may at its discretion select and recommend another candidate for appointment based on the results of this selection process.

Communication with Candidates

There is a commitment to open, timely and effective communication to candidates. Accurate, sufficient and appropriate documentation is issued to candidates. Enquiries are dealt with in an efficient and timely manner.

Clear, specific and meaningful feedback is provided when requested by candidates. Effective systems are in place to manage the feedback function.

The GRAI's recruitment process is governed by the Freedom of Information Acts and candidates may request information in line with the requirements of that Act. It is Authority policy however to provide such information without the necessity for an FOI request.

Candidate Obligations

1. Candidates who do not attend for interview or any other test when and where required, or who do not furnish any material or evidence that the GRAI may require in relation to their application, will have no claim for further consideration. Failure to furnish any documentation or other material within the required timelines will result in the candidate being deemed to have withdrawn their application from the competition.
2. Candidates must produce satisfactory documentary evidence of all qualifications claimed by them if required. Any credit given to a candidate at interview in respect of such claims is provisional and liable to revision if the necessary supporting documents are not furnished as requested. The GRAI may request copies of academic transcripts and/or verify the authenticity of an applicant's qualifications with the relevant institutions.
3. Any candidate who supplies false or misleading information in their application may be disqualified. Candidates must not personate another candidate at any stage or interfere with or compromise the process in any way. Sharing information on the selection process through any means may result in you being disqualified.
4. Candidates must not canvass either directly or indirectly any person involved in the recruitment process.
5. The use of recording equipment of any type is not permitted at any stage of the recruitment process. Any candidate found to be in breach of this provision will be disqualified from a competition.

Candidates who fail to comply with these obligations may be disqualified from the process or, if already appointed they may have to forfeit the appointment.

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned.
- Be suitable on the grounds of character.
- Be suitable in all other relevant respects for appointment to the post concerned; and if successful, they will not be appointed to the post unless they:
 - Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.
 - Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Candidates Right to Review

The review process enables candidates to seek review when they believe that an action or decision taken in relation to the selection process was unfair or unreasonable.

Candidates must address their concerns in relation to the process, in writing. A request for review must be received within 7 working days of the notification of the decision. Where the decision relates to an interim stage of the selection process (e.g., shortlisting for interview) a request for review must be received within 3 working days.

The complainant must outline the facts that they believe show that the process followed was wrong.

The Informal Complaint will consist of a desk-based examination of any available information in relation to the recruitment process. The outcome of the Informal Complaint will be communicated to the requester in writing.

The case will be dealt with in an efficient and timely manner and in line with this policy and procedures and will be reviewed by a person other than the individual who made the decision in question.

Confidentiality

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

References

It would be useful if you would begin to consider names of people who would be suitable referees and that we might consult (2 - 3 names and contact details). 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 the preliminary interview stage. Please note, should you be successful at final interview, we will require a reference from your current employer prior to recommendation for appointment.

Security Clearance

You may be required to complete and return a Garda eVetting form should you come under consideration for appointment.

Eligibility Requirements

Qualifications/eligibility may not be confirmed until the final stage of the process, therefore, those candidates who do not possess the essential requirements and proceed with their application are putting themselves to unnecessary effort/expense and will not be offered a position from this competition.

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on written request. There are no specific timeframes set for the provision of feedback or for carrying out rechecks.

Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data.

To make a request to access your personal data please submit your request by email to: graham@consciatalent.com ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).