



An tOmbudsman Seirbhísí
Airgeadais agus Pinsean

Financial Services and
Pensions Ombudsman

The Financial Services and Pensions Ombudsman is holding a competition for the purpose of recommending suitable persons for appointment to the position of:

Director of Registration, Early Resolution and Transformation

(Principal Officer)

Candidate Information Booklet

Closing date: 10.00am on Wednesday, 18 March 2026



The Financial Services and Pensions Ombudsman runs this campaign in compliance with the Codes of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA) which are available on www.cpsa.ie.

The Financial Services and Pensions Ombudsman is committed to a policy of equal opportunity.

Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place,
Dublin 2, D02 VH29.
T +353 1 567 7000
W www.fspo.ie

About the FSPO

The Financial Services and Pensions Ombudsman (FSPO) was established to resolve complaints from consumers, including small businesses and other organisations, against financial service providers or pension providers.

The FSPO provides an independent, fair, impartial, confidential and free service to resolve complaints through either informal mediation or formal investigation and adjudication. When a consumer is unable to resolve a complaint or dispute with a financial service provider or pension provider, they can refer their complaint to the FSPO.

More information about the FSPO is available at www.fspo.ie, including:

- [Video: What happens when we receive your complaint](#)
- [Video: What to expect during Dispute Resolution](#)
- [Video: What to expect during the Investigation process](#)
- [FSPO Strategic Plan 2025 - 2027](#)
- [Overview of Complaints 2024](#)

The FSPO is an equal opportunities employer, and we welcome applications from across the spectrum of society to join our open, supportive organisation and reflect the diversity of our service users.

About this competition

The FSPO is seeking to recruit suitable candidates to be placed on a panel for the role of **Director of Registration, Early Resolution and Transformation at Principal Officer Grade**.

The FSPO may establish a panel from this campaign. Successful candidates will be placed on a panel from which appointments may be made. There is one current vacancy. The current vacancy, and any subsequent vacancies which may arise prior to the expiry of the panel, will be offered to candidates placed on the panel based on the Order of Merit from interview outcome. Once an offer of appointment has been accepted or rejected by a candidate, a candidate will be removed from the panel and no further offers of appointment will be made to that candidate. Any panel formed as part of this campaign which is not exhausted through appointment of candidates to current or future vacancies will expire 2 years from the date of creation of the panel..

Successful candidates, in accordance with the Order of Merit, may be offered alternative roles at the grade of Principal Officer in other areas of the FSPO, should the FSPO identify vacancies suitable to the requirements for this competition while the panel is in place. If a candidate rejects an offer of an alternative role within the FSPO, that candidate will remain on this panel for the role of Director of Registration, Early Resolution and Transformation (Principal Officer).

About the Director of Registration, Early Resolution and Transformation (Principal Officer) Role

The Director of Registration, Early Resolution and Transformation, operating at Principal Officer level, will be a member of the Senior Management Team and will advise and interact with the Senior Management Team in respect of their Directorate and areas of responsibility.

The FSPO operates a continuous improvement approach to its registration and complaint investigation processes. The Director will lead on this approach for the Registration and Early Resolution functions within the FSPO which currently includes the Registration, Early-Stage Assessment, Mediation and Customer Experience business processes. The successful candidate will devise, develop and implement new initiatives and processes to further enhance the FSPO's effective investigation of unresolved financial service complaints.

The FSPO resolves complaints through various means including early assessment outcomes, mediation, formal investigation, on-the-record settlements and adjudication. The Director will have a key objective to maximise the early-stage resolutions through the introduction of new processes, redesign of existing processes and through leading high performing, diverse teams.

The Director will understand and support the expansion of the FSPO's use of technology to support effective and efficient complaint resolution. They will have a strong customer focus and understand the nature and values of an Ombudsman Scheme as an alternative dispute resolution mechanism. In addition, the Director will support and influence the consumer protection framework through effective complaint data analysis and stakeholder engagement.

The successful candidate will have exceptional skills and experience in organisational change management, will be a skilled leader of people and understand how to operationalise strategy in a manner that delivers positive outcomes for service users. They will have strong programme or project management experience and demonstrated experience of leading diverse teams to deliver effective front facing service delivery at a high standard.

This person may have experience of driving change in a regulatory or public service environment and understand the governance frameworks involved or will have the ability to quickly upskill in that area. They will have the ability to reimagine and redesign ways of working to introduce new approaches to delivering service, including early resolution of the financial service complaints and the introduction of conciliation as a further means of facilitating resolutions for the parties to the complaint.

This is a wide-ranging and multifunctional role. As the FSPO operates within a fast moving and constantly evolving financial services and pensions landscape, the individual should be able to demonstrate an appetite and aptitude for change, flexibility and transformation, including the adoption of additional responsibilities.

Specific key responsibilities:

The Director of Registration, Early Resolution and Transformation will:

- Provide leadership and direct support to the Ombudsman, Deputy Ombudsman and the Senior Management Team in all issues relating to the Directorate including in relation to Registration, Mediation and Early Resolution of complaints.
- As a member of the Senior Management Team, the Director will contribute to the overall leadership and strategy of the Organisation.
- Foster and maintain a high-performance culture and organisation. This will involve supporting and empowering the FSPO teams to build and retain internal knowledge, expertise and capacity as well as enhancing leadership capability by ensuring a focus on coaching, developing and empowering our people.
- Lead, motivate, support and develop the Directorate in the development and implementation of function-specific strategies and core operations.
- Implement robust systems to ensure adherence to the highest standards of all relevant legislation and public sector directives.

- Lead, develop and manage the Directorate teams ensuring that we deliver high quality, impartial and timely mediation services that maximise the FSPO's impact on the resolution of complaints, while providing high levels of customer satisfaction.
- Manage and develop all aspects of the service to include business processes and procedures which maximise success and are in line with the statutory functions of the FSPO and underpinning legislation.
- Design, contribute to and support robust training programmes for the Directorate.
- Manage the performance of the teams and individual team members including the management of Probation and PMDS processes.
- Lead/contribute to transformational change programmes aimed at enhancing organisation and process improvements.
- Drive and lead on strategic objectives across the organisation to promote and improve registration, mediation and early resolution services.
- Design and lead on strategic and business planning for the Directorate and be responsible for delivery of all work plan commitments, deliverables and strategic goals and objectives.
- Oversee the management of multiple agendas and projects, leading the Directorate by allocating resources appropriately to ensure the delivery and development of its services.
- Promote the Mission, Vision and Values of the office through self-management and team leadership.
- Represent the FSPO at relevant Government networks and stakeholder fora.
- Manage external service providers as required.
- Keep abreast of current legislation and other developments relevant to the area through stakeholder engagement and personal learning.
- Engage and collaborate with other areas as required, and oversee the preparation and presentation of relevant reports and analysis to the Senior Management Team.
- Engage in regular audit of the Directorate's operational procedures and systems, ensuring they meet best practice and standards.

Broader responsibilities will include:

- Providing advice and support to the Ombudsman, Deputy Ombudsman and the Senior Management Team on relevant matters.
- Contributing to the strategic leadership of the organisation and to the formulation and implementation of strategies and policies generally, including overseeing the coordinated delivery of the overall FSPO Strategic Plan 2025 – 2027.
- Supporting FSPO teams in implementing alternative or innovative service delivery models.
- Engaging actively and openly with a broad range of stakeholders to effectively communicate the FSPO's vision.

The responsibilities outlined in this job description should not be regarded as exhaustive in scope and may be added to or altered as required, in line with the requirements of the FSPO. The duties appropriate to the post will be determined by the Ombudsman and may cover a range of activities allowing for maximum flexibility according to the needs of the organisation.



Experience, Qualifications & Personal Qualities Required

Personal Qualities Required

To be effective in the role of Director of Registration, Early Resolution and Transformation in the FSPO, the successful candidate will demonstrate:

- Strong leadership judgement and integrity, with a proven commitment to high professional and ethical standards.

- High levels of personal organisation and accountability, with the ability to manage multiple priorities and deliver to multiple, strict deadlines in a complex environment.
- A proactive, solutions-focused approach, including the ability to identify emerging risks/issues and take timely corrective action.
- Strong analytical, research and decision-making capability, including the ability to evaluate information critically and make sound operational and strategic recommendations.
- Excellent written and verbal communication skills, including the ability to present complex information clearly and produce high-quality reports with accuracy and attention to detail.
- Strong stakeholder engagement skills, including the confidence to influence, challenge constructively and build alignment across diverse internal and external stakeholders.
- High ICT literacy, including strong working knowledge of the Microsoft Office suite and the ability to work confidently with data and reporting tools.

Essential Requirements

Candidates must, on or before 18 March 2026, demonstrate the following essential requirements:

1. Qualification

A recognised third-level qualification of at least NFQ Level 8 in a relevant discipline (for example business/management, law, finance, public administration, governance/compliance, digital/transformation, or data/analytics), or an equivalent qualification which, in the view of the FSPO, is relevant to the role

2. Senior leadership experience (multi-disciplinary teams)

A minimum of 5 years' senior management experience and 10 years' management experience, including responsibility for leading diverse / multi-disciplinary teams.

3. Operational leadership in high-volume, customer-facing services

Proven experience leading a high-volume operational service, with evidence of improving service delivery outcomes (e.g., timeliness, quality, customer experience, efficiency, backlog reduction, escalation reduction).

4. Change / programme delivery and senior leadership track record

- Significant experience leading and delivering change/transformation and/or programme/project management in a complex organisational environment, demonstrating structured governance, risk management and measurable delivery outcomes; and
- A career record demonstrating strong senior leadership competence, including effective engagement with senior internal and external stakeholders to achieve strategic organisational objectives.

5. End-to-end process improvement and data-led performance delivery

Demonstrated experience of business process development and continuous improvement, supported by the effective use of data/KPIs/management information to drive performance, customer service outcomes and organisational improvement.

6. Senior stakeholder influence and negotiation

Highly developed negotiation and influencing skills, including the ability to engage credibly with senior stakeholders and to challenge constructively to achieve outcomes.

In addition to the specific requirements set out above, candidates must be able to demonstrate that they possess the competencies identified for effective performance at Principal Officer level as set out in Appendix A.

The person appointed should also have the capacity to lead other Directorates in the future, in respect of the Office's functions.

Desirable Criteria

In addition to the essential requirements, it would be an advantage for candidates to demonstrate one or more of the following:

- Relevant experience and/or certification in mediation, and/or conciliation, and/or arbitration.
- Relevant experience and knowledge of the regulatory, and/or Ombudsman and/or consumer protection landscape.
- Relevant experience and knowledge of financial services, and/or pensions and/or complaint management.
- Significant experience of operational strategy, including governance, KPI development and implementation.

- A strong understanding of Irish public administration as well as knowledge of the policy context and current issues.
- Experience of representing your organisation, nationally and/or internationally.

Important Note on Eligibility

An invitation to tests, interview or any element of the selection process is not acceptance of eligibility. Eligibility may not be confirmed until the final stage of the process.

Candidates who do not possess the essential requirements, on the closing date of 18 March 2026, and who nevertheless proceed with their application, are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign.

Candidates who are unable to show that they hold the qualifications outlined in their application may be eliminated from the campaign at any stage.

Other Eligibility Criteria

Eligibility to compete and certain restrictions on eligibility:

Candidates must, by the date of any job offer, 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 4 visa, **or**
- e) A person awarded international protection under the International Protection Act 2015, or a family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa, **or**
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

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 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 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 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 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 monies. 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. 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

While it is envisaged that appointments arising from this competition will be to a full-time permanent position in the public service (following an appropriate initial probationary period), the FSPO reserves the right to use the panel formed from this competition to fill other vacancies which may arise which may not be permanent in tenure.

Pay

The salary and terms and conditions for a [insert role grade] are those, as set out below, that currently apply to [insert role grade] (Standard Scale PPC) in the public service.

Principal Officer - PPC

€107,081 €111,625 €116,133 €120,676 €124,508 €128,483¹
€132,450²

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

Candidates should note the following:

- entry will be at the minimum. Pt. 1 of the salary scale and will not be subject to negotiation*
- the rate of remuneration may be adjusted from time to time in line with Government pay policy
- increments may be awarded subject to satisfactory performance, in line with Government pay policy.

*Important Note for candidates currently in civil or public service employment

Different terms and conditions may apply if, immediately prior to appointment, the appointee is already a serving Civil Servant or Public Servant.

Tenure

The appointment will be for a permanent post in the public service. The appointee will be required to serve a 10-month probationary period.

Assignment / Location

The successful candidate's place of work will be the FSPO's offices at Lincoln House, Dublin 2. Presently, FSPO staff can apply to work remotely for up to three days per week. This is subject to business needs, performance, and the requirements of the role. Future working arrangements will be determined by the broader public service policy framework.

When required to travel on official duty the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal public service regulations.

Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes **gross** per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time legislation and regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Annual Leave

The annual leave allowance for the position of Principal Officer is 30 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the Civil Service, is based on a five-day week and is exclusive of the usual public holidays.

Health

A candidate for, and any person holding the office, must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

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.

Appointees who will be paying the 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 Financial Services and Pensions Ombudsman. Payment of salary during illness will be subject to the appointee 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, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Key provisions attaching to membership of the Single Scheme are as follows:

A. Pensionable Age

The minimum age at which retirement benefits are payable is the same as the age of eligibility for the State Pension, currently 66 years.

B. Retirement Age

Scheme members must retire at the age of 70.

C. Pension Abatement

If the appointee was previously employed in the Civil/Public Service and is in receipt of a pension from the Civil/Public Service normal abatement rules will apply. However, if the appointee was previously employed in the Civil/Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS 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 arrangements 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.

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. This provision to apply abatement across the wider public service came into effect on 1 November 2012.

This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.

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).

III-Health-Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

D. Prior Public Servants

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However, the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non- single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.

In this case such a candidate would instead be offered membership of the pension scheme for non-established civil servants ("Non-Established State Employee Scheme"). This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below.

E. 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.

F. 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 required under the rules of your pension scheme. For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: [Single Public Service Pension Scheme \(singlepensionscheme.gov.ie\)](http://singlepensionscheme.gov.ie)

Important Notice

The above represents the principal conditions of service and is not intended to be the exhaustive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

Application and Selection Process

Before you proceed

Before proceeding with this phase of the selection process, you should satisfy yourself that you meet the education and experience criteria for the post as set out in this booklet.

Communications

The Financial Services and Pensions Ombudsman will contact you when necessary, at each stage of the competition by email. You should only submit one email address for all correspondence in relation to this competition.

It is important to note that the email address you provide when applying must be one that you can access at all times. The onus is on the applicant to inform Conscia Limited of any change in email address throughout the recruitment and selection campaign. This can be done by emailing fspo@consciatalent.com. The onus is also on each applicant to ensure that they are in receipt of all communication from the Financial Services and Pensions Ombudsman. The Financial Services and Pensions Ombudsman does not accept responsibility for communications not accessed or received by an applicant.

How to apply

Conscia will be managing all aspects of the recruitment process on behalf of the Financial Services and Pensions Ombudsman. All information on the role can be found at <https://www.consciatalent.com/fspo>

Applications should be only made online through <https://www.consciatalent.com/fsopo> and must be made by attaching the following elements:

- A comprehensive CV.
- A short cover letter outlining why you wish to be considered for the post and how you believe your skills, experience and values meet the requirements for the position.

When completing your application, accuracy is essential. The information you supply in your application will play a central part of the selection process. Only applications fully submitted online will be accepted into the campaign.

Closing Date

Application must be submitted online at <https://www.consciatalent.com/FSPO> to arrive by **10:00 on Wednesday, 18th March 2026. Applications will not be accepted after the closing date/time.**

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

You are advised to check your email on a regular basis as email notifications of updates/ tests/ interviews etc. 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 Limited.

Conscia Limited accepts no responsibility for communication not accessed or received by an applicant.

Selection Process

The selection process may include the following:

- Shortlisting of candidates based on the information contained in their application
- An in-person written exercise/assessment
- Presentation or other exercises
- Interview(s), either online or in-person. The anticipated dates for interview are 30 and 31 March, with second round interviews taking place on 13 and 14 April.
- Work sample or any other tests or exercises that may be deemed appropriate.

Candidates invited for interview should make themselves available on the date(s) specified by the FSPO and should ensure that the contact details specified on their

application form are correct. If you cannot attend on the specified date/time you will be deemed to have withdrawn from the competition.

Shortlisting

Normally the number of applications received exceeds the numbers required to fill existing and future vacancies. While you may meet the eligibility requirements of the competition, if the numbers applying for the positions are such that it would not be practical to interview everyone, the FSPO may decide that only a certain number of candidates will be called to interview.

In this respect, the FSPO provides for the employment of a shortlisting process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that there are some candidates who are, prima facie, better qualified and/or have more relevant experience.

Candidates with disabilities

If a candidate requires reasonable accommodation to be made at any stage of the selection process, please make this known by stating your requirements by email to hr@fspo.ie. Every effort will be made to make the necessary reasonable arrangements to assist you.

Confidentiality

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

Other important information

The FSPO will not be responsible for refunding any expenses incurred by candidates. The admission of a person to a competition, or invitation to attend interview, or a successful result notification, is not to be taken as implying that the FSPO is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration.

It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary effort and/or expense. Prior to recommending any candidate for appointment to this position, the FSPO 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 or if an additional vacancy arises, the FSPO may, at its discretion, select and recommend another person for appointment on the results of this selection process.

Candidates' rights – Review procedures in relation to the selection process

The FSPO will consider requests for review in accordance with the provisions of the codes of practice published by the CPSA. The Codes of Practice are available on the website of the Commission for Public Service Appointments <http://www.cpsa.ie/>.

Candidates' obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way.

A third party must not impersonate a candidate at any stage of the process.

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Specific candidate criteria

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

And

- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the FSPO, or who do not, when requested, furnish such evidence as the FSPO requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

Data protection

As part of the recruitment and job application process, the FSPO will collect your Personal Data. It is necessary for us to process your Personal Data in order to assess your job application and/or include you in a recruitment initiative. Ultimately, it may also be necessary for us to process your Personal Data in order to take steps to offer and enter into a contract of employment with you. We may disclose some or all of your Personal Data to the following parties: your previous employer(s) (where you have listed them as your referees; Recruiters (where your application is being handled by a Recruiter); outsourced service providers who assist FSPO with recruitment initiatives and campaigns. CPL has been appointed to manage this campaign on behalf of the FSPO. Where you are an unsuccessful job applicant, we will retain your Personal Data for a period of up to 12 Months from interview and 12 months from expiration of panel. If you have any concerns about the way your Personal Data is being used or processed by FSPO, please e-mail dataprotection@fspo.ie. Please see our full [Privacy Statement](#).

Appendix 1 – Key Competencies

Key competencies for effective performance at Assistant Principal Officer level:



Principal Officer Level Competencies

Effective Performance Indicators

Leadership and Strategic Direction

Leads the team, setting high standards, tackling any performance problems and facilitating high performance

Facilitates an open exchange of ideas and fosters an atmosphere of open communication

Contributes to the shaping of Departmental/Government strategy and policy

Develops capability and capacity across the team through effective delegation

Develops a culture of learning and development, offering coaching and constructive/supportive feedback

Leads on preparing for and implementing significant change and reform

Anticipates and responds quickly to developments in the sector/broader environment

Actively collaborates with other Departments, organisations and agencies

Judgement and Decision Making

Identifies and focuses on core issues when dealing with complex information/situations

Assembles facts, manipulates verbal and numerical information and thinks through issues logically

Sees the relationships between issues and quickly grasps the high level and socio-political implications

Identifies coherent solutions to complex issues

Makes sound and well-informed decisions, understanding their impact and implications

Strives to effectively balance the sectoral issues, political elements and the citizen impact in all decisions

Management and Delivery of Results

Initiates and takes personal responsibility for delivering results/services in own area

Balances strategy and operational detail to meet business needs

Manages multiple agendas and tasks and reallocates resources to manage changes in focus

Makes optimum use of resources and implements performance measures to deliver on objectives

Ensures the optimal use of ICT and new delivery models

Critically reviews projects and activities to ensure their effectiveness and that they meet organisational requirements

Instils the importance of efficiencies, value for money and meeting corporate governance requirements

Ensures team are focused and act on business plans priorities, even when faced with pressure

Interpersonal and Communication Skills

Speaks and writes in a clear, articulate and impactful manner

Actively listens, seeking to understand the perspective and position of others

Manages and resolves conflicts/disagreements in a positive and constructive manner

Works effectively within the political process, recognising and managing tensions arising from different stakeholders' perspectives

Persuades others; builds consensus, gains cooperation from others to obtain information and accomplish goals

Proactively engages with colleagues at all levels of the organisation and across other Departments/organisations and builds strong professional networks

Makes opinions known when they feel it is right to do so

Specialist Knowledge, Expertise and Self Development

Develops and maintains skills and expertise across a number of areas that are relevant to their field and recognised by people internal and external to the Department/organisation

Keeps up to date with key departmental, sectoral, national and international policies and economic, political and social trends that affect the role

Maintains a strong focus on self-development, seeking feedback and opportunities for growth

Drive and Commitment to Public Service Values

Consistently strives to perform at a high level

Demonstrates personal commitment to the role, maintaining determination and persistence while maintaining a sense of balance and perspective in relation to work issues

Contributes positively to the corporate agenda

Is personally trustworthy, honest and respectful, delivering on promises and commitments

Ensures the citizen is at the heart of all services provided

Is resilient, maintaining composure even in adverse or challenging situations

Promotes a culture that fosters the highest standards of ethics and integrity