



An tSeirbhís um Cheapacháin Phoiblí Public Appointments Service

CANDIDATE INFORMATION BOOKLET

The Public Appointments Service intends to hold a competition for the purpose of recommending a person for appointment to the position of

**Chief Executive
Dublin City Council**

Closing Date: 3pm Thursday 5th October 2023

The Public Appointments Service is committed to a policy of equal opportunity.

The Public Appointments Service will run this competition in compliance with the codes of practice, published by the Commission for Public Service Appointments (CPSA) and available on

www.cpsa.ie

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Introduction

Dublin City Council:

Dublin is an international capital city and is the economic engine of the region and the State. Dublin City Council has a unique and critical role in local government: it is the largest local authority in Ireland, with 63 Elected Members representing and serving 588,000 people in the city area. It plays a pivotal role in the provision of services to the almost 1.5 million people in the Dublin Region, and in ensuring that the city can welcome and support a large number of visitors on a daily basis for employment, business, recreation and tourism.

Dublin City Council takes the lead role in shaping the strategic vision of Dublin as a dynamic and sustainable city and seeks to continually enhance the city's attractiveness as a place in which to invest, to work, to live and to visit.

With an annual expenditure of almost €1.8 billion (revenue and capital) and a workforce of almost 5,600 (FTEs), the City Council provides a diverse, multi-layered and evolving range of services and infrastructure to both citizens and visitors to Dublin that sustain the life of the city. These services include the provision of housing, planning, development, economic, environmental, roads and traffic, fire and emergency, leisure, cultural and community services. Many of these services, including traffic, drainage and fire and emergency services are provided on a regional basis for the Greater Dublin Area.

The continuing development and renewal of the city's infrastructure, urban fabric and facilities, in conjunction with other public authorities, is a key feature of the Council's role and an essential support to the national economy. The Council has a critical role in supporting the economic growth and development of the City and its cultural and recreational life, and makes a major investment in social inclusion and community development through a wide range of housing, community and area-based services. The Council is increasingly exploring new and innovative ways to tackle City challenges, particularly as they relate to climate and sustainability, and to deliver services while meeting citizens' changing expectations, achieving efficiencies, and continuing to meet the demand for increased accountability.

The City Council is pivotal in:

- facilitating the delivery of the necessary housing, social and city infrastructure that builds strong communities and improves quality of life in the City,
- leading the local response to sustainability, biodiversity and climate action,
- ensuring that Dublin continues to be an excellent place to do business, and to live, work and visit,
- providing key front-line services to people and business in the city and the Greater Dublin Area,
- attracting new investment into the area and facilitating and supporting job creation,
- supporting existing business and industry in Dublin and ensuring that Dublin's role as a technology hub is maintained and advanced,
- ensuring that Dublin's strong position as an international tourist destination is maintained and developed,
- supporting and promoting the development of key city areas to achieve the vision for the sustainable, spatial development of the City set out in the City Development Plan,

- fostering close relationships with key city, national and international partners

Further information on Dublin City Council can be found at www.dublincity.ie.

The Chief Executive:

The Chief Executive works with the elected Council to develop the strategic and operational framework in which to conduct the interplay between the political and executive work of the Council. This framework includes the Corporate and Strategic Policy structures, Area Committees and codes of ethics and corporate governance through which the policies, plans and strategies of the City Council are formulated, discussed, and agreed.

The Chief Executive has responsibility for the day-to-day management of the local authority, including staffing matters, and the discharge of executive functions within the policy parameters as determined by the elected Council. The Chief Executive has a specific responsibility to advise the elected members in the determination of policy and in relation to the exercise of reserved functions while, in turn, implementing decisions made by them. Members must have regard to the advice and assistance offered by the Chief Executive.

The Chief Executive has the lead role in developing and overseeing the organisational structures and resources needed to deliver an extensive range of services to the public and is responsible for planning and management of the Council's activities, and in assessing the impact of internal and external policy changes on the council and the City.

In particular, the Chief Executive will need to plan and prepare for change arising from:

- the current demand for housing and the requirement for balanced and sustainable city growth to accommodate an additional 40,000 housing units up to 2028,
- the response required to meet the challenge of climate change and biodiversity,
- increasing diversity in the City and the role of strong, inclusive communities in meeting city challenges,
- the increased responsibilities of local government in enterprise support, community development, and climate action,
- the public service reform agenda including the transition of Water Services to Uisce Éireann; new delivery models across the local government sector; and the opportunities presented by technology and new ways of working

The Chief Executive will lead the cost effective and efficient delivery of a wide range of accessible public services. They must lead and motivate a diverse and multi-disciplinary workforce in the provision of critical services while also implementing necessary changes to ensure that the Council operates as efficiently and effectively as possible, and within available budgetary and staffing levels.

The position, while complex and carrying a huge level of personal responsibility and accountability, offers an exciting challenge and a unique opportunity to further develop the city as a place to invest, to work, to live and to visit and to contribute to the sustainable development and growth of the City, the Region and the Country.

The ideal candidate will have the ability to:

- drive and lead important issues based on local and central government priorities; in this regard, housing and community-building, climate action, and sustainable economic growth are key priorities;
- identify, create and lead a shared long-term vision for Dublin City that promotes the physical, social, economic and cultural environment in an integrated way, and translate this vision into a strategy for the achievement of key organisational goals;
- network and collaborate effectively at a high level with national and international, internal and external stakeholders to implement the shared vision and strengthen the unique position of Dublin in the State and internationally;
- communicate and negotiate in a clear and convincing way;
- work in close consultation with the elected Council, and seek co-operation and consensus with a broad range of representative groups and bodies;
- lead and work effectively with the staff in the Council, in a way which optimises their contribution to the achievement of organisational goals and objectives;
- critically analyse the deployment of resources (including financial resources) and their effectiveness, adjust priorities in order to gain maximum benefit and to develop services in a balanced way throughout the entire area;
- continually strive to improve services and performance and be able to adjust to a changing and fast moving environment;
- evaluate risks and make difficult decisions in an open and fair way;
- bring a fresh approach to issues, encouraging innovation in others;
- keep abreast of national and international trends and events which may impact on the City and greater Dublin area;
- provide support and leadership, through, inter alia, participation on the CCMA and the PSROG¹, for important sectoral reforms;
- manage and motivate a multidisciplinary management team.

¹ CCMA – City and County Managers Association:
PSROG – Public Sector Reform Oversight Group.

The ideal candidate will have:

- A career record that demonstrates the necessary vision, leadership, innovation, communication, interpersonal skills and experience and successful record of management at a senior level;
- A developmental view of local government which encourages involvement, optimises local democracy and the use of existing powers and functions;
- The energy, passion, initiative and enthusiasm necessary consistently to deliver results and real outcomes;
- A satisfactory knowledge of public administration in Ireland and experience of administration or management at a high level.

Key Requirements For The Post

The Minister for the Housing, Local Government & Heritage has directed that the qualifications for the position of Chief Executive shall be as set out hereunder: -

Education, Experience, Etc.

Each candidate must, on the latest date for receipt of completed application forms:

- a) Have a proven track record as a strategic leader and senior manager in a complex environment.
- b) Have proven experience in the management of teams and resources of significant scale.
- c) Demonstrate excellent interpersonal and relationship management skills and the capacity to work effectively with a broad range of stakeholders in a constructive manner.
- d) Demonstrate an understanding of, or the capacity to quickly acquire an understanding of, the local government and public administration systems in Ireland
- e) Demonstrate strong motivation to develop and optimise the performance and contribution of Local Government to achieve the greatest benefit for the citizens of the County/City.
- f) Be well educated

Health:

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Character:

Each candidate must be of good character.

Key Competencies

Competency Heading	Competency Description
Exemplifies Public Service Values	Demonstrates the core values of honesty, impartiality and integrity and is professional and transparent in all interactions. Is focused on putting the citizen/customer at the heart of services provided and operating in an impartial manner for the common good. Treats people with respect, values diversity and difference and is open to meeting the needs of a changing population.
Strategic Management & Change	Develops a clear strategic mission and vision for the local authority and gains support for this through consultation and negotiation with key stakeholders. Understands the socio-political context and the broader external influences and uses their broader perspective and strategic analysis skills to identify opportunities for improvement. Effectively introduces change through developing and maintaining positive relationships and fostering a culture of creativity within the local authority.
Delivering Quality Results	Takes overall responsibility for the delivery of results and translates objectives into clear priorities, ensuring clear allocation of tasks, duties and responsibilities across the local authority. Promotes the use of quality outcomes in delivering service with a focus on continuing improvement. Ensures appropriate monitoring and review systems are in place across the local authority and that there is strong accountability for delivering work on time and within budget. Evaluates the use of resources in relation to economic, social and environmental outcomes.
Problem Solving & Decision Making	Analyses complex information quickly and accurately to make logical evidence based decisions, in line with objectives. Makes consistent fair and transparent decisions in a timely manner. Demonstrates sensitivity in making decisions on complex issues and considers the impact of decision on others. Is willing to stand over decisions made. Demonstrates innovation and creativity to secure successful outcomes.
Networking & Representing and Communicating Effectively	Develops and maintains positive and beneficial relationships with others and collaborates effectively. Fosters a strong focus on Customer/Client service. Effectively manages the expectations of others and is skilled in negotiation and gaining agreement. Is credible and confident when communicating with others.
Performance through People	Provides clear leadership to the local authority, demonstrating the ability to lead, motivate and engage others towards achieving quality results. Empowers people to achieve or exceed organizational goals by delegating sufficient authority, responsibility and accountability, addressing underperformance where required.
Personal Effectiveness	Is enthusiastic about the role and motivated in the face of difficulties. Demonstrates appropriate and positive self confidence and remains calm and composed when providing leadership under pressure. Operates effectively in an environment with significant complexity and pace.

PRINCIPAL CONDITIONS OF SERVICE

Salary: €216,936

Tenure: The tenure of the Chief Executive is governed by Section 147 of the Local Government Acts 2001 - 2014 and associated orders and regulations. The person appointed will hold office for 7 years, or until aged 70, whichever is the earlier. There is provision to extend the tenure by 3 years subject to the age limit of 70 years not being exceeded.

Duties: To act as Chief Executive for Dublin City Council, and for the elective bodies in such city/county including any joint body for which they may be appointed Chief Executive.

Superannuation: Superannuation arrangements will be in line with those applicable on date of appointment to appointees to senior public service posts on contract.

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 his/her 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.

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 debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

THE SELECTION PROCESS

How to Apply

Applications must be made by submitting an on-line application and attaching a single document with the following elements included:

- **A comprehensive CV**, including an organisation chart (See Senior Executive CV Guidance note (Available [here](#)))
- **The ‘Key Achievements Form’** (Available [here](#))
- **A short cover letter / personal statement** (i.e., no more than 2 pages) outlining why you wish to be considered for the post and where you believe your skills, experience and values meet the requirements of the position.

Closing Date: 3pm Thursday 5th October 2023

Please Note

We acknowledge receipt of all applications. If you do not receive an acknowledgement within 3 days of applying, please email keith.doyle@publicjobs.ie You can expect to receive emails from us at the relevant stages notifying you to check your secure publicjobs.ie message board for campaign updates. We endeavour give as much notice as possible for interview dates etc., candidates should make themselves available on the date(s) specified by the Public Appointments Service.

It is important to be aware that candidates must let the PAS know of any extenuating circumstances prior to or during the particular stage of the selection process. Any documentary evidence must be supplied within 5 working days. Please note that submission of such document(s) is not a guarantee that the circumstances outlined will alter the decision/outcome. A candidate who undertakes any part of the selection process and who subsequently claims extenuating circumstances should note that this will not be considered. Examples of possible extenuating circumstances include hospitalisation or bereavement.

The onus is on candidates to ensure that they perform to the best of their ability. Therefore, issues such as tiredness, nerves, travel to tests/interviews or expected results/performance not achieved, are not considered extenuating circumstances.

Candidates with Disabilities

Candidates who have indicated on their application or profile that they would like to avail of reasonable accommodations are asked to submit a psychologists/medical report. The purpose of the report is to provide PAS with information to act as a basis for determining reasonable accommodations, where appropriate.

These reports must be forwarded to the Assessment Services unit, Public Appointments Service, Chapter House, 26-30 Abbey Street Upper, Dublin 1 by close of business on **Thursday 5th October 2023**. You should email a scanned copy of the report to asu@publicjobs.ie

If you have previously applied for a competition with PAS and submitted a report, please email asu@publicjobs.ie to confirm that your report is still on file.

If you would like to talk about your candidature and any accommodations that may be of benefit during the recruitment process, please contact our Disability Champion, Amanda Kavanagh, at amanda.kavanagh@publicjobs.ie For further information on the accessibility of our service please see our [Accessibility page](#).

The Selection Process may include:

- shortlisting of candidates, on the basis of the information contained in their application;
- a competitive preliminary interview;
- personality measures and reference checking (s);
- work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate;
- a competitive interview which may include a presentation.

We endeavour to give as much notice as possible for interview dates etc.; candidates should make themselves available on the date(s) specified by the Public Appointments Service.

Appointment Process

Under the Local Government Reform Act 2014, the appointment of a Chief Executive is a reserved function of the City/County Council, following the recommendation of the Chief Executive of the Public Appointments Service.

The Elected Council and the Corporate Policy Group will perform their functions in relation to the appointment of a chief executive in accordance with:

(a) The Local Government Act of 2001,

(b) Statutory Instrument 589 of 2014 - Local Government (Appointment of Chief Executive) regulations 2014, and

(c) the Code of Practice issued by the Commission for Public Service Appointments under section 23 of the Public Service Management (Recruitment and Appointments) Act 2004 (No. 33 of 2004) and in force at the time of the appointment of the chief executive.

Following the open, competitive selection process run by the Public Appointments Service, the Chief Executive of the Public Appointments Service will make a recommendation to the City Council that the candidate deemed by the selection board to be most suitable for the post be appointed.

Where a recommendation has been received by the City Council, the Corporate Policy Group shall meet to consider and establish the views of the group in relation to the proposed appointment. The Corporate Policy Group at the meeting may decide to seek additional information from the Public Appointments Service in relation to the recommendation. Any additional information sought by the Corporate Policy Group shall relate only to the matters which have been set out in the information booklet.

The Lord Mayor shall convey in writing the views of the Corporate Policy Group in relation to the recommendation to the elected council for consideration.

Following consideration, the Council may decide to appoint or not appoint the recommended person. A decision not to appoint a recommended person must be on grounds which are consistent with selection criteria and key requirements for the post as published in the information booklet.

If the recommended candidate is not appointed s/he will be given detailed reasons for the decision and provided an opportunity to request a review of this decision and address the reasons identified by the Council for rejection.

The Public Appointments Service will endeavour to ensure that the confidentiality of candidates is protected throughout the process and only the name of the recommended candidate will be provided to the Corporate Policy Group at the conclusion of the selection process.

All meetings held by the Council and Corporate Policy Group for the purpose of considering the recommendation shall take place in the absence of members of the public and representatives of the media. All records relating to the decision shall be confidential. The regulations can be accessed [here](#)

Optional Language Test

You may have your ability to communicate effectively in Irish and English assessed. Your ability in the language in which the interview is conducted will be assessed at the interview itself and in the other language by a separate competitive language test. This test will comprise conversation on ordinary topics and, to the extent that this may be appropriate, on matters relating to the duties of the post. Candidates who satisfy the Public Appointments Service that they are proficient in both Irish and English will be awarded marks in respect of such proficiency. Candidates who qualify at interview and establish their proficiency will be awarded an extra 6% of the total marks available at interview.

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Public Appointments Service may decide that a smaller number will be called to the next stage of the selection process. In this respect, the Public Appointments Service provide for the employment of a shortlisting process to select a group 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 based on their application, appear to be better qualified and/or have more relevant experience.

An expert board will examine the application forms against agreed shortlisting criteria based on the requirements of the position. 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 your qualifications/ experience in your application.

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 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, at least one of these should be a person to whom you have had a direct reporting relationship. The referees should be able to provide relatively recent information on your performance and behaviour in a work context. You may wish to select referees that can provide such information from different perspectives or in different work contexts. 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. Successful candidates may be required to complete a number of clearance processes such as Health and Character Declaration, Garda Vetting, and any other relevant checks required for the particular role.

If you feel you would benefit from a confidential discussion about any aspect of this significant opportunity, please contact Aoife Lyons by email at Aoife.Lyons@publicjobs.ie

Important information

The Public Appointments Service 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 letter, is not to be taken as implying that the Public Appointments Service is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

The Public Appointments Service will make all such enquiries that are deemed necessary to determine the suitability of candidates for recommendation. 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 Public Appointments Service may at its discretion, select and recommend another person for appointment on the results of this selection process.

The importance of Confidentiality

Subject to the provisions of the Freedom of Information Acts, 2014, applications will be treated in strict confidence. All enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process. Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the Public Appointments Service, or who do not, when requested, furnish such evidence as the PAS require in regard to any matter relevant to their candidature, will have no further claim to consideration. Candidates are expected to provide all requested documentation to PAS, including all forms issued by PAS for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

Use of Recording Equipment

PAS does not allow the unsanctioned use of any type of recording equipment on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes. Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes. Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

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

- Where they have not been appointed to a post, they will be disqualified as a candidate; and
- Where they have been appointed subsequently to the recruitment process in question, they shall forfeit that appointment.

Review and Complaint Procedures under the Code of Practice for Appointments to Positions in the Civil and Public Service

If a candidate is unhappy following the outcome of any stage of a selection process, they can either:

1. Request a **Review of a decision** made during the process
- or**
2. **Make a Complaint** that the selection process followed was unfair

A candidate can follow either one of the two procedures in relation to the same aspect of a selection process, but not both. Where a review of a selection process has taken place under Section 7 (as detailed below), a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission for Public Service Appointments (CPSA) **at its sole discretion**.

There is no obligation on PAS to suspend an appointment process while a Review or Complaint is being considered. However, the CPSA expects that, where possible, PAS will intervene in cases where it finds an error is likely to have occurred.

Requesting a Review under Section 7

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Public Appointments Service (PAS). PAS will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice for Appointments to Positions in the Civil and Public Service published by the CPSA.

When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken, or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Informal Review will consist of a desk-based examination of any available information in relation to the recruitment process and the decision taken regarding the candidate's application. The outcome of the Informal Review Process will be communicated to the requester in writing.

- A request for Informal Review must be made within 5 working days of notification of the decision and will normally take place between the candidate and a representative of the PAS who had played a key role in the administration of the selection process.
- Where a candidate remains dissatisfied following any such informal communication, they may adopt the formal procedures set out below.

A request for Formal Review must be made within 5 working days of either the notification of the selection decision, or the notification of the outcome of the Informal Review process. Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.

- The candidate must address their concerns in relation to the process in writing to the Chief Executive (via email to ceomailbox@publicjobs.ie, or in writing to Chief Executive Officer, Public Appointments Service, Chapter House, 26/30 Abbey Street Upper, Dublin 1), outlining the facts that they believe show an action taken or decision reached was wrong.
- The Formal Review will be conducted by a person who is completely independent of the selection process
- The outcome of the Formal Review must generally be notified to the candidate within 25 working days of receipt of the request for review. If the investigation does not produce a decision within this time, PAS must keep the candidate informed of the status of the review and the reasons for the delay.

Making a Complaint under Section 8

A candidate may believe there was a breach of the Commission's Code of Practice by PAS that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates to make a complaint under **Section 8** to PAS in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

On foot of a Section 8 Complaint process, either PAS or the CPSA may find that the recruitment and selection process in question has not adhered to the standard set out in the Code of Practice. In such cases, PAS and the CPSA may make recommendations in order to prevent such issues from reoccurring again in the future. **The CPSA cannot instruct PAS to reverse a decision taken in the course of an appointment process.** Any candidate wishing for an investigation into the decision taken regarding their application as part of a selection process should request a Review under Section 7, as outlined above.

The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the

complainant cannot support their allegations by setting out how the Public Appointments Service has fallen short of the principles of this Code.

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.

- An Informal Complaint must be made within 5 working days of notification of the decision, and will normally take place between the candidate and a representative of the PAS who had played a key role in the administration of the selection process.
- Where a candidate remains dissatisfied following any such informal communication, they may adopt the formal procedures set out below.

A Formal Complaint must be made within 5 working days of either the notification of the selection decision, or the notification of the outcome of the Informal Complaint. Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.

- The candidate must address their concerns in relation to the process in writing to the Chief Executive (via email to ceomailbox@publicjobs.ie, or in writing to Chief Executive Officer, Public Appointments Service, Chapter House, 26/30 Abbey Street Upper, Dublin 1), outlining the facts that they believe show an action taken or decision reached was wrong.
- The Formal Complaint will be investigated by a person who is completely independent of the selection process
- The outcome of the Formal Complaint must generally be notified to the candidate within 25 working days of receipt of the request for review. If the investigation does not produce a decision within this time, PAS must keep the candidate informed of the status of the review and the reasons for the delay.

For further information on the above Review and Complaint procedures please see the *Code of Practice for Appointments to Positions in the Civil and Public Service* which is available on the website of the Commission for Public Service Appointments, www.cpsa.ie

Requests for Feedback

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.

Please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. 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. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

Candidates' Obligations

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g. through social media or any other means, may result in you being disqualified from the competition.

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

Please note that all assessment and test materials are subject to copyright and all rights are reserved. No part of the test material (including passages of information, questions or answer options), associated materials or interview(s) may be reproduced or transmitted in any form or by any means including

electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/or civil suit for loss of copyright and intellectual property.

Contravention Code of Practice

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, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process;
- has been appointed to a post following the recruitment process, they will be removed from that post

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

Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Please note, If the Public Appointments Service is not notified of any issues you experience in advance of or on the day of your assessment/interview, we will not be in a position to address these after the fact.

Feedback will be provided on written request. A request for feedback does not impact on the timeframe set out for seeking a review.

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 publicjobs.ie 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. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

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

Information in relation to a candidate's personal data held by the Public Appointments Service are set out on the Data Protection page of www.publicjobs.ie

Protected Disclosures

The PAS Protected Disclosures Policy (including Reporting Options for all those covered by the Policy) is available at:

https://www.publicjobs.ie/documents/Public_Appointments_Service_Protected_Disclosures_Policy_2023.pdf

Candidates should note that canvassing will disqualify.