



An Roinn Airgeadais
Department of Finance

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Circular 2/2002: Confined competition for appointment as Industrial Relations Officer and Advisory Officer in the Labour Relations Commission

A Dhuine Uasail,

1. I am directed by the Minister for Finance to say that the Civil Service and Local Appointments Commissioners will hold a confined competition for appointment to the posts of Industrial Relations Officer and Advisory Officer in the Labour Relations Commission (LRC) in accordance with the provisions of the Industrial Relations Act, 1990.

Nature of work

2. A successful candidate for the **Industrial Relations Officer** post in the LRC will be expected to provide a timely, professional and effective service to employers and trade unions/employees by:

- assisting their efforts, both at national and enterprise level, in avoiding or resolving dispute situations.
- promoting good industrial relations and disseminating information on appropriate practices and procedures.
- performing such duties as may be assigned by the Labour Relations Commission.

An Industrial Relations Officer does not have statutory powers of adjudication.

3. A successful candidate for the **Advisory Officer** post in the LRC will be expected to provide a timely, professional and effective service to employers and trade unions/employees by:

- assisting their efforts, both at national and enterprise level, in responding to competitive challenges by means of development of good industrial/employee relations, practices and procedures.

To/ All Departments etc.

[For Departments, read Department/Office throughout this Circular.]

- assessing and improving industrial/employee relations within individual companies/unions.
- promoting good industrial relations and disseminating information on appropriate practices and procedures.
- performing such duties as may be assigned by the Labour Relations Commission.

4. Industrial Relations Officers and Advisory Officers work as part of a team and as individuals and may frequently be away from Head Office (Tom Johnson House, Haddington Road, Dublin 4). Assignments are often lengthy and do not always conform to normal office hours. Casework is assigned by the Labour Relations Commission and the success of any involvement depends on the confidence that the parties have in the officer's professionalism, ability and impartiality.

Personal requirements

5. Previous experience in industrial relations/human resource areas is not a requirement as full training and development will be provided for successful candidates. When the successful candidate has been fully trained they can expect to be travelling 2 or 3 days every second week.

As the post requires frequent travel away from Head Office, candidates **must** hold a full driving licence and have the use of a car.

Candidates for both posts will be assessed on the following competencies:

Main Competency	Subset of Competency
Personal Effectiveness	Initiative Communication Achievement/Commitment
Group and Interpersonal Effectiveness	Leadership Interpersonal Understanding
Thinking Style and Problem Solving	Analytical and Conceptual Thinking
Managing for Results	Concern for Clarity and Work Quality

A role profile for the above positions is attached as Appendix 1 and Appendix 2.

Eligibility

6. Candidates must, on the date they apply for this competition, be serving in an established capacity in the Civil Service as a Higher Executive Officer or an Administrative Officer.

7. Officers serving in an acting capacity, i.e. who have not been appointed substantively, are not eligible to compete.

8. Officers on probation are not eligible to compete except where they would have been eligible had they remained in the previous grade and they have served continuously since satisfactorily completing a period of probation. Periods of special leave without pay should not be considered to break continuity of service for this purpose.

9. Officers who are on special leave with pay may apply, if otherwise eligible. Officers who are on special leave without pay (e.g. to serve with the EU) may be eligible – Personnel Sections should check individual cases if they are not covered by Circular 33/91. A candidate who resigns, retires, is suspended or dismissed from his/her post will cease to be eligible for appointment from this competition. Officers on career break may apply if the terms of their career break conform with the provisions of Department of Finance Circular 18/98 and if they are otherwise eligible.

Conditions of appointment

10. Successful candidates will remain on their current point on the Higher Executive Officer or Administrative Officer scale. In addition to their normal salary, successful candidates will be paid an allowance in the nature of pay amounting currently to €4539.31/£3,575 (Full PRSI €4,778.02/£3,763) per annum.

11. Under Section 33(1) of the Industrial Relations Act, 1990, the power of appointment to act as an Industrial Relations Officer/Advisory Officer rests with the Labour Relations Commission. Appointments will be in an acting capacity for at least one year and will be subject to the usual conditions governing such appointments. An officer whose service is not satisfactory may, at any time up to the end of twelve months, be returned to his/her parent Department. In such cases the Industrial Relations Officer/Advisory Officer allowance will cease to be paid, as will any other extra payments arising from the appointment. Any appointment will be reviewed by the Labour Relations Commission, in consultation with the Department of Enterprise, Trade and Employment, not later than five years from the initial appointment.

12. Successful candidates will be eligible at all times, subject to being qualified in all other respects, to apply for entry to interdepartmental competitions for which Higher Executive Officers or Administrative Officers are eligible.

13. Successful candidates will be fully integrated into the promotions structure of the Department of Enterprise, Trade and Employment. However, appointees will be expected to serve as an Industrial Relations Officer/Advisory Officer in the LRC for at least five years.

The Competition

14. Selection will be by means of a competitive interview to be conducted by the Office of the Civil Service and Local Appointments Commissioners. The interview

board may, having examined the applications of all candidates by reference to the nature of the duties and the personal requirements described in paragraphs 2 to 5

above, decide that only a number of the candidates will be invited to attend before the board for interview. In addition, the board may, at its discretion, require candidates to undergo a preliminary interview and invite only those who reach the requisite standard to attend for competitive interview to select the candidate best qualified for appointment. The interview (s) will be conducted by a board (s) to be set up by the Civil Service and Local Appointments Commissioners.

15. In determining the order of merit at the competitive interview, the Office of the Civil Service and Local Appointments Commissioners will give credit for proficiency in both Irish and English in accordance with Department of Finance Circulars 30/90 and Department of Public Service Circular 43/75 to candidates qualified for the award of such credit on or before the date of the competitive interview or such other date as may be agreed between the Official and Staff sides.

Applications

16. Candidates should obtain their application forms from their own Personnel Sections. The Office of the Civil Service and Local Appointments Commission will supply application forms to Personnel Sections on request. Applications should be addressed to the **Chief Executive Officer, Office of the Civil Service and Local Appointments Commissioners, 1 Lower Grand Canal Street, Dublin 2** to arrive there as soon as possible but not later than **5.15 p.m. on Friday 1 February 2002. This closing date must be strictly observed.** Candidates invited to interview must be prepared to make themselves available at short notice. Interviews are expected to take place in late February 2002.

17. The Head of Department should not forward candidates' applications to the Office of the Civil Service and Local Appointments Commissioners unless satisfied that the candidates:

- have worked well and been satisfactory in their present grade,
- have been satisfactory in general conduct,
- fulfil the conditions of eligibility set out in paragraphs 6 to 9 above, and

18. Eligibility to compete, and health and level of sick leave, are not verified by the Commission until a candidate comes under consideration for appointment. So admission to the competition and placement on a panel do not imply that a candidate meets the health and sick leave criteria. In considering a candidate's suitability for appointment in terms of health and sick leave, the Commission will have regard to Department of the Public Service Circular 34/76, as amended by Department of Finance Circular 32/91 and 33/99. Candidates with doubts about any aspect of their eligibility should clarify their position with their Personnel Section before applying.

Circulation

19. Personnel Officers should bring this circular to the notice of all eligible officers serving in their Department and associated Offices without delay. Special care should

be taken to ensure that eligible officers on maternity leave, career break or other relevant forms of leave (see paragraph 9 above) are notified of the competition. If candidates have any queries about this Circular they should contact their Personnel Section. Subsequent enquiries about their candidature should be addressed directly to the Civil Service and Local Appointments Commissioners.

Mise le meas,

Joe McGovern
Assistant Secretary

APPENDIX 1

Role Profile Form

Industrial Relations Officer

Job Purpose:

To work with employers and trade unions/employees in dispute situations by conciliating, mediating, facilitating and advising while seeking agreement between the parties in industrial relations disputes.

Key Result Areas:

1. Help parties to settle industrial relations disputes and maintain disputes within procedures
2. Meet the service needs of both employers and their union and employees and their union
3. Handle effectively case load assignment
4. Provide a timely, effective and efficient conciliation service
5. Refer cases to the Labour Court on time and in an appropriate manner.

Objectives / Standard

- | | |
|----------|--|
| 1,2 & 4 | Hold meetings within 4 weeks of both sides agreeing to attend |
| 2,3, & 4 | Review caseload weekly |
| 1 | Reports to Labour Court in a timely manner suitable to the dispute. |
| 4,5 | Keep up to date on information on current developments in Irish and International industrial relations issues, disputes and practices. |

Competencies:

1. Communication skills - written and oral
2. Decision Making
3. Interpersonal skills
4. Initiative
5. Self confidence
6. Knowledge of IR arena, labour and social legislation, HR and Business in Ireland and Internationally
7. Analytical thinking
8. Commitment
9. Time management
10. Resolution and influencing skills
11. Leadership skills/styles

APPENDIX 2**Role Profile Form****Advisory Officer****Job purpose:**

To work with employers, union and employees, in non dispute situations, to promote, develop and implement best industrial relations practices.

Key Result Areas

1. Carry out reviews to assess the level/nature of industrial relations difficulties within an organisation.
2. Formulate recommendations to assist organisations in addressing those difficulties and produce report.
3. Provide on-going support and assistance in implementing recommendations through Joint Working Parties.
4. Provide assistance by means of preventative mediation/facilitation on particular aspects of industrial relations, including company/union agreements, procedural agreements etc.
5. Continue development of management information system (database).
6. Monitor levels of usage of LRC services in order to identify frequent users and produce Frequent Users Report for Director / CEO and investigate reasons for levels of usage.
7. Promote the work of the organisation via visits, presentations etc.
8. Be customer orientated.
9. Assist in developing Codes of Practice.

Objectives/Standards

1. Hold initial meetings with parties to assess range of issues, discuss and agree terms of reference and time frame and analyse information to identify key areas of concern and ways of addressing those concerns.
2. Write report, organise printing and issue.
3. Set up Joint Working Party with time frame for completion of work.
 - work through recommendations and facilitate problem-solving and generation of solutions.
 - monitor implementation of solutions.
4. Review existing agreements / procedures.
 - suggest changes as appropriate or provide advice on new agreements/procedures.
5. Monitor use of existing (new) database.
 - assess and address any problems as they arise.
 - analyse requirements for financial database and generate solutions.
 - analyse information and create charts and summaries to present information.
6. Extract data from Database on levels of usage and set up interviews with relevant parties to investigate reasons for level of usage.
 - analyse information gathered and assess need for further assistance.

- write report with recommendations.
- 7. Organise presentations/visits when required.
- 8. Continue learning through relevant courses, readings, seminars to ensure appropriate level of knowledge, keep all relevant information on files, maintain database records on weekly basis.
- 9. Consult relevant bodies and draft text.

Competencies

1. Knowledge of Industrial Relation legislation/Codes of Practice/Human Resources Best Practices and new developments.
2. I.T. Skills
3. Communication Skills
4. Time management
5. Budget and resource management
6. Negotiation/Facilitation/Mediation skills
7. Initiative
8. Analytical thinking
9. Self-confidence
10. Influencing skills
11. Teamworking
12. Leadership