

**Circular 04/2016:**  
**Interdepartmental Competition for Appointment as  
Deputy Director of Conciliation, Facilitation and Mediation Services (Principal  
Officer – Standard Scale) in the Workplace Relations Commission (WRC)**

A Dhuine Uasail

I am directed by the Minister for Public Expenditure and Reform to seek applications from officers currently serving in the grades of:

- i) Principal Officer (standard) or equivalent PO grades as set out in Appendix I
- ii) Grades eligible for promotion to Principal Officer (standard)

on 3<sup>rd</sup> March 2016 for appointment to the post of Deputy Director (Principal Officer - Standard Scale) of Conciliation, Facilitation and Mediation Services in the Workplace Relations Commission (WRC). Appointments to posts in the Workplace Relations Commission are treated as part of the staffing allocation of the Department of Jobs, Enterprise and Innovation

**1. Background**

The Workplace Relations Commission (WRC) is an independent, statutory body which was established on 1st October 2015 under the Workplace Relations Act 2015 (No. 16 of 2015). The Commission's core services include the provision of early resolution, mediation, conciliation, facilitation and advisory services, adjudication on employment and equality complaints, the monitoring of employment conditions to ensure the compliance and enforcement of employment rights legislation, the provision of information, and the processing of employment agency and protection of young persons (employment) licences.

The main functions of the WRC are to:

Promote the improvement of workplace relations, and the maintenance of good workplace relations;

Promote and encourage compliance with relevant employment legislation;

Provide guidance in relation to compliance with Codes of Practice;

Conduct reviews of, and monitor developments, in workplace relations generally;

Conduct or commission relevant research and provide advice, information and the findings of research to Joint Labour Committees and Joint Industrial Councils;

Advise the Minister for Jobs, Enterprise and Innovation in relation to the application of, and compliance with, relevant legislation; and to

Provide information to the public in relation to employment legislation (other than the Employment Equality Act).

## **2. Job Specification**

The Conciliation, Facilitation and Mediation Services Division of the WRC provides a voluntary conciliation service whereby a professional external Conciliator assists employers and their employees to resolve industrial disputes when their own efforts to do so have not succeeded. The process can be described as a facilitated search for agreement between disputing parties.

The post of Deputy Director of Conciliation, Facilitation and Mediation Services is a senior management post within the Workplace Relations Commission. The Deputy Director reports to the Director of the Division.

The Deputy Director will:

- i) be directly involved in the resolution of industrial relations disputes as required;
- ii) work with the Director to prioritise and manage the work and resources of the Conciliation, Facilitation and Mediation Service;
- iii) work with the Director to maintain the high standards of dispute settlement, impartiality and integrity of the Conciliation, Facilitation and Mediation Service;
- iv) be involved in the recruitment and training of Industrial Relations Officers and other staff to the Workplace Relations Commission;
- v) manage/mentor/coach a team of dedicated field officers and support staff in the Conciliation, Facilitation and Mediation Service;
- vi) contribute as a member of the Senior Management Team to policy formation and to the deliberations of the Board;
- vii) make the Workplace Relations Commission's Conciliation Service the dispute settling agency of choice and provide the best possible service to clients;
- viii) speak at conferences, education programmes at third level, professional groupings, training programmes, etc;
- ix) develop and oversee the management information flows in the Conciliation, Facilitation and Mediation Service;
- x) monitor and analyse industrial relations trends.

## **3. Person Specification**

### **Essential**

Candidates for the post should have:

- Demonstrated a capacity to operate at a senior management level
- Excellent knowledge of current practice and strategic policy issues in Industrial Relations and Human Resource management in the public and private sectors in Ireland.
- Experience in the broad area of employer/employee relations

### **Desirable**

- A relevant third-level qualification,
- Considerable experience of making public presentations at a senior level a

- Experience in strategic policy analysis, development and implementation.
- The capacity to perform the full range of duties at Principal Officer (Standard Scale) level in the Department of Jobs, Enterprise and Innovation.

See **Appendix II** for Principal Officer core competency areas.

#### **4. Eligibility**

(a) Officers who on 3<sup>rd</sup> March 2016 are serving Civil Servants and have two or more years' service, either continuously or in aggregate, in the Civil Service, **or**

(b) Serving officers who on 11 February 2016 are employed on a fixed-term contract and who have two or more years' service, either continuously or in aggregate, in the Civil Service.

(c) Officers on special leave with pay may apply, if otherwise eligible. Officers on special leave without pay (e.g. to serve with the EU) may be eligible; Personnel Sections should check cases not covered by Department of Finance Circular 33/91 with this Department. Officers on career break may apply if the terms of their career break conform with the provisions of Department of Finance Circular 4/2013 and if they are otherwise eligible.

(d) PMDS: Candidates must have received a rating of "Fully Achieved Expectations" (formerly a rating of 3) or higher at their 2015 PMDS Annual Review to be considered eligible to apply for this post.

#### **5. Principal Conditions of Service**

##### **a) Conditions of Appointment**

- i. Appointment to the post of Deputy Director will be subject to the usual conditions governing such appointments. On appointment, an officer not already serving in the Principal Officer grade, will serve a one-year probationary period in the post of Deputy Director at the level of Principal Officer (Standard Scale). Prior to the end of this probationary period a decision will be made on substantive appointment to the grade.
- ii. The appointment will be subject to PMDS procedures in relation to performance monitoring and to probationary reviews. During the probationary period, the appointee will be assessed to determine whether s/he has:
  - i) demonstrated the capacity to undertake the duties of Deputy Director of Conciliation Services at the level of Principal Officer (Standard Scale), and
  - ii) performed the duties in a satisfactory manner, and
  - iii) been satisfactory in general conduct.
- iii. An officer whose service is not satisfactory will be notified of the action to be taken. Where a decision is made not to confirm the appointee in the post of Deputy Director of Conciliation Facilitation and Mediation Services, the Personnel Officer of the Department of Jobs, Enterprise and Innovation, may be asked by the appointee to request that the Civil Service Disciplinary Code Appeal Board review the decision. [Ref. Circular 14/2006 Civil Service Disciplinary Code paragraphs 11 and 50 (ii).]

##### **b) Pay**

The salary scale for the position (rates effective from 1 July, 2013) is as follows:

Principal Officer Standard Salary Scale

Non-Personal Pension Contribution Pay Scale:

€75,647, €78,670, €81,676, €84,706, €87,258, €89,906(LS1), €92,550(LS2)

Personal Pension Contribution Pay Scale:

€79,401, €82,587, €85,750, €88,936, €91,624, €94,410(LS1), €97,194(LS2)

Long service increments may be payable after 3(LSI-1) and 6(LSI-2) years satisfactory service at the maximum of the scale.

### **Important Note**

Entry will be at the minimum of the scale and the rate of remuneration and may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance increments may be payable in line with current Government Policy. (See Haddington Road Agreement paragraph 2.19 for recent changes.)

### **c) Headquarters**

The successful candidate will be located in the Workplace Relations Commission in Dublin City.

### **6. How to Apply**

Applications should be made **online** through [www.publicjobs.ie](http://www.publicjobs.ie) All sections of the form must be fully completed.

Before applying candidates should log-on to [www.publicjobs.ie](http://www.publicjobs.ie) and if you have not already done so you must register as a **'New User'** to create your profile (register a new account). Please do not confuse registering (creating a profile) with submitting an application. Once you have created a profile you must then access the application form, complete and submit it.

Once you have submitted your application form it is suggested that you return to your publicjobs account and ensure that it has been successfully submitted via 'My Applications'. At this point you should consider adding publicjobs.ie to your safe senders or contact list within your email account to avoid not receiving email because a publicjobs e-mail has been blocked.

Only applications fully completed and submitted online will be accepted into the campaign.

**Applications will not be accepted after the closing date.**

### **7. Closing date**

**Your application must be submitted on the Public jobs website not later than midnight, Thursday, 3<sup>rd</sup> March 2016** If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact: **Linda Bridger** at (01) 8587641 or email: [linda.bridger@publicjobs.ie](mailto:linda.bridger@publicjobs.ie)

**Interviews for this post are likely to be held in March/April 2016.**

You are advised to check your messageboard on a regular basis as email notifications of updates/tests/Interviews etc issued to your Messageboard 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 she/he is in receipt of all communication from the Public Appointments Service (PAS)

The PAS accept no responsibility for communication not accessed or received by an applicant

Candidates should make themselves available on the date(s) specified by the PAS and should make sure that the contact details specified on the application form are correct.

### **8. Selection Methods**

The selection may include:

- shortlisting of candidates on the basis of the information contained in their application
- a competitive preliminary interview
- completion of online questionnaire(s)
- presentation or other exercises
- a final competitive interview

- work sample/role play/ media exercise, and any other tests or exercises that may be deemed appropriate

### **Shortlisting**

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to 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 number only will be called to interview. In this respect, the Public Appointments Service provide for the employment of a short listing 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. An expert board will examine the application forms against a pre-determined criteria based on the requirements of 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. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

### **9. Other important information**

The Public Appointments Service will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that the PAS is satisfied that such a person fulfils the requirements of the competition 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 expense.

Prior to recommending any candidate for appointment to this position the Public Appointments Service 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 Board may, at its discretion, select and recommend another person for appointment on the results of this selection process

### **10. Codes of Practice**

The recruitment and selection process for appointment to this position will be conducted in accordance with the Code of Practice for Appointment to Positions in the Civil and Public Service published by the Commission for Public Service Appointments.

The Code of Practice reflects the following core principles:

- Probity
- Appointments Made on Merit
- An Appointments Process in Line with Best Practice
- A Fair Appointments Process Applied with Consistency
- Appointments Made in an Open, Accountable and Transparent Manner

Candidates are advised to familiarise themselves with the contents of the Codes of Practice including, inter alia, the provisions in relation to the responsibilities placed on candidates who participate in the recruitment and selection process.

Complaints/requests for review will be considered by the Public Appointments Service in accordance with the procedures set out in the Codes of Practice.

The Codes of Practice may be accessed by visiting [www.cpsa.ie](http://www.cpsa.ie) or by contacting directly the Commission for Public Service Appointments (CPSA), 18 Lower Leeson Street Dublin 2. The main switchboard for the Office is 00 353 1 639 5750.

## **11. 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 personate 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.

## **12. Circulation**

Please bring this circular to the notice of all eligible officers serving in your 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 are notified of the competition.

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David Cagney  
Chief Human Resources Officer  
12 February 2016

## Appendix I

### 1) Principal Officer level Grades

**Office of the Comptroller and Auditor General**

Deputy Director of Audit

**Department of Foreign Affairs**

Counsellor

**Office of the Houses of the Oireachtas**

Principal Committee Clerk

**Office of the Ombudsman - Office of the Information Commissioner**

Senior Investigator

## Appendix II

<b>PRINCIPAL OFFICER</b>
<b>Leadership &amp; Strategic Direction</b>
<ul style="list-style-type: none"><li>• Leads the team, setting high standards, tackling any performance problems &amp; facilitating high performance</li><li>• Facilitates an open exchange of ideas and fosters an atmosphere of open communication</li><li>• Contributes to the shaping of Departmental / Government strategy and policy</li><li>• Develops capability and capacity across the team through effective delegation</li><li>• Develops a culture of learning &amp; development, offering coaching and constructive / supportive feedback</li><li>• Leads on preparing for and implementing significant change and reform</li><li>• Anticipates and responds quickly to developments in the sector/ broader environment</li><li>• Actively collaborates with other Departments and Agencies</li></ul>
<b>Judgment &amp; Decision Making</b>
<ul style="list-style-type: none"><li>• Identifies and focuses on core issues when dealing with complex information/ situations</li><li>• Assembles facts, manipulates verbal and numerical information and thinks through issues logically</li><li>• Sees the relationships between issues and quickly grasp the high level and socio-political implications</li><li>• Identifies coherent solutions to complex issues</li><li>• Takes action, making decisions in a timely manner and having the courage to see them through</li><li>• Makes sound and well informed decisions, understanding their impact and implications</li><li>• Strives to effectively balance the sectoral issues, political elements and the citizen impact in all decisions.</li></ul>
<b>Management &amp; Delivery of Results</b>
<ul style="list-style-type: none"><li>• Initiates and takes personal responsibility for delivering results/ services in own area</li><li>• Balances strategy and operational detail to meet business needs</li><li>• Manages multiple agendas and tasks and reallocates resources to manage changes in focus</li><li>• Makes optimum use of resources and implements performance measures to deliver on objectives</li><li>• Ensures the optimal use of ICT and new delivery models</li><li>• Critically reviews projects and activities to ensure their effectiveness and that they meet Departmental requirements</li><li>• Instils the importance of efficiencies, value for money and meeting corporate governance requirements</li><li>• Ensures team are focused and act on Business plans priorities, even when faced with pressure</li></ul>
<b>Building Relationships &amp; Communication</b>
<ul style="list-style-type: none"><li>• Speaks and writes in a clear, articulate and impactful manner</li><li>• Actively listens, seeking to understand the perspective and position of others</li><li>• Manages and resolves conflicts / disagreements in a positive &amp; constructive manner</li><li>• Works effectively within the political process, recognising &amp; managing tensions arising from different stakeholders perspectives.</li><li>• Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals</li><li>• Proactively engages with colleagues at all levels of the organisation and across other Departments and builds strong professional networks</li><li>• Makes opinions known when s/he feels it is right to do so.</li></ul>
<b>Drive and Commitment</b>
<ul style="list-style-type: none"><li>• Consistently strives to perform at a high level</li><li>• Demonstrates personal commitment to the role, maintaining determination and persistence while maintaining a sense of balance and perspective in relation to work issues</li><li>• Contributes positively to the corporate agenda</li><li>• Is personally trustworthy, honest and respectful, delivering on promises and commitments</li><li>• Ensures the citizen is at the heart of all services provided</li><li>• Is resilient, maintaining composure even in adverse or challenging situations</li><li>• Promotes a culture that fosters the highest standards of ethics and integrity.</li></ul>
<b>Specialist Knowledge, Expertise and Self Development</b>
<ul style="list-style-type: none"><li>• Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and recognised by people internal and external to the Department</li><li>• Keeps up to date with key departmental, sectoral, national and international policies and economic, political and social trends that affect the role</li><li>• Maintains a strong focus on self-development, seeking feedback and opportunities for growth</li></ul>