



4<sup>th</sup> October 2024

**Circular 16/2024**  
**Interdepartmental Competition for Promotion to**  
**Assistant Principal Officer Standard in the Civil Service**

### Introduction

1. I am directed by the Minister for Public Expenditure, NDP Delivery and Reform to say that publicjobs will hold an interdepartmental competition to establish a panel from which appointments as **Assistant Principal Officer Standard** may be made.
2. The Assistant Principal Officer Standard is a senior managerial grade in the Civil Service.
3. The vacancies to be filled from this competition will most likely occur in Dublin with a small number of vacancies occurring in regional locations. Candidates should note that there are currently panels in place for all counties from the 2022 Assistant Principal Officer Standard Interdepartmental competition and these panels are due to expire in December 2024, if not exhausted in the interim. New panels from this 2024 Assistant Principal Officer Standard interdepartmental competition will be formed on a demand led basis and where the 2022 panels are exhausted.
4. It is not envisaged that appointments will be made after the 12<sup>th</sup> December 2025 from a panel established under this 2024 competition.
5. It is envisaged that a separate competition may be held to fill future vacancies in the Civil Service at the grade of Assistant Principal Officer Higher. This future separate competition will be limited to existing civil servants at the grade of Assistant Principal Officer Standard and equivalent with at least 2 years' service completed within the Civil Service, as well as to the top 160 candidates from Stage 1 in this Assistant Principal Officer Standard interdepartmental competition. **Any existing civil servant at a grade below Assistant Principal Officer Standard or equivalent by the closing date that may be interested in applying for the next Assistant Principal Officer Higher interdepartmental competition should therefore ensure that they apply and compete in this Assistant Principal Officer Standard interdepartmental competition.**

### The Role

6. Assistant Principal Officer is a senior managerial grade in the Civil Service and is a critical management role in implementing government policy in the economic, financial, international, environmental and/or social arenas.

While the responsibilities and key deliverables for the role of Assistant Principal Officer in the Civil Service will vary depending on the sector and Department/Office in which the vacancy arises, they generally include:

- Policy and strategy formulation on complex issues;
- Shaping fiscally sustainable policy solutions to promote economic and employment growth and effective social policies;

- Engaging effectively with diverse audiences and stakeholders including Ministers, senior civil servants and the wider political system including on cross-governmental issues;
- Providing high quality budgeting advice and ensuring delivery against fiscal targets
- Planning and organisation of significant programmes of work in a pressurised environment, within tight deadlines;
- Leading and management of staff to deliver high levels of performance;
- Participation in and leadership of cross-cutting projects to deliver whole of Government objectives;
- Leading public service renewal and providing direction and innovation on the reform agenda, including the implementation of action plans under [Civil Service Renewal 2030](#);
- Development and management of staff.
- Representing Ireland's interests at EU and international level.

**Please note that the above list of responsibilities is not exhaustive.**

### **General Personal Requirements**

Assistant Principal Officers, are key participants in the management team of Departments and Offices, playing a critical management role in developing/delivering government policy in the economic, financial, international, environmental, public service reforms and/or social arenas.

The capabilities for the grade of Assistant Principal Officer, which will be examined in detail during the selection process, are set out in **Appendix 1** and include:

- Building Future Readiness
- Evidence Informed Delivery
- Leading and Empowering
- Communicating and Collaborating

For more detailed information on the **Capability Framework** click [HERE](#).

### **Positions requiring specialist Irish language skills**

7. The Civil Service is fully committed to fulfilling its obligations under the Official Languages Act. It is intended that vacancies arising which require staff to provide a full range of services through the Irish language (Functional Bilinguals), may be filled from this competition. In this regard individuals who have proficiency in the Irish language and who fulfil all other eligibility criteria set out below may indicate their interest on the application form.

Candidates who indicate their interest and who are successful at the final selection stages will be required to undergo certain assessments though Irish (e.g. interview, written test, etc.) at an external assessment centre, prior to being considered for such a position. They must achieve the required level in the Irish language, i.e. demonstrate a minimum Level B2 on the Europass self-assessment framework.

### **Essential Eligibility**

8. Candidates for promotion to Assistant Principal Officer Standard must by the closing date of **24<sup>th</sup> October 2024**:
  - a) be serving in a permanent, temporary or acting capacity in the Civil Service in a grade below that of Assistant Principal Officer Standard or equivalent.
  - b) have completed not less than two years' service in the Civil Service.
  - c) demonstrate that they possess the key and general personal requirements detailed at Section 6 above along with the skills and capabilities identified as being essential for the

role. These are outlined in Appendix 1. It would be desirable to hold third level educational qualifications in a relevant discipline(s) commensurate with the role.

9. Additionally, it should be noted that:

- a. The eligibility requirements in this competition reflect those set out in [General Council Agreed Report 1526](#) in respect of cross-stream promotion arrangements to apply in the Civil Service.
- b. Where an officer was acting or serving on a temporary/fixed-term contract and was subsequently appointed in a permanent capacity, eligibility may be based on the aggregate service completed by the closing date, e.g. six months in an acting capacity or on contract and eighteen months in a substantive capacity, can be aggregated to give two years' service for the purposes of 4(c) above.
- c. An applicant who is no longer serving in a Department, resigns, retires, is dismissed from their post or transfers out of the Civil Service will cease to be eligible for appointment from any panel established from this competition.
- d. Applicants in grades having the same maximum pay scale (or higher) as Assistant Principal Officer Standard **are not eligible to compete in this competition**.
- e. Officers on special leave with pay may apply if otherwise eligible. Officers on career break may apply if their career break conforms to the terms of Department of Public Expenditure, NDP Delivery and Reform Circular 04/13 and if they are otherwise eligible. Officers on special leave without pay (e.g. to serve with the EU) may be eligible; HR Units should check cases not covered by Department of Finance Circular 33/91 with the Department of Public Expenditure, NDP Delivery and Reform.

The onus is on the candidate to ensure that they satisfy the essential eligibility requirements for the position. Candidates having doubts on any aspect of their eligibility are advised to clarify their position with their HR Section before proceeding with their application. Admission to the competition does not imply acceptance that a candidate is eligible.

Selection for the position of Assistant Principal Officer involves a structured assessment process that may take place over a period of time. publicjobs will keep applicants informed as they progress through the selection process and relevant information on each subsequent stage of the selection process will be provided in advance to those candidates who are invited to progress, to ensure they are equipped to perform to the best of their ability.

The [Assistant Principal Officer Capability Framework](#) will inform the assessment of candidates at all stages. Further information on the Capability Framework for the Assistant Principal Officer role is set out in Appendix 1.

## Salary

10. The Assistant Principal Officer Standard Scale (rates effective from 1 October 2024) for the position are as follows:

### **Personal Pension Contribution (PPC)**

€79,086 €81,999 €84,952 €87,914 €90,873 €92,579 €95,563(LSI1) €98,559(LSI2)

This rate will apply where the appointee is an existing civil or public servant appointed on or after 6 April 1995 and is required to make a personal pension contribution.

### **Non-Personal Pension Contribution (Non-PPC)**

€76,393 €79,174 €80,707 €83,519 €86,330 €87,955 €90,786(LSI1) €93,629(LSI2)

This rate will apply where the appointee is a civil or public servant recruited before 6 April 1995 and who **is not required** to make a Personal Pension Contribution.

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

### **Important Note**

The terms of Circular 08/2019 – Revised Arrangements for Starting Pay will apply, as appropriate, to appointments under this competition.

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

## **Application Process**

### **11. Location Choice**

While it is anticipated that the majority of vacancies arising will be in Dublin, a smaller number of vacancies may arise in other regional locations. On the application form you may select a maximum of **one location choice**, listed below, where you would be prepared to work if offered an appointment:

Carlow	Cavan	Clare
Cork	Donegal	Dublin
Galway	Kerry	Kildare
Kilkenny	Laois	Leitrim
Limerick	Louth	Longford
Mayo	Meath	Monaghan
Offaly	Roscommon	Sligo
Tipperary	Waterford	Westmeath
Wexford	Wicklow	

You should only select a location choice where you would be prepared to work if offered an appointment. **Changes to your location choice will not be permitted after the closing date.** Candidates should be aware that vacancies may not arise in all of the above locations while these panels are active. Once a candidate has been assigned, they are removed from the panel.

A breakdown of the number of Assistant Principal Officer candidates assigned from panels across locations in the recent Assistant Principal Officer competitions can be viewed [here](#).

Please note, this is **not** a prediction of future demand for Assistant Principal Officer vacancies from Government Departments/Offices, across the locations.

Information is correct at time of the competition launching 4<sup>th</sup> October 2024.

If you are offered a position (whether you accept or not) you will, in the normal course, no longer be considered for any other position in that location.

### **12. Practical Matters**

- Applications must be made online through [www.publicjobs.ie](http://www.publicjobs.ie) via the link provided at Section 13 ("*How to Apply*") below.

- To apply, candidates must have a “User Account” on [www.publicjobs.ie](http://www.publicjobs.ie). If you have not already done so, you must click ‘Login’ on the publicjobs homepage and register as a ‘**New User**’ to create your Profile (register a New Account).
- If you cannot remember your profile details, please do not create a second profile as this could invalidate your application.
- Candidates should 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.

#### **Username / Password issues**

If you have forgotten your username or password please click on the following link:  
<https://www.publicjobs.ie/candidateportal/home/forgottenDetails.do>

#### ***How to contact publicjobs?***

If you continue to have ‘User Name’ or ‘Password’ difficulties please email publicjobs at [largevolume3@publicjobs.ie](mailto:largevolume3@publicjobs.ie) outlining your issue and giving your name and contact details, including a telephone number, where you can be reached.

Candidates should note that support will only be available during office hours until the closing date.

Candidates must use **their own** valid email address. Email addresses from third parties will **not** be accepted and may invalidate your application. publicjobs will only communicate application information with the candidate and not with any third party.

#### **Username and Password**

It is important that you keep note of your username and password as you will need this information to access your publicjobs messageboard.

It is strongly recommended that you **do not change your email address or mobile phone number in the course of this recruitment competition** as any email/text message notification will be sent to the email address/telephone number originally supplied by you.

#### **publicjobs messageboard**

Interaction with candidates during the selection process will primarily be conducted online. publicjobs will send most communication through your publicjobs messageboard. Check your messageboard on a regular basis as email notifications of updates/tests issued to your messageboard may sometimes be filtered into your Junk/Spam email folders (or ‘Promotions’ in the case of Gmail). You are also advised to check all these folders regularly.

If invited to tests and/or interview, the onus is on each applicant to make themselves available on the date(s) specified by publicjobs. If you do not attend on the specified date/time you will be deemed withdrawn from the competition.

publicjobs accepts no responsibility for communication not accessed or received by an applicant. They must ensure that they regularly check their messageboard and access all communications from publicjobs.

An Unreasonable Conduct Policy is in operation in publicjobs. Information on the policy can be found on the publicjobs [website](#).

### 13. How to Apply

The application form is available here:

[https://www.publicjobs.ie/en/index.php?option=com\\_jobsearch&view=jobdetails&Itemid=263&cid=194388&campaignId=24456408](https://www.publicjobs.ie/en/index.php?option=com_jobsearch&view=jobdetails&Itemid=263&cid=194388&campaignId=24456408)

The onus is on the candidate to select the correct competition(s).

Click on the button 'Apply now' to access the application webform. This button is located at the end of the job posting page for Assistant Principal Officer on [www.publicjobs.ie](http://www.publicjobs.ie). You must complete the application webform in full and click the submit button.

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

**Only fully completed and submitted applications received by closing date will be accepted into the competition.**

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 publicjobs or other body is satisfied that such a person fulfils the requirements.

#### **Closing Date**

The closing date for receipt of completed applications is **not later than 3pm, on 24<sup>th</sup> October 2024.**

If you do not receive an acknowledgement of receipt of your application within two working days of applying, please check your Junk/Spam folders as email notifications may sometimes be filtered into these email folders (or 'Promotions' in the case of Gmail). In the event that the acknowledgement is still not received please email [largevolume3@publicjobs.ie](mailto:largevolume3@publicjobs.ie) including your name, candidate ID and contact details. Candidates should note that support will be available during office hours until the closing date.

#### **Candidates with Disabilities - Reasonable Accommodations for the Selection Process**

publicjobs has a key role to play in attracting candidates from all sectors of society, ensuring that routes to career opportunities are accessible to all who are interested. We are committed to equality of opportunity for all candidates.

If you have a disability or need reasonable accommodations made during the selection process, we strongly encourage you to share this with us so that we can ensure you get the support you need.

Reasonable accommodation in our selection process refers to adjustments and practical changes which would enable a disabled candidate to have an equal opportunity for this competition. Examples of adjustments we provide include the use of assistive technology, extra time, scribes and/or readers or a range of other accommodations.

Please be assured that having a disability or requiring adjustments will not impact on your progress in the selection process; you will not be at a disadvantage if you disclose your disability or requirements to us. Your disability and/or adjustments will be kept entirely confidential.



Should you be successful, the disclosure of a disability at this stage of the process will not be passed onto the employing department unless you request that we do so.

**If you have indicated on your application/profile that you require reasonable accommodations, please submit a psychologist/medical report to [asu@publicjobs.ie](mailto:asu@publicjobs.ie).**

The purpose of the report is to provide publicjobs with information to act as a basis for determining reasonable accommodations, where appropriate. The information within these reports that is useful for us to see includes the outcome of any diagnostic tests conducted by your psychologist/doctor, and their summary of recommendations in relation to your requirements. You may redact (block out) parts of medical reports/psychologist reports that you feel are sensitive or unnecessary for the decision to make reasonable adjustments.

You should email a scanned copy of the report to [asu@publicjobs.ie](mailto:asu@publicjobs.ie). Please ensure that any documents submitted to the Assessment Services Unit are in Word, PDF or JPEG format. Please also include your Candidate ID and the name of the competition as part of your email. **Reports must be forwarded to the Assessment Services unit by close of business on Thursday 24<sup>th</sup> October 2024.**

If you have previously applied for a competition with publicjobs and submitted a report, please email [asu@publicjobs.ie](mailto: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](mailto:amanda.kavanagh@publicjobs.ie). For further information on the accessibility of our service please see our accessibility page.

## Selection Process

14. The selection process for this competition may comprise a number of elements. These may include one or more of the following:

- Completion of an online Assessment Questionnaire.
- Online and/or paper-based assessment test(s).
- Shortlisting of candidates on the basis of the information supplied in their application.
- A competitive preliminary interview(s).
- Interview(s) / Online Video Interview(s).
- Presentation/Analysis exercise.
- Group/Team exercise.
- Work sample test.
- Any other tests or exercises that may be deemed appropriate, including language proficiency tests.

Applicants must successfully compete and be placed highest, in order to be considered for advancement to the next stage of the multi-stage selection process. The number to be invited forward at each stage will be determined from time to time by publicjobs.

Further information in relation to the selection process is available on **page 9-11 of the candidate information booklet** for this competition.

## Shortlisting

The number of applications received for a position generally exceeds that required to fill existing and future vacancies. While a candidate may meet the eligibility requirements of the competition, if the numbers applying are such that it would not be practical to interview everyone, publicjobs may decide that a smaller number will be invited to the next stage of the selection process.

publicjobs 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. During shortlisting, an expert board will examine the application forms against agreed shortlisting criteria which are based on the requirements of the position. The standard of content of each application submitted may also be assessed during this process. The shortlisting criteria may include both essential and desirable criteria specified for the position and, it is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience in your application. The onus is on candidates to complete the application form fully and accurately.

In the case of competitions that may involve large numbers of candidates, candidates may be ranked on the outcome of their online assessment tests and will be shortlisted in accordance with their ranking. Applicants must successfully, complete and achieve a sufficiently high ranking to be considered for advancement to the next stage of the multistage selection process. The number to be invited forward at each stage will be determined from time to time by publicjobs.

### **Next Steps after application**

Should you come under consideration to proceed to subsequent stages of the selection process, information will be forwarded to you at the appropriate time.

Successful candidates will be placed on a panel(s) from which future vacancies may be filled.

### **Important General Information**

#### **15. Reschedule Requests**

Reschedule requests will only be considered under exceptional circumstances as deemed acceptable by publicjobs (e.g. bereavement, illness). publicjobs may request supporting documentation as evidence. Candidates who are rescheduled will be scored with their rescheduled batch and will not be reinserted into their original batch. Please note that candidates who are permitted to reschedule will be given only one opportunity to do so.

Requests must be emailed to [largevolume3@publicjobs.ie](mailto:largevolume3@publicjobs.ie) within the booking window as specified in the invitation message.

**If publicjobs is not notified of any issues you experience in advance of or on the day of your assessments/interview, we will not be in a position to address these after the fact.**

#### **16. Appointments from panels**

At the end of the selection process a panel(s) of qualified candidates is formed from which vacancies may be filled. This panel may remain in place up to 12th December 2025 or until such time as a new panel is in place. A panel is a list of qualified candidates ranked in order of merit from the final stage of the selection process. Should a vacancy arise, and their place reached, candidates undergo the final stage of the selection process.

Prior to recommending any candidate for appointment to a position, publicjobs or employing organisation will make all such enquiries that are deemed necessary (e.g. employer references) to determine the suitability of that candidate. Until all stages of the selection 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.

Qualification and placement on a panel is not a guarantee of appointment to a position.



A candidate who accepts an offer of appointment as Assistant Principal Officer Standard as a result of this competition or otherwise, will cease to be eligible for appointment from this competition. An officer who retires, resigns, etc. from their position in the Civil Service will cease to be eligible for appointment from the panel established.

The Minister reserves the right to arrange that vacancies for Assistant Principal Officer Standard may be filled by separate interdepartmental competition or otherwise where special qualifications are deemed necessary or where other special circumstances exist. In such circumstances there will be consultation between the Official and Staff Sides.

Candidates not appointed at the expiry of the panel, will have no claim to promotion thereafter because of having been on the panel(s).

#### **17. Suitability for Appointment**

Candidates should note that (i) eligibility for the competition, (ii) health and the level of sick leave, (iii) performance of work in the present grade, (iv) verification that the candidate has received a rating of "Satisfactory" at the previous year's PMDS End-of-Year Review, and (v) general conduct are not verified by publicjobs until a candidate comes under consideration for appointment. Admission to the competition, or any of the selection stages of the competition, does not imply acceptance by publicjobs. In particular, candidates should note that the HR Officer will not have verified the above including health and the level of sick leave of those called to competitive interview – accordingly, admission to the competition, or any of the selection stages of the competition does not imply that candidates meets the eligibility criteria including health and sick leave.

In considering a candidate's suitability for appointment in terms of health and sick leave, publicjobs will comply with Department of Public Expenditure, NDP Delivery and Reform Circular 5/2018. Candidates having doubts on any aspect of their eligibility are advised to clarify their position with their HR Section before proceeding with their application.

#### **18. Conditions of Appointment**

Appointment to the post of Assistant Principal Standard in the Civil Service will be subject to the usual conditions governing such appointments.

Appointments from the panels will initially be in an acting capacity. **On appointment the appointee will serve a one-year probationary period in the post of Assistant Principal Officer Standard.** Prior to the end of this probationary period a decision will be made on substantive appointment to the grade.

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 Assistant Principal Officer Standard, the appointee may request that the Civil Service Disciplinary Code Appeal Board review the decision. Refer to DPER Circular 19/2016 Civil Service Disciplinary Code. In the event of reversion, an officer will return to a vacancy in their former grade in the former Department.

#### **19. Deeming of candidature to be withdrawn**

Candidates who do not complete and submit the Online Assessments before the specified date; or do not attend/undertake any subsequent stage of the selection process as requested, attend for interview or other test when and where required by publicjobs or who do not, when requested, furnish such evidence as publicjobs 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 publicjobs, including all forms issued by publicjobs 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.

**20. Declining an offer of appointment**

Should the person recommended for appointment decline, or having accepted it, relinquish it, publicjobs may at its discretion, select and recommend another person for appointment on the results of this selection process. The person who has declined the appointment will be removed from the panel and their application will receive no further consideration.

**21. General information governing this competition**

Candidates should refer to *Appendix 2* for important general information governing this competition, including information on Candidate Rights and Obligations.

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.

Candidates will be responsible for any expense incurred in connection with their candidature.

**Further information and circulation**

22. If candidates have any queries about this circular, they should contact their HR Unit. Subsequent enquiries about their candidature should be addressed directly to publicjobs.

23. HR Units should bring this circular to the notice of all eligible officers serving in their Departments and associated Offices without delay, including eligible fixed term workers, officers on term time, secondment, maternity leave, career break, contract, and all other relevant forms of leave.

24. The Civil Service is an equal opportunities employer.

Mise le meas,



**Barry O'Brien**  
**Assistant Secretary**  
**Public Service Resourcing Division**

## Appendix 1

### Assistant Principal Officer – Capability Framework

#### Overview

The Civil Service Capability Framework is the new model which will be used for recruitment and selection for roles across the Civil and Public Service. The framework was developed based on extensive consultation across the Civil Service. The capability framework supports the Civil and Public Service in building the workforce of the future. Our ambition is to attract, empower and develop a diversity of people, with the capability and talent to collaboratively deliver excellence, on behalf of our government and the people of Ireland.

Exploring and strengthening Capability requires us to consider the whole person, their **behaviours, skills, strengths, knowledge, values, motivation and interests**. These factors underpin our approach to recruitment and development as we continue to build an innovative, professional, and agile Civil Service.

The Civil Service Capability Framework for Assistant Principal Officer will be used as a basis for selection for this competition.

#### Structure

The Framework consists of 4 main Capability Dimensions broken down into relevant Sub-Dimensions, with Key Elements outlined to facilitate candidates in understanding at a glance, what the area is all about. Further details on the performance indicators and key skills examples are found within each Sub-Dimension.

There are a number of performance indicators and key skills examples listed within each area. A greater variety of indicators are included under each area in order to provide more scope for identifying capability in different ways, and to allow candidates with different types of experience to demonstrate their strengths and capability.

#### Assistant Principal – Application form

As you will note, the application form for Assistant Principal Officer requires you to outline your relevant experience, as well as seeking evidence and examples of your capability for this role. This information will be assessed during the shortlisting stage and will also inform the questions asked by the Interview Board, should you be invited to this stage. You may find it useful to refer to the Capability Framework to help you understand what is required for the role, and to choose the most relevant examples to include in the application form. However, you should note that candidates are not expected to demonstrate or touch on all the behavioural indicators or skills detailed in the Capability Framework in their application forms. The framework contains a series of behavioural indicators, to provide better scope to identify Capability within each area. In addition, only a selection of capability dimensions/sub-dimensions are assessed at shortlisting stage. The full Capability Framework will be explored in more depth at interview for those candidates who progress to this stage.

## Capability Framework Overview



### Useful Resources:

1. [Assistant Principal Officer Capability Framework](#)  
*Note: A PDF and an accessible version of the framework may be downloaded from the above webpage, under the 'Additional Information' section.*
2. [Tips for Capability-Based Interviews and Example Questions](#)
3. Candidate Guidance Video – '[Introduction to the Civil Service Capability Framework](#)'

## Appendix 2

### Important General Information including Candidate Rights and Obligations

#### Confidentiality

Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by publicjobs are treated as strictly confidential subject to the provisions of the Freedom of Information Act 2014. However, candidates should note that all application material may be made available to the employing authority/organisation. Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

#### Information on Panels

Certain information on panel(s) formed as a result of this competition will be made available to HR Officers in relevant Departments/Offices. In addition, candidates may be asked to agree to the non-identifying information being made available to the relevant civil service unions for the purpose of monitoring the operation of the scheme.

#### Quality Customer Service

publicjobs aims 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.

#### Use of Recording Equipment

publicjobs does not allow the unsanctioned use of any type of recording on its premises or any location where assessments/tests/interviews, etc. take place, e.g. video interviews, teleconference. 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 **candidates/clients** 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.

#### Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on written request. Feedback and rechecks may be requested for up to six months after completion of each stage of the competition. However, 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/recheck 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.

#### 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 publicjobs to suspend an appointment process while a Review or Complaint is being considered. However, the CPSA expects that, where possible, publicjobs 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 publicjobs. publicjobs 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 publicjobs 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](mailto:ceomailbox@publicjobs.ie), or in writing to Chief Executive Officer, publicjobs, 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, publicjobs 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 publicjobs 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 publicjobs 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 publicjobs 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, publicjobs and the CPSA may make recommendations in order to prevent such issues



from reoccurring again in the future. **The CPSA cannot instruct publicjobs 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 publicjobs 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 publicjobs 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](mailto:ceomailbox@publicjobs.ie), or in writing to Chief Executive Officer, publicjobs, 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, publicjobs 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](http://www.cpsa.ie)**

There is no obligation on publicjobs to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, 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 at its sole discretion.

#### **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.

### **Contravention of the 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.

### **Confidentiality of Information and Materials**

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.

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 and/or interview related information 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.

### **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 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](mailto: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 publicjobs are set out on the Data Protection page of [www.publicjobs.ie](http://www.publicjobs.ie).

### **Protected Disclosures**

publicjobs Protected Disclosures Policy (including Reporting Options for all those covered by the Policy) is available [here](#).

### **Canvassing**

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

### **Other**

Elements of the selection process may be undertaken by other parties. In such circumstances it will be necessary for your information to be shared between publicjobs and these parties in order for your application to be processed.