

Executive Officer

Personal Injuries Assessment Board

Title of Position:	Executive Officer (initially assigned to HR and Corporate Services)
Reporting to:	Human Resources Manager
Employer:	Personal Injuries Assessment Board
Tenure:	Permanent
Location	Tallaght, Dublin 24. Blended working can be applied for.

Overview

The Personal Injuries Assessment Board (PIAB) is a self-funded public body established to support the fair, prompt, and transparent resolution of personal injuries claims without the need for unnecessary litigation. Through PIAB, certain types of personal injuries claims can be settled without the need for many of the costs associated with litigation, which can contribute to the high cost of settling such claims. All personal injury claims must come through PIAB, unless settled early between claimants and insurers/respondents. Approximately 20,000- 30,000 claim applications are made to the organisation every year. From a consumer/claimant perspective, PIAB delivers compensation for personal injury awards at the same level as the Courts, and assessments of claims are impartial, independent and non-adversarial and significantly faster.

PIAB are a key pillar in contributing to reform of the insurance sector and the personal injuries environment, and generate millions of euro in savings every year. Insurance reform is a key priority for the government and the Action Plan for insurance reform includes a number of principal actions which PIAB will support. PIAB are the main implementer of the Personal Injuries Guidelines adopted by the Judicial Council. The new Guidelines mark a major change in the personal injuries environment and will bring more consistency and transparency in the claim environment that should ensure greater acceptance of PIAB awards.

The Action Plan for Insurance Reform also commits to enhancing and reforming the role of PIAB with legislation to underpin this currently being drafted. The legislation will strengthen PIAB's powers, and should enable PIAB to offer a broader range of services, including mediation, to resolve more personal injuries claims, providing PIAB with a major opportunity to build on its successes and seek to improve its services to contribute to a competitive, stable and consumer-friendly insurance environment in Ireland.

PIAB offers flexitime, and car parking on site. The offices are also on the Red Luas line and many Dublin Bus Routes. PIAB have Blended Working guidelines in place and successful candidates will be able to apply for Blended working.

PIAB is an equal opportunities employer and is committed to championing an inclusive and diverse workforce that reflects modern Ireland and the people we serve. We strive to create a culture where all staff have equal access to opportunity and feel comfortable and confident to be themselves at work. Reasonable accommodations will be provided to candidates, if required during the recruitment process. To discuss and request reasonable accommodations in confidence please contact the PIAB's Disability Liaison Officer ian.head@piab.ie.

The Role

The Successful candidate will initially be assigned as an Executive Officer to the Corporate Services Directorate of PIAB. In the future the post holder may be assigned to other positions in the wider organisation at executive officer level.

Role Purpose

PIAB recognises that our people are at the heart of what we do and we support this through the services and supports provided by our HR and wider Corporate Services Division. The HR team and various other corporate services functions are integral to the successful delivery of PIAB services, and its Business and Strategic Plan. As the organisation will take on new work areas and services and is going through a period of significant change the delivery of Organisational Development and People Strategies will be critical to our overall success.

The Corporate Services Directorate, are a dynamic and diverse team that carry out a wide range of functions that are critical to the operation and future development of PIAB.

The Human Resources team in PIAB is a small team, which provides an excellent opportunity for a competent and enthusiastic candidate to gain significant experience, contribute to the wider development of the organisation with opportunities to contribute across the spectrum of the HR field and within other areas of corporate services. The successful candidate will oversee many day to day HR elements of the organisation and play a key role in developing HR policies and procedures while also being involved in projects such as workforce planning, development of new initiatives and supporting our learning and development programme, and our Equality, Diversity and Inclusion agenda. This is a very exciting time for the Human Resources area in general with the emergence of new work practices and remote working and legislation being introduced which enhances employment rights for all workers such as Right to Disconnect, Blended Working, Transparency Directive, etc.

Key Responsibilities include

- Responsible for providing prompt, professional response to queries from colleagues and demonstrating a high level of friendly and supportive customer care to our employees;
- Assisting with the effective management of all payroll and benefits administration and delivery including queries.
- Take responsibility for managing all administration associated with HR and the efficient record keeping of all employee files both hard and soft copy records.
- Assist with the implementation of a new Time Management System and management of the day to day running of same, answering queries from colleagues.
- Cover for the Human Resources Manager when required.
- Contribute to the delivery of a review of all employees related policies and procedures
- Lead on any future recruitment and new hire engagement including the delivery of Induction Training.
- Co-ordinate new starter probationary process.
- Assisting with the administration of the performance management process.
- Supporting the administration of PIAB pension schemes
- Manage the administration of leave entitlements, ensuring they are fully documented and recorded correctly and comply with PIAB policies and procedures.
- Compile reports and provide analysis to the HR and wider Management team when required on various key HR metrics and headcount data.
- Supporting the People and Culture, Learning & Development and Wellness Strategies and associated programme of activities, to include assist in identifying learning pathways for staff, designing and organising internal and external training events.
- Maintain standards of compliance by assisting with requirements under the Data Protection legislation.
- Contribute to the achievement of the strategic goals of the organisation by participating in cross-divisional projects.
- Work collaboratively as part of the corporate services division and participate in wider work for the division as required
- Undertaking such tasks, activities or other duties as may assigned as appropriate

Knowledge and Experience

Essential:

- Highly developed organisational and administrative skills and working knowledge of MS Office or similar
- Ability to maintain confidentiality, use sound judgement, and perform independently
- Ability to work on one's own initiative, whilst being able to take direction
- Strong team player who can remain positive during challenging assignments and balance priorities when necessary
- Strong interpersonal skills and the ability to influence and engage with a range of different stakeholders.

- Ability to provide HR advice/ explain policies to managers and staff as required.
- Strong written and communication skills

Desirable:

- A minimum of 2 years' work experience in the HR/corporate services area or comparable field
- A relevant third level qualification in a related area
- Experience of HR in the Public Service practical and working knowledge of Public Service Pay Agreement, Public Service Sick Leave Regulations, Public Service Pension Schemes
- Knowledge of data protection law and/ or employment law as it relates to HR

Competencies for the Role

- Team Work
- Analysis & Decision Making
- Delivery of Results
- Interpersonal & Communication Skills
- Specialist Knowledge, Expertise and Self-Development

Terms & Conditions

Tenure

Position is a full-time position. The appointment is on a permanent basis as a public servant, subject to satisfactory completion of the specified probationary period.

Salary scale

Starting pay will be at the first point of the Executive Officer salary scale unless pay on promotion rules apply (Scale in place from 1st February 2022). This rate applies to new entrants and will also apply to existing civil or public servants appointed on or after 6th April 1995 and is required to make a personal pension contribution.

Executive Officer

Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7
€31,698	€33,509	€34,531	€36,526	€38,315	€40,044	€41,768
Point 8	Point 9	Point 10	Point 11	Point 12	L.S.I. 1	L.S.I 2
€43,455	€45,160	€46,817	€48,526	€49,658	€51,270	€52,894

Place of Work – The primary place of work is in PIAB’s offices, Tallaght, Dublin 24.

Blended Working – Candidates will be able to apply for Blended Working.

Annual Leave - The annual leave allowance for the position will be 23 days per annum rising to 24 days after 5 years’ service, 25 days after 10 years’, 26 days after 12 years’ s and 27 days after 14 years’ service

This allowance is subject to the usual conditions regarding the granting of annual leave in the public sector, is based on a five-day week and is exclusive of the usual public holidays. This allowance will increase after years served as per allowances in the public sector.

Hours

Hours of attendance will be as fixed from time to time but will amount to not less than 35 hours per week excluding lunch and breaks (over a five-day week). The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. PIAB offers flexible working arrangements (flextime) at executive officer level.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in PIAB at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”). Full details of the Scheme are at www.singlepensionscheme.gov.ie

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66.
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the Public Service Sick Leave Scheme.

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

The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office

The Selection Process

How to Apply

Completed Application forms should be returned to careers@piab.ie by 12noon, Monday 12th September 2022

The application form is available [here](#)

Closing Date 12noon Monday, 12th September 2022

The **selection process** may include any or all the following:

- Shortlisting of candidates, on the basis of the information contained in their application.
- A competitive competency based interview; due to other commitments of the Selection Panel the anticipated date for this interview is week of 17th October
- Medical to determine any person holding the office is fully competent and capable of undertaking the duties attached to the office and is in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.
- Reference Check
- Indicative start date of successful candidate -mid November 2022

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, we may decide that a smaller number will be called to the next stage of the selection process. In this respect, a shortlisting process to select a group, based on an examination of application form, appear to be the most suitable for the position will be utilised. This is not to suggest that other candidates are necessarily unsuitable or incapable of

undertaking the job, rather than 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 in your application.

Candidates with Disabilities

PIAB strive to create a work environment which is Equitable Diverse and Inclusive, we aim to increase the recruitment and retention of persons with disabilities and supporting employees to feel comfortable sharing their disability status. If you would like to talk about your candidature and any accommodations that may be of benefit during the recruitment process, please contact riona.hegarty@piab.ie

General Information

Confidentiality

Candidate confidentiality will be respected at all stages of the recruitment process. All personal information provided on this application form will be stored securely by PIAB and will be used solely for the purposes of processing your candidature.

Legal Compliance

PIAB are committed to complying with all relevant legislation over the course of this recruitment campaign, including but not limited to, the Employment Equality Acts 1998-2011, the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Freedom of Information Act 2014.

Expenses

PIAB will not be responsible for any expense, including travelling expenses, candidates may incur in connection with this competition.

Canvassing

Canvassing is prohibited and will result in disqualification from the competition.

Data Protection – Recruitment Process

Personal data is collected and processed as part of the recruitment process. This section sets out the information under the following headings:

- Personal data collected.
- Lawful basis for processing personal data.
- How your information may be shared.
- How long your information may be stored.
- Your data protection rights.

Personal Data Collection

PIAB collects personal data from prospective candidates as part of the recruitment process. In meeting its data protection obligations, PIAB is committed to being accountable and transparent about how it gathers and processes this information.

The General Data Protection Regulation (GDPR) defines ‘personal data’ as meaning any information relating to an identified or identifiable living individual. It defines categories of ‘personal data’ as being name, address, date of birth, etc. The GDPR also sets out ‘special categories of personal data’ for more sensitive information that include, for example, health data.

Lawful Basis for Processing Personal Data Consent

PIAB processes personal data provided by you in your application form during the recruitment process on the lawful basis of ‘consent’. Your consent is required in order to process any personal data provided in the application for the specific purpose of progressing an application through the recruitment process.

Contractual

In the case of a successful candidate, personal data provided during the recruitment process may form the basis of the contract of employment.

Legal Obligation

Personal data of prospective candidates and current employees (full-time, part-time, contract and agency) is processed on the basis that it is required for the PIAB’s compliance with legislation (e.g., employment legislation).

How Your Information May Be Shared

Your information may be shared with other parties as part of the recruitment process. Where this occurs, information is shared by necessity and in confidence.

How Long Your Information May Be Stored

PIAB has a Data Retention Policy that it applies to all information it stores. This policy is updated on an ongoing basis to keep pace with all relevant legislative changes.

Unsuccessful Candidates

For those individuals who have been unsuccessful in the recruitment process, all information provided to the PIAB will be retained by the PIAB for a period of no more than 12 months. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

Successful Candidates

For those individuals who have been successful in the recruitment process, all information provided to the PIAB will be placed on your employee file. It will be retained during the course of your employment with the organisation and for an appropriate period thereafter. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

Your Data Protection Rights

You have rights in relation to personal data collected, processed and stored by the PIAB. Further information is available on our website under the heading ‘Data Protection and Access Requests’. This section outlines what your data protection rights are and how to make a Data Subject Access Request to PIAB.

If you have any questions or would like to make a Data Subject Access Request, you may contact the Data Protection Officer at PIAB. The contact details are as follows:

By Post

Data Protection Officer,
Grain House
Exchange Hall
Tallaght
Dublin 24

By Email

piab.enquiries@injuriesboard.ie

Executive Officer Level Competencies

Effective Performance Indicators

Teamwork

- Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
- Values and supports the development of others and the team
- Encourages and supports new and more effective ways of working
- Deals with tensions within the team in a constructive fashion
- Encourages, listens to and acts on feedback from the team to make improvements
- Actively shares information, knowledge and expertise to help the team to meet it's objectives

Analysis & Decision Making

- Effectively deals with a wide range of information sources, investigating all relevant issues
- Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc
- Identifies and understands key issues and trends
- Correctly extracts & interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence

Delivery of Results

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
- Constructively challenges existing approaches to improve efficient customer service delivery
- Accurately estimates time parameters for project, making contingencies to

**Interpersonal &
Communication
Skills**

overcome obstacles

Minimises errors, reviewing learning and ensuring remedies are in place

Maximises the input of own team in ensuring effective delivery of results

Ensures proper service delivery procedures/protocols/reviews are in place and implemented

Modifies communication approach to suit the needs of a situation/ audience

Actively listens to the views of others

Liaises with other groups to gain co-operation.

Negotiates, where necessary, in order to reach a satisfactory outcome

Maintains a focus on dealing with customers in an effective, efficient and respectful manner

Is assertive and professional when dealing with challenging issues

Expresses self in a clear and articulate manner when speaking and in writing

**Specialist
Knowledge,
Expertise and Self
Development**

Displays high levels of skills/ expertise in own area and provides guidance to colleagues

Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team

Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team

**Drive &
Commitment to
Public Service
Values**

Is committed to the role, consistently striving to perform at a high level

Demonstrates flexibility and openness to change

Is resilient and perseveres to obtain objectives despite obstacles or setbacks

Ensures that customer service is at the heart of own/team work

Is personally honest and trustworthy

Acts with integrity and encourages this in others