

Operations Manager – Principal Officer Grade

DETAILED SPECIFICATION

The Personal Injuries Assessment Board (PIAB) was established in 2003 to deliver compensation to claimants without the need for legal proceedings. The Board is an independent State body that makes statutory personal injury awards in respect of motor, employer and public liability accidents.

A self-funded entity, PIAB assesses claims for compensation without the need for many of the costs and fees usually associated with personal injury claims.

The Board has facilitated the removal of personal injury claims from the litigation system and has delivered direct and indirect savings of over €1bn to the economy. Awards continue to be delivered faster and more cost effectively than under the litigation system.

Further details are available on the Boards website www.piab.ie

The mission statement of the Board *is to be the independent facilitator in the delivery of compensation entitlements in a fair, prompt and transparent manner for the benefit of society*

To achieve the mission statement, PIAB will deliver the following Strategic Objectives:

- Continue to provide a low cost, fair and independent system for the assessment of personal injury claims on a non-adversarial basis, and ensure our awards reflect any changes to how damages are assessed or calculated by the Courts
- Highlight the increased usage of the Board's model as the optimal method of resolving personal injury claims where both claimants and respondents see that our non-adversarial model will deliver awards in line with other channels. Ensure that claimants and respondents are fully informed on how to use the system and are aware of the benefits of using it
- Provide an excellent service to all our customers including through the development of innovative service delivery options focusing on greater use of digital technology
- Enhance our operational capability to address the changing needs of the organisation by investing in and supporting our staff to further enhance individual and collective capacity, ensure the highest standards of corporate governance are in place and ensure that appropriate structures, processes and technologies are in place to support the delivery of our Strategy, Mission and Objectives
- Actively support and engage with policymakers and stakeholders through the publication of aggregated data and analysis which can help identify trends in injury assessment or awards or which identifies issues in the claims resolution environment which can be improved or developed. By publishing relevant data contribute to improvements in the area of health and safety in the road, workplace or public place environments

The values which will guide the behaviour of all in delivering these objectives are

Collaboration – we encourage an environment of comraderie, co-operation and shared learning within and between teams to achieve our shared objectives

Respect – we embrace diversity and champion a culture of courtesy, empathy, dignity and belief in each other

Openness – we strive for an environment which promotes positive, clear and timely communications with each other

Integrity – we lead by example, and expect each other to be accountable for our own behaviour and operate with fairness and honesty



The role of the Operations Manager

The Operations Manager will be appointed at the level of Principal Officer and will

- Report directly to the Director of Operations.
- Contribute to the development and fulfillment of the PIAB's strategic objectives.
- Manage teams of Assessors, Claims Advisors and Administrators, including team leaders.
- Manage objective setting, reviews and quality assurance programmes
- Implement and develop organisational policies and procedures.

Responsibilities of the post include:

Developing, empowering, motivating and managing a professional team of Assessors, Claim Advisors and Administrations, including team leaders and ensuring a prompt and high quality service is provided at all times.

Implement and manage the staff appraisal system including the setting of objectives.

Deliver the assessment of personal injury claims in accordance with the Boards statutory functions.

Active participation in the management of the delivery of PIAB's strategy, policies, processes and procedures as a member of the Management Team;

Implement and manage quality assurance programmes

Agree and implement operational budget for area of responsibility

Contribute to and support improved business practices and change management initiatives.

Liaise with and support all areas of the organisation.

Identifying and managing risk in the context of delivering the PIAB's strategic objectives and statutory priorities;

This is not an exhaustive list and the role will include any duties required by the Director of Operations or the Board from time to time which are appropriate for the position and the needs of the organisation.

Successful candidates are likely to have:

10 years' experience in the areas of claims management and injury assessment is desired –

A comprehensive and thorough understanding of the personal injury system, legislation, awards, rehabilitation offerings, claims management, knowledge based systems and customer service propositions.

Be a leader, not just a Manager. Strong leadership qualities, experience of leading a team and the ability to motivate, inspire and develop the team; Be excellent in your current role, full ownership, complete mastery and passion for your work.

Strong evidence of project and resource management capability and a record of achieving challenging goals and managing and prioritising multiple work streams;

A high level of personal drive and resilience;

Be someone your colleagues can rely on.

An ability to work under pressure and meet deadlines;

Excellent communication interpersonal and people management skills;

Highly developed judgement and decision making abilities;

Strong planning analytical and strategic thinking capabilities;

High levels of integrity and professionalism;

A proven commitment to developing others within the organisation.

Be in a state of health as would reasonably indicate a prospect of an ability to provide a regular and efficient service

An ability through practical experiences to date to demonstrate the competencies detailed in Appendix 1

Particulars of Office

Duration

The appointment is to a full-time, permanent established position.

Pay

Entry will be at the minimum of the Principal Officer Standard Salary Scale. The salary scale for the position (rates effective from 1st September 2019) is as follows:

Personal Pension Contribution Pay Scale (for those appointed on or after 6 April 1995):

Principal Officer	Point 1	Point 2	Point 3	Point 4	Point 5	LSI 1	LSI2
1st Sept. 2019	€87,325	€90,920	€94,487	€98,082	€101,114	€104,258	€107,399

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

Long service increments may be payable after 3 (LSI-1) and 6 (LSI-2) years satisfactory service at the maximum of the scale (point 5).

Increments are normally awarded annually subject to satisfactory performance; however, payment of increments and or the rate of remuneration may be adjusted from time to time in line with Government pay policy, currently the Public Service Stability Agreement is in place.

Different terms and conditions may apply if immediately before appointment you are a currently serving civil/public servant.

Tenure

In the event of appointment to a permanent or temporary position with the Board the appointee must serve a probationary period, which normally will last for six months. If at any time during this period it appears that the appointee would not be suitable for final appointment the probation will be terminated.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes gross or 37 hours net of lunch breaks per 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.

Annual Leave

The annual leave allowance for the position of Principal Officer will be 30 working days a year. This allowance, which is subject to the usual conditions regarding the granting of annual leave is on the basis of a five day week and is exclusive of the usual public holidays.

Business Travel

When absent from home and headquarters on duty appropriate travelling expenses and subsistence allowances will be paid subject to the normal Civil Service regulations.

Pension Entitlements

The successful candidate will be offered the appropriate pension terms and conditions as prevailing in the Authority at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Candidates will be notified of which scheme will apply to them, at the time of being offered an appointment.

The Single Scheme, as provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, came into effect on 1 January 2013. From that date onwards, new public servants will be members of the Single Scheme, which will provide CPI-linked defined-benefit pensions based on career-average pay. The Scheme's minimum pension age will be linked to the State Pension age (66 years initially, rising to 67 in 2021 and 68 in 2028). Retirement for most members will be compulsory on reaching age 70.

Duties

The successful candidate will be required to perform any duties appropriate to the position which may be assigned from time to time.

Headquarters

The PIAB is based in Tallaght, Dublin 24.

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 sick leave circulars generally applicable to the civil service.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the PIAB.

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

COMPETITION PROCESS

How to Apply

Interested applicants should forward a completed application form to careers@injuriesboard.ie on or before 12 noon on **Friday 20th September 2019** with ‘**PIAB Operations Manager**’ in the subject description. Please note that depending on the number of applications received, PIAB proposes that the completed application form will be used to shortlist candidates to be invited to attend psychometric testing and interview. PIAB is an equal opportunities employer. Applications would be particularly welcome from people with disabilities who meet the job requirements.

Applications will not be accepted after the closing date.

Selection Methods

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| Stage One | Competency Based Application Form |
| Stage Two | Shortlisted candidates following review of application forms will be invited to attend Psychometric testing and first round competency based interview |
| Stage Three | Candidates recommended for progression from Stage Two will be invited to complete the assessment of damages on a number of sample cases and attend a second competency based interview |
| Stage Four | Reference and Medical. Candidates will be in a state of health as would reasonably indicate a prospect of an ability to provide a regular and efficient service on the date of commencement in their role. |

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, it may be decided that only shortlisted

candidates will be called to attend psychometric assessment and interview. 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.**

Confidentiality

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

Other important information

Prior to recommending any candidate for appointment to this position the PIAB 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

Candidates' Obligations

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

Deeming of candidature to be withdrawn

Candidates who do not attend for interview when and where required by PIAB, or who do not, when requested, furnish such evidence as the PIAB require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Appendix 1

Principal Officer Level Competencies

Effective Performance Indicators
Leads the team, setting high standards, tackling any performance problems & facilitating high performance
Facilitates an open exchange of ideas and fosters and atmosphere of open communication
Contributes to the shaping of organisational strategy and policy
Develops capability and capacity across the team through effective delegation
Develops a culture of learning & development, offering coaching and constructive / supportive feedback
Leads on preparing for and implementing significant change and reform
Anticipates and responds quickly to developments in the sector/ broader environment
Actively collaborates with other Departments, Organisations and Agencies
Identifies and focuses on core issues when dealing with complex information/ situations
Assembles facts, manipulates verbal and numerical information and thinks through issues logically
Sees the relationships between issues and quickly grasp the high level and socio-political implications
Identifies coherent solutions to complex issues
Takes action, making decisions in a timely manner and having the courage to see them through
Makes sound and well informed decisions, understanding their impact and implications
Strives to effectively balances the organisational issues, political elements and the citizen impact in all decisions
Initiates and takes personal responsibility for delivering results/ services in own area
Balances strategy and operational detail to meet business needs
Manages multiple agendas and tasks and reallocates resources to manage changes in focus
Makes optimum use of resources and implements performance measures to deliver on objectives
Ensures the optimal use of ICT and new delivery models
Critically reviews projects and activities to ensure their effectiveness and that they meet Organisational requirements
Instils the importance of efficiencies, value for money and meeting corporate governance requirements
Ensures team are focused and act on Business plans priorities, even when faced with pressure
Speaks and writes in a clear, articulate and impactful manner
Actively listens, seeking to understand the perspective and position of

others
Managers and resolves conflicts / disagreements in a positive & constructive manner
Works effectively within the political process, recognising & managing tensions arising from different stakeholders perspectives.
Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals
Proactively engages with colleagues at all levels of the organisation and across other Departments/ Organisations and builds strong professional networks
Makes opinions known when s/he feels it is right to do so
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 Organisation
Keeps up to date with key, national and international policies and economic, political and social trends that affect the role
Maintains a strong focus on self-development, seeking feedback and opportunities for growth
Consistently strives to perform at a high level
Demonstrates personal commitment to the role, maintaining determination and persistence while maintaining a sense of balance and perspective in relation to work issues
Contributes positively to the corporate agenda
Is personally trustworthy, honest and respectful, delivering on promises and commitments
Ensures the citizen is at the heart of all services provided
Is resilient, maintaining composure even in adverse or challenging situations
Promotes a culture that fosters the highest standards of ethics and integrity