

**Role: Executive Officer (Debt Management and Finance)**

**Grade:** Executive Officer

**Reporting to:** Finance Manager

**Employer:** Personal Injuries Resolution Board

**Tenure:** Full-time, Permanent Position

**Location:** Tallaght, Dublin 24, Blended working may be applied for

**Overview**

The Personal Injuries Resolution Board (Injuries Resolution Board) 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 our impartial and independent Assessment and Mediation services we resolve claims in respect of personal injuries suffered by people in motor, workplace, public liability accidents as well as handling Garda compensation claims. Approximately 20,000 - 30,000 claim applications are made to the organisation every year. The Board is a self-funded organisation, uses the same Guidelines as the Courts to determine compensation, but we are impartial, independent and non-adversarial and significantly faster than litigation benefiting claimants, respondents and society. The Injuries Resolution Board is also a key pillar in contributing to insurance reform and as well as providing mediation and assessment services, the Board also conduct and commission research on personal injuries to help contribute to reform and greater transparency in this area.

Further details are available on our website [www.piab.ie](http://www.piab.ie)

## **The Role**

Injuries Resolution Board is currently seeking to appoint an Executive Officer to join our Finance Team.

The Finance Team are integral to the successful delivery of Injuries Resolution Board services, and its Business and Strategic Plan. The Finance Teamwork in partnership with all areas of the business to manage the budget, prepare financial reports and ensure all financial transactions are conducted appropriately and in line with procedures and the overall control framework. The team are also critical to the financial planning for the organisation to ensure strategic and business objectives in Injuries Resolution Board can be met and is essential to the proper operation and functioning of all areas of the organisation. The Team's provide financial expertise and quality information to the Chief Executive and Leadership Team, and also provide financial reports to the Department of Enterprise, Trade and Employment other Government Departments.

The Team is also responsible for the delivery of core transaction processing activities which are critical to, and underpin the effectiveness, of Injuries Resolution Board's financial management practices. The Team provides focused financial leadership across Injuries Resolution Board in relation to the effectiveness of the system of internal financial and other controls. The Team ensures that Injuries Resolution Board has in place robust financial planning and financial performance reporting frameworks that facilitate financial management and control. As a public service agency Injuries Resolution Board is accountable for effective and compliant procurement that delivers value for money. Finance oversees procurement activities and ensure that they take place within a regulated environment underpinned by complex EU and national legislation.

The Finance Team in Injuries Resolution Board is a small team, which provides an excellent opportunity for a competent and enthusiastic candidate to gain significant experience in all the above areas and to contribute to the wider development of the organisation. This role will be career enhancing and develop competencies in areas required for more senior roles.

## **The Role**

The role of the Executive Officer (debt management and finance) will focus on debt management but will also support other finance related activities. As an entirely self-funded organisation it is critical that all outstanding fees are paid in order that the organisation can deliver its services. The role will involve monitoring revenue and debt management activities and working with the Operations team to ensure customer outcomes are met while fees are paid for the services we provide, and that

we are in compliance with relevant debt recovery policies, practices and statutory requirements as per our legislation.

## Key Duties

- Manage accounts from the debtor's ledger. Contacting customers to discuss Accounts Receivable statements and to establish payment dates.
- Provide reporting insights into debt management levels to support revenue collections performance.
- Investigate queries and handle disputes, offer an efficient and satisfactory reply under consideration of procedures and set guidelines.
- Follow up with customers on outstanding debts in a customer centric way by phone, e-mail, etc. and addressing any queries proactively.
- Posting of daily debtor receipts
- Apply internal controls to ensure reliability of accounting processes and records.
- Daily running of Business Intelligence reports - reconciling fees received electronically.
- Support month end process including furnishing month-end reports.
- Providing assistance with internal and external audits
- Maintain financial files and records.
- Support the Finance Manager, by providing advice and recommendations to influence decisions and initiatives and identify and escalate issues and recommend new solutions, alternative options and responses.
- Share information and contribute ideas within and outside of the team to improve business outcomes. Foster effective working relationships to facilitate opportunities for issue resolution and information sharing.
- Flexibility to respond to variations in workload.
- Contribute as part of a team to the development of and implementation of best practice in financial standards.

The above 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.

## Person Specification

### Essential

- Demonstrable and relevant experience in working in a Finance section, preferably with a background in sales ledger & credit control.

- Be competent in the use of MS office applications, in particular MS Excel and MS Word
- Have well-developed analytical and problem-solving skills.
- Demonstrate knowledge and understanding of public sector finance activities.
- Have the ability to deliver results within strict deadlines while maintaining a focus on quality of work.
- Have excellent communication, interpersonal skills.
- Strong customer service focus

### **Desirable**

- BA/BS Degree in Finance/Accounting
- Part qualified accountant/ accounting technician
- The ability to work on own initiative and as part of a team.
- Experience in and proficiency with computerized accounts software applications.
- The ability to organise and prioritise workload to meet deadlines.

### **Competencies for the Role**

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

Please see Appendix 1 for further information on these competencies.

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

Injuries Resolution Board 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 Injuries Resolution Board's Disability Liaison Officer [ian.head@piab.ie](mailto:ian.head@piab.ie).

## Terms & Conditions

### Tenure

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

### Salary scale

Starting pay will be at the first point of the relevant salary scale unless pay on promotion rules apply (Executive Officer Salary Scale, October 2023). This rate applies to new entrants and will also apply to existing civil or public servants appointed on or after 6<sup>th</sup> April 1995 and is required to make a personal pension contribution.

### The Executive Officer Scale from January 2024

1	2	3	4	5	6	7
€35,687	€37,589	€38,663	€40,759	€42,638	€44,455	46,266

8	9	10	11	12	L.S.I. 1	L.S.I 2
€48,039	€49,830	€51,581	€53,440	€54,685	€56,461	€58,251 <sup>2</sup>

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

**Annual Leave** - The annual leave allowance for the position will be 23, rising to 24 after 5 years' service and will increase with more service as outlined by the Public Service Stability Agreement 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 Ireland statutory public holidays.

## Hours

Hours of attendance will be as fixed from time to time but will amount to not less than 35 hours excluding lunch (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. The grade will attract the elective benefit of flexi time.

## Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in Injuries Resolution Board 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](http://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

Applications must be made to [careers@piab.ie](mailto:careers@piab.ie) by submitting a completed application form for review by Injuries Resolution Board's Selection Panel.

**Please note curriculum vitae will not be reviewed as an addition to or substitution for a completed application form.**

**Closing Date, 4pm on Monday the 13<sup>th</sup> of May 2024.**

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

- Shortlisting of candidates, based on the information contained in their application.
- An in person competitive competency based preliminary interview, the indicative date for which is **week of 27<sup>th</sup> May 2024**  
Reference Check
- 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.
- It is envisioned that the successful candidate will commence in June 2024.

### 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 the candidate's application form that 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 that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. An expert panel will examine the application against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

## **Equity, Diversions & Inclusion**

Injuries Resolution Board are an equal opportunities employer and strive to create a work environment which is equitable, diverse and inclusive. We aim to increase the recruitment and retention of persons with disabilities, 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 Injuries Resolution Board's Access Officer Ian Head at [ian.head@piab.ie](mailto:ian.head@piab.ie) or Injuries Resolution Board's HR Manager at [riona.hegarty@piab.ie](mailto: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 Injuries Resolution Board and will be used solely for the purposes of processing your candidature.

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 Injuries Resolution Board 'compliance with legislation (e.g., employment legislation).



## Expenses

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Injuries Resolution Board is not responsible for any expense, including travelling expenses, candidates may incur in connection with this competition.

## Canvassing

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

## Data Protection – Recruitment Process

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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

Injuries Resolution Board collects personal data from prospective candidates as part of the recruitment process. In meeting its data protection obligations, Injuries Resolution Board are 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

Injuries Resolution Board processes personal data provided by you in your Curriculum Vitae 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. Consent will be lawfully assumed upon commencement of the application process.

## **Contractual**

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

## **How Your Information May Be Shared**

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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**

Injuries Resolution Board has a Data 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**

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For those individuals who have been unsuccessful in the recruitment process, all information provided to the Injuries Resolution Board will be retained by the Injuries Resolution Board 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**

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For those individuals who have been successful in the recruitment process, all information provided to the Injuries Resolution Board 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

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You have rights in relation to personal data collected, processed, and stored by the Injuries Resolution Board. 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 Injuries Resolution Board.

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

### By Post

Data Protection Officer,  
Grain House  
Exchange Hall  
Tallaght  
Dublin 24

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### By Email

[Lauren.swan@piab.ie](mailto:Lauren.swan@piab.ie)

Appendix 1

**Executive Officer Level Competencies**

Effective Performance Indicators	
<b>Teamwork</b>	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 its objectives
<b>Analysis &amp; Decision Making</b>	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
<b>Delivery of Results</b>	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 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
<b>Interpersonal &amp; Communication Skills</b>	Modifies communication approach to suit the needs of a situation/ audience
	Actively listens to the views of others

	<p>Liaises with other groups to gain co-operation.</p> <p>Negotiates, where necessary, in order to reach a satisfactory outcome</p> <p>Maintains a focus on dealing with customers in an effective, efficient and respectful manner</p> <p>Is assertive and professional when dealing with challenging issues</p> <p>Expresses self in a clear and articulate manner when speaking and in writing</p>
<b>Specialist Knowledge, Expertise and Self Development</b>	<p>Displays high levels of skills/ expertise in finance/debt management and provides guidance to colleagues</p> <p>Has a clear understanding of the role, objectives and targets and how they support the service delivered by the Organisation and can communicate this to the team</p> <p>Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team</p>
<b>Drive &amp; Commitment to Public Service Values</b>	<p>Is committed to the role, consistently striving to perform at a high level</p> <p>Demonstrates flexibility and openness to change</p> <p>Is resilient and perseveres to obtain objectives despite obstacles or setbacks</p> <p>Ensures that customer service is at the heart of own/teamwork</p> <p>Is personally honest and trustworthy</p> <p>Acts with integrity and encourages this in others</p>