



## CANDIDATE INFORMATION BOOKLET

Open competition for appointment to the position of:

**Standards Administrator – Innovation & Business Development  
Standards Division**

**National Standards Authority of Ireland  
Closing Date:  
COB 29-05-2019**

PLEASE READ CAREFULLY

GDPR Privacy Statement is appended to the back of the booklet

National Standards Authority of Ireland is committed to a policy of equal opportunity

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**Contact: NSAI Human Resources Department on 01 8073839 or at  
1 Swift Square, Northwood, Santry, Dublin 9, Ireland  
Telephone Number: (353) 1 8073839  
URL: <https://www.nsai.ie/>**

## JOB DESCRIPTION

|                    |  |
|--------------------|--|
| <b>JOB TITLE:</b>  | Standards Administrator                            |
| <b>DIVISION:</b>   | Standards  |
| <b>DEPARTMENT:</b> | Innovation & Business Development                  |
| <b>UPDATED:</b>    | April 2019   |
| <b>REPORTS TO:</b> | Manager - Innovation Policy & Business Development |
| <b>GRADE:</b>      | B Grade  |
| <b>TENURE:</b>     | Permanent  |
| <b>REFERENCE</b>   | 20-19  |
| <b>LOCATION:</b>   | Swift Square - Dublin                              |

### Job Overview

The Standards Division is responsible for ensuring that NSAI's contribution to national and international standardisation activities is in accordance with the NSAI Act, EU Regulation 1025, NSAI Policies and procedures and other specific agreements (MoU's, Service Level agreements, Action Plan for Jobs etc.)

The NSAI Standards team has particular responsibility for maintaining, developing, voting on, publishing and promoting NSAI Standards as the national platform for the development and distribution of a contemporary coherent body of standards - relevant to and supporting needs of Irish stakeholders.

The Administrator will support all aspects of the Standards Division functions, particularly those carried out in the Innovation Policy & Business Development Department. This is a full-time post.

### Key Tasks and Responsibilities

- Provide efficient administrative support for Standards Business Development.
- The candidate will be expected to undertake diverse tasks associated with the operations of NSAI Standards, such as voting on draft Standards and other routine tasks.
- The administrator is to learn and use Standards processes/systems such as:
  - 'New experts' system
  - Committees including balloting (voting)
  - New work areas/activities
  - Departmental Training plan/procedures
  - Work Assignments/queries
  - Raising POs as required
  - International standards websites e.g. IEC.
- Providing administrative support to meetings, both on-site and off-site, carrying out such duties as operating the meeting check-in desk, providing help to delegates where needed, preparing attendance sheets and collecting attendance signatures.
- Assisting in the organisation of departmental, national and international standards meetings which includes assisting in meeting organisation, gathering information for selection of venue, providing letters to international delegates for their visa applications, correspondence etc.
- Compilation and preparation of reporting material for quarterly reports and management meetings.



- Serving and assisting “Walk-In” callers who wish to view standards at reception or to buy Standards
- Typing letters and filing correspondence.
- General administrative and filing duties.
- Providing cover on reception when needed.
- Taking on additional duties or projects deemed necessary by management

**Qualifications and Experience**

**Essential**

- Second level qualification; Full Leaving Certificate

**Desirable**

- Experience in an administration role
- Familiarity with a Quality Management System such as ISO 9001.

**Technical Competencies**

- High level of computer literacy including good working knowledge of Microsoft Office and web-based applications.
- Excellent speed and accuracy in processing routine tasks.

**Core Competencies**

- Excellent verbal / written communication skills including strong interpersonal skills.
- Systematic and meticulous approach to work.
- Ability to contribute in a productive team environment.
- Flexible, co-operative and adaptable.
- Enthusiastic with a strong work ethic and ability to use own initiative.
- Capable of working independently with limited supervision.

**Key Competencies for Standards Administrator**

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|--|
| <b>Teamwork</b>  |
| <ul style="list-style-type: none"> <li>• Shows respect for colleagues and co-workers;</li> <li>• Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate;</li> <li>• Offers own ideas and perspectives;</li> <li>• Understands own role in the team, making every effort to play his/her part;</li> </ul>   |
| <b>Information Management/Processing</b>   |
| <ul style="list-style-type: none"> <li>• Approaches and delivers all work in a thorough and organised manner;</li> <li>• Follows procedures and protocols, understanding their value and the rationale behind them;</li> <li>• Keeps high quality records that are easy for others to understand;</li> <li>• Draws appropriate conclusions from information;</li> <li>• Suggests new ways of doing things better and more efficiently;</li> <li>• Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.;</li> </ul> |
| <b>Delivery of Results</b>   |
| <ul style="list-style-type: none"> <li>• Takes responsibility for work and sees it through to the appropriate next level;</li> <li>• Completes work in a timely manner;</li> <li>• Adapts quickly to new ways of doing things;</li> <li>• Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes;</li> </ul>   |

- Writes with correct grammar and spelling and draws reasonable conclusions from written instructions;
- Identifies and appreciates the urgency and importance of different tasks;
- Demonstrates initiative and flexibility in ensuring work is delivered;
- Is self-reliant and uses judgment on when to ask manager or colleagues for guidance;

#### **Customer Service & Communication Skills**

- Actively listens to others and tries to understand their perspectives/ requirements/ needs;
- Understands the steps or processes that customers must go through and can clearly explain these;
- Is respectful, courteous and professional, remaining composed, even in challenging circumstances;
- Can be firm when necessary and communicate with confidence and authority;
- Communicates clearly and fluently when speaking and in writing;

#### **Specialist Technical Knowledge, Expertise and Self Development**

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.;
- Clearly understands the role, objectives and targets and how they fit into the work of the unit;
- Is committed to self-development and continuously seeks to improve personal performance;

## **Application and Selection Process**

### **How to Apply**

Please submit the 2 documents as set out below to [human.resources@nsai.ie](mailto:human.resources@nsai.ie) by the close of business on 29-05-2019.

- a) A comprehensive CV detailed as relevant to the position (no longer than 3 pages);
- b) A short cover letter/ personal statement (i.e. no more than 2 pages) outlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the position.

We request that **all two documents are submitted in a single word document or PDF** where possible.

**Please note** that omission of any or part of the 2 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

### **Requests for Reasonable Accommodations**

NSAI, in line with the Employment Equality Acts 1998-2015, will ensure that it does all that is reasonable to accommodate the needs of a person who has a disability and will ensure that its services are accessible across the range of disabilities.

If you require reasonable accommodations made, please indicate this during the application process by emailing [human.resources@nsai.ie](mailto:human.resources@nsai.ie) by writing to the following address: HR Department, NSAI, 1 Swift Square, Northwood, Santry, Dublin 9 DO9 AOE4. Any requests for reasonable accommodation need to be accompanied by a medical/psychologist's report, the purpose of which is to provide NSAI with information



necessary to make the decision on reasonable accommodation as promptly as possible. NSAI will consider each request on a case by case basis. All information provided will be treated as strictly confidential.

### **Requests for Documentation/Information in an Alternative Format**

All documents/information related to the application process is available in an alternative format. You can make a request for documents/information in an alternative format by emailing [human.resources@nsai.ie](mailto:human.resources@nsai.ie) or in writing to the following address: HR Department, NSAI, 4<sup>th</sup> Floor, 1 Swift Square, Northwood, Santry, Dublin 9 DO9 AOE4.

Please provide the following details when making a request:

- Name, address, contact details
- Details of document/information being requested
- The information format sought

All requests will be acknowledged within 3 working days of receipt and will be dealt with within 10 working days. Where a delay in providing the requested information occurs, NSAI will confirm the new date the person can expect to receive the information. If NSAI is unable to provide the requested information, the reason will be explained fully in writing to the person making the request.

### **Closing Date**

**The closing date and time for applications is X 2019. Applications received after the specified deadline will not be accepted.**

*If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email [human.resources@nsai.ie](mailto:human.resources@nsai.ie)*

### **Selection Methods**

NSAI will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- Shortlisting of candidates on the basis of the information contained in their application;
- A competitive, competency focussed, interview;
- A second-round interview (if applicable);
- Presentation/Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate; and
- Reference and online checks.

### **Shortlisting**

Based on the number of applications received, the NSAI may in the first instance conduct a shortlisting exercise.

During any short-listing exercise that may be employed, NSAI is guided by an interview board who examine the applications and assess them against pre- determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on your application.

Prior to recommending any candidate for appointment to this position NSAI 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.

### **Interviews**

The onus is on each applicant to ensure that she/he is in receipt of all communications from NSAI. Candidates should make themselves available on the date(s) specified by NSAI



and should make sure that their contact details specified on their application are correct. NSAI will not be responsible for refunding any expenses incurred by candidates for attendance at interview.

### **Candidates' Rights– Review Procedures in relation to the Selection Process**

NSAI will consider requests for review in accordance with its Recruitment & Selection Policy.

### **References**

NSAI would appreciate it if you would start considering names of people who you feel would be suitable referees (1 - 2 names and contact details). The referees listed do not have to include your current employer but should be in a position to provide a work reference for you. Please be assured that NSAI will only collect the details and contact your referees should you come under consideration at interview stage.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that NSAI is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Should the person recommended for appointment decline, or having accepted it, relinquish it, NSAI may at its discretion, select and recommend another person for appointment from the panel on the results of this selection process.

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

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

## **Principal Conditions of Service**

### **Remuneration:**

Level B Contributory Salary scale: €20,451 (Min), €36,486 (Max), €37,654 (LSI 1\*), €38,835 (LSI 2\*) p.a.

Level B Non-Contributory Salary scale: €19,500 (Min), €34,751 (Max), €35,861 (LSI 1\*), €36,982 (LSI 2\*) p.a. (Only applicable for relevant category of Civil/Public Servants)

\*Please note this increment is applicable after 3 years' service on the previous point.

All appointments are made in accordance with Dept. of Finance and Public Expenditure and Reform guidelines.

Salary implications for existing Civil/Public servants should be queried with HR Unit, NSAI.

### **Starting Salary**

Candidates should note that entry will be at the first point of the appropriate scale and will not be subject to negotiation. The rate of remuneration may be adjusted from time to time in line with Government pay policy.

### **Duties of the Post**

The duties and responsibilities set out in this job description are indicative of responsibilities related to this role. As with all posts, the nature of NSAI business is evolving and flexibility is required to adapt to changing business needs.

### **Annual Leave**

Annual Leave 22 working days and this leave is exclusive of Public Holidays.



### **Hours of Attendance**

Working hours are from 9:00 a.m. to 5:15 pm on Monday to Thursday and 09.00 to 16.45 on Friday, with 45 minutes lunch break unless otherwise stated. No additional payment will be made for extra attendance as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

### **Tenure**

The appointment will be on permanent basis. The appointee must serve a probationary period, which lasts for 12 months. Should the appointee's service be satisfactory with regards to health, conduct, and efficiency generally during the probationary period, the appointee, on completion of the period will be finally appointed. Should the appointee's services be unsatisfactory, the appointment may be terminated at any time during the period.

### **Location**

This position is currently based at 1 Swift Square, Northwood, Santry, Dublin 9.

### **Confidentiality and Conflict of Interest**

Employees are prohibited from having any personal or financial interest in any industry that NSAI certifies from the date of appointment with the NSAI. Employees are prohibited from disclosing any information in relation to the business of any person obtained in his/her capacity as an officer of the NSAI.

### **Superannuation and Retirement**

The appointee will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in NSAI depending on the status of the successful appointee:

a) In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 [Section 10 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 refers];

b) An individual who was a member of a "pre-existing public service pension scheme" as construed by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 and who does not qualify for membership of the Single Scheme will have standard public service pension terms reflecting new entrant or non-new entrant status for the purposes of the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

### **Appointee's status for superannuation purposes**

Appointees will be required to disclose their full public service history. Details of the appropriate superannuation provisions will be provided upon determination of appointee's status. The following points should be noted:

#### **Pension Accrual**

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

#### **Pension Abatement**

The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 extended pension abatement so that a retiree's public service pension is liable to abatement on re-entering public service employment, even where the new employment is in a different area of the public service. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than





the Incentivised Scheme of Early Retirement (ISER) or the Health Service Executive VER/VRS which render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment.

### **Ill-Health Retirement**

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

### **Pension Related Deduction**

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act 2009.

For further information in relation to public service superannuation issues please see the following website: <http://per.gov.ie/pensions>

## **GDPR Privacy Statement- Recruitment Process**

### **Purpose of Processing**

NSAI conducts a competency-based recruitment process to fill vacancies within the organisation. To complete this, interested individuals are asked to submit a CV, Cover Letter and Key Achievements form for assessment by the interview panel. For the successful candidate, some of the information provided will form the basis of the contract of employment (e.g. address).

### **Legal Basis for Processing**

- Necessary for performance of a contract or to enter into such a contract
- Compliance with legal obligation (Terms of Employment Information Act)

### **Recipients**

The following shall receive your information for reasons outlined below:

| <b>Recipient</b>               | <b>Reason</b>   |
|--------------------------------|---|
| HR (internal)                  | Storing application, acknowledging responses and corresponding with applicants.   |
| HR (external Service provider) | If outsourced support is sought, NSAI's outsourced HR provider may receive applications to assist with elements of administration, or to manage the entire recruitment process.   |
| Interview Panel                | The Interview Panel will receive your applications to conduct shortlisting and assessing applicants.  |
| Referees                       | Applicants are asked to provide references for people who can be contacted to validate work records and/or comment on suitability of the applicant for the NSAI position in question. These people shall be contacted, and the applicants name will need to be provided to receive the reference. |
| Company Doctor                 | NSAI will use your personal details to refer you to the company doctor if considered for appointment.   |

### **Details of Data Transfers Outside the EU**

This does not apply to this process.

### **Automated Decision Making**

This does not apply to this process.





### Retention Period for Data

For unsuccessful candidates, applications and correspondence shall be retained for 2 years. For successful candidates, their application will be placed on their employee file and retained during their employment and for 7 years thereafter.

### Your GDPR Rights in Relation to this Process

| Right         | Explanation   |
|---------------|---|
| Access        | You can request and receive access to the information requested in the process at any time.                       |
| Portability   | You can request and receive a copy of this data, in electronic/transferable format, at any time.                  |
| Erasure       | You can request the data held be erased. We have outlined the anticipated retention period above.                 |
| Rectification | You can request that any incorrect information, due to this information being updated or otherwise, be corrected. |
| Objection     | You can object to this information being processed  |

If you have any questions or complaints about NSAI's use of your personal data, please contact NSAI's Data Protection Officer:

- By post: Data Protection Officer, National Standards Authority Ireland, 1 Swift Square, Northwood, Santry, Dublin 9 DO9 AOE4 ☐ by phone: +353 1 8073800

You also have the right to lodge a complaint with the Data Protection Commission if you are not happy with the way we have used your information or addressed your rights. Details of how to lodge a complaint can be found on the Data Protection Commission's website.