



CANDIDATE INFORMATION BOOKLET

Open competition for appointment to the position of:

**Standards Officer, Standards Innovation Policy and Business Development,
Standards and Metrology Division**

National Standards Authority of Ireland

Closing Date:

5pm, 2nd December 2020

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

**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

JOB TITLE:	Standards Officer - ICT/ Artificial Intelligence
REFERENCE:	11-20
DIVISION:	Standards and Metrology
DEPARTMENT:	Standards Innovation Policy and Business Development
UPDATED:	November 2020
REPORTS TO:	Manager, Standards Innovation Policy and Business Development
GRADE:	Senior Scientific Officer (SSO Grade)
FTE:	1
STATUS	Full-Time/Permanent
LOCATION	Santry, Dublin 9

JOB OVERVIEW

NSAI Standards Committees contribute to the development of National and International Standards for next-generation technologies that direct the development of new products and systems used by millions of people. The Information Communications Technology (ICT) Consultative Committee and its sub-committees are dedicated to standards in new and emerging technologies in ICT. The ICT Committee is made up of Subcommittees that are National Mirror Committees to the ISO, IEC, Cenelec, ETSI and CEN committees developing standards in the ICT area. As new technologies in ICT emerge standards subcommittees will be there to standardise the area. Existing committees will be expanded to address new advances in existing technologies and committees. The members of the subcommittees represent industry, academia and Government.

A key remit of this role is to enable and support developments in ICT Standardisation arising from the EU ICT Rolling Plan which will include, but not be limited to, the following areas of importance; Artificial Intelligence, Cyber-Security, Cloud Computing e-Health, healthy living and ageing, Fintech and Regtech Standardisation, Blockchain and Distributed Digital Ledger Technologies, Robotics and autonomous systems, and Intelligent Transport Systems-connected and Automated Mobility (ITS-CAM) and Electromobility.

This ICT Standards post is also designed to support and assist the priority policy areas (2018-2023) identified by the Department of Enterprise, Trade and Employment (DETE) such as Energy, Climate Action & Sustainability; Innovation in Services and Business Processes; Manufacturing; Food; Health & Wellbeing; and ICT.

As a member of a highly motivated and talented team, a Standards Officer facilitates the interaction of a wide range of industry experts in the development of National Standards and/or of the National position in relation to International Standards.

Our Standards Officers possess excellent interpersonal/communication skills required to build effective stakeholder networks, have excellent negotiation and influencing skills, and also an ability to communicate effectively.



KEY RESPONSIBILITIES & TASKS.

- Develop and maintain extensive sectoral knowledge in ICT technologies;
- Develop a knowledge of related regulations etc.;
- Provide ICT specific technical advice to NSAI management and colleagues;
- Engage strategically with key stakeholders to identify and address standardisation needs for the sector and implement the programs necessary to deliver them;
- Drive and deliver the work programmes for your sector. This may require:
 - Providing NSAI Technical Secretariats to national/international committees
 - Drafting standards
 - Growing stakeholder participation
 - Representing NSAI at ISO (International Organisation for Standardisation), IEC (International Electrotechnical Commission), CEN (European Committee for Standardisation) and CENELEC (European Committee for Electrotechnical Standardisation) etc. as appropriate
 - Monitor the market relevance and business context of related international standards development work
 - Apply and communicate relevant rules, policies and procedures to NSAI experts.
- Implement and deliver promotional/training/networking activities required;
- Contribute to the development of NSAI Standards as a best in class standards body, through effective collaboration within the team and across NSAI;
- Take on additional duties or projects deemed necessary by management. These assigned duties or projects may not have any link to the technical specialisation, interests or qualifications held by the Standards Officer;
- Represent NSAI in a professional manner, aligned with NSAI vision, mission and values.

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Successful completion of a university or a technical college degree or equivalent qualification in relevant studies (NFQ level 8 or above) e.g. technical, scientific, engineering or related discipline;
- Minimum of recent 5 years' experience in related ICT technical area;
- Previous experience of acquiring and applying ICT sectoral knowledge;
- IT literate, excellent MS Word/Excel and project management methodologies.

DESIRABLE

- Post graduate qualification;
- Evidence of continuing professional development in areas such as ICT, Project Management, European Languages, Business analysis etc.;
- Proven ability of team working and achieving solutions by consensus;
- Team building, leadership, coaching, conflict resolution and change management experience;
- Management of network building and network support/engagement;
- Proven use and application of technical standards/regulations;
- Knowledge of other languages would be an advantage.

TECHNICAL COMPETENCIES

- Technical competence in the ICT sector (eg Cloud-computing, AI, Cybersecurity, Software engineering);



- Ability to fully understand, analyse and communicate around the standardisation subject matter;
- Administration, organisational, ICT and data analysis skills;
- Excellent technical report writing and presentation skills.

CORE COMPETENCIES

- Capacity to solve problems and deliver projects independently while ensuring efficient collaboration with colleagues when needed;
- Excellent project management skills driving work and projects to tight deadlines;
- Excellent interpersonal skills commensurate with relationship building at a senior level and with customers;
- Clear and strong communicator, ability to influence across the business and to maintain awareness of sensitivities within projects;
- Strong leadership capabilities, proactive, pragmatic and solution oriented;
- Ability to adapt quickly to different environments and to work under pressure;
- Willingness to learn and develop in an international environment, where the basis of agreement is consensus.

Key Competencies for Standards Officer

Leadership and Strategic Direction
<ul style="list-style-type: none"> • Works with the team to facilitate high performance, developing clear and realistic objectives and addressing performance issues if they arise • Provides clear information and advice as to what is required of the team • Strives to develop and implement new ways of working effectively to meet objectives • Leads the team by example, coaching and supporting individuals as required • Places high importance on staff development, training and maximising skills & capacity of team • Is flexible and willing to adapt, positively contributing to the implementation of change
Analysis and Decision Making
<ul style="list-style-type: none"> • Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors • Takes account of any broader issues and related implications when making decisions • Uses previous knowledge and experience to guide decisions • Draws accurate conclusions and makes fair and balanced recommendations backed up by evidence • Puts forward solutions to address problems
Management & Delivery of Results
<ul style="list-style-type: none"> • Takes responsibility and is accountable for the delivery of agreed objectives • Successfully manages a range of different projects and work activities simultaneously • Structures and organises their own and others work effectively • Is logical and pragmatic in approach, delivering the best possible results with the resources available • Delegates work effectively, providing clear information and evidence as to what is required

- Proactively identifies areas for improvement and develops practical suggestions for their implementation
- Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively
- Applies appropriate systems/processes to enable quality checking of all activities and outputs
- Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers

Interpersonal & Communication Skills

- Builds and maintains contact with colleagues and other stakeholders to assist in performing role
- Acts as an effective link between staff and senior management
- Encourages open and constructive discussions around work issues
- Is assertive and professional when dealing with challenging issues
- Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances
- Expresses self in articulate and clear manner when speaking and in writing

Specialist Technical Knowledge, Expertise and Self Development

- Has a clear understanding of the role, objectives and targets and how they support the work of the Standards Technical Department
- Has high levels of expertise and broad Public-Sector knowledge relevant to his/her area of work
- Focuses on self-development, striving to improve performance
- Displays technical competence in their related sector with the ability to analyse and communicate complex technical material

Application and Selection Process

How to Apply

Please submit the 2 documents as set out below to human.resources@nsai.ie by close of business on **5pm, 2nd December 2020**.

- 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 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 or in writing to the following address: HR Department, NSAI, 4th 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 2nd December 2020. 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

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.

NSAI Recruitment and Selection Review Process

In relation to all NSAI recruitment campaigns, Human Resources (HR) take all necessary steps to ensure a fair, open and transparent appointment process that produces a quality outcome and commands public confidence. HR also abides by the core recruitment principles of probity, equity and fairness, selection based on merit, and best practice, which are observed in all NSAI recruitment processes. All appointments made will also comply with relevant employment and equality legislation, and all candidates will be treated fairly, to a consistent standard and in a consistent manner.

Stage One Review: When a request for a review of a selection decision is received from a candidate every effort is made to resolve the matter at Stage One by e.g. providing feedback to the candidate. The Stage One Review process may be availed of within five working days of notification of the initial decision, and should normally take place between the candidate and the person who communicated the decision.

HR will carry out the Stage One Review without delay and within a period of time that enables the candidate to avail of the Stage Two Review procedures within the specified timelines should he/she so wish. Where a candidate remains dissatisfied following a Stage One Review, he/she may adopt the Stage Two procedures set out below. If the candidate wishes the matter to be dealt with by way of a Stage Two Review, he/she must notify HR within two working days of the notification of the outcome of the Stage One review. Recruitment and selection processes will not be suspended pending the outcome of a review.

Stage Two Review: The candidate must address his/her concerns in relation to the process in writing to the Head of HR, setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed.

The candidate must support their request for review by outlining the facts they believe show the action/decision taken was wrong. A request for review may be refused if the candidate cannot support their request.

The case will be reviewed by a person other than any individual directly associated with the decision in question. The person(s) conducting the Stage Two Review will consider any written submissions made by the candidate, and all other relevant information, including any relevant e-mails, notes or memoranda held by HR in respect of the selection process. Where necessary, the reviewer may meet with the personnel involved in the selection process and/or the candidate for the purpose of eliciting further information. The outcome will generally be notified to the candidate within 10 working days of receipt of the complaint or request for review. Where the investigation does not allow a decision within this timeframe, the reviewer will keep the candidate informed of the status of the review. The decision of the Stage Two reviewer is final.

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 SSO Contributory Salary scale: €62,508 (Point 1), €65,426 (Point 2), €68,344 (Point 3), €70,180 (Point 4), €73,018 (Point 5), €75,857 (Point 6), €78,695 (Point 7), €81,520 (point 8), €84,369 (point 9), €86,948 (LSI 1*) €89,923 (LSI 2*) p.a.

Level SSO Non-Contributory Salary scale: €59,473, (Point 1), €62,249 (Point 2), €65,018 (Point 3), €67,791 (Point 4), €69,498 (Point 5), €72,197 (Point 6), €74,891 (Point 7), €77,576 (point 8), €80,283 (point 9), €82,733 (LSI 1*) €85,561 (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 the Department of Finance and the Department of 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 30 working days and this leave is exclusive of Public Holidays.

Hours of Attendance

Working hours are from 9:00 to 17:15 on Monday to Thursday and 9:00 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 a full-time 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 will be 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.

Annual Superannuation Contribution (ASC)

This appointment is subject to the ASC deduction as provided for under Part 4 of the Public Service Pay and Pensions Act 2017.

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 and Cover Letter. 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:

Recipient	Reason
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
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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/transferrable 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.