



CANDIDATE INFORMATION BOOKLET

Open competition for appointment to the position of:

Quality & Risk Officer – Corporate Service Division - SSO Grade

National Standards Authority of Ireland

Closing Date:

5pm, 16th March 2021

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:	Quality & Risk Officer
DIVISION:	Corporate Services
DEPARTMENT:	Corporate Services
GRADE:	SSO
REFERENCE:	25-20
FTE:	Full Time
STATUS:	Permanent
UPDATED:	Feb 2021
LOCATION:	Northwood, Santry, Dublin 9

Job Overview

Responsible for the Corporate Quality, Risk Management and Internal Audit processes of NSAI to support the internal controls environment and the achievement of organisational objectives. This includes the development, implementation and maintenance of the management systems, internal audit and risk management processes to ensure compliance with the relevant standards, policies, guidelines and certification requirements.

The post has primary responsibility for the Corporate wide quality management systems (e.g. ISO9000 and other corporate management systems as may be implemented) and a co-ordination role with the divisional Quality personnel who have responsibility for specific certification schemes, accreditation and notified body requirements. The role is responsible for coordinating and consolidating a single line of oversight on QMS, Certification and Accreditation issues to the Executive and Leadership Management Teams.

Key Tasks and Responsibilities

- Responsible for the development, oversight and implementation of the corporate wide Quality Management Systems including:
 - Maintaining and extending the implementation of corporate management systems across the organisation.
 - Ensuring the management systems procedures and document control systems comply with the appropriate standards.
 - Developing IT systems (currently Q-Pulse) to provide timely, accurate information that supports decision making and reports on the performance of the management system.
 - Planning and implementing internal and external audits.
 - Monitoring and reporting on the closure of corrective actions, quality systems issues and trends.
 - Organising Management Review meetings and follow-up actions.



- Act as liaison point of contact for certification and accreditation bodies as appropriate.
- Responsible for the development, oversight and implementation of NSAI's risk management processes, including;
 - Identification, capture and evaluation of Risks
 - Reporting on Risks, Incidents and Near-misses
 - Compilation and assessment of the Risk Register
 - Preparing reporting for the Board and Management
 - Reviewing and updating for management approval the;
 - Risk Management policy
 - Business Continuity Planin accordance with emerging trends and best practice
- Responsible for the development, oversight and implementation of NSAI's Internal Audit processes, including;
 - Securing and managing out-sourced service providers.
 - Co-ordinating the multi-annual internal audit programme.
 - Monitoring and reporting on the audit programme and closure of audit findings.
 - Support the Audit and Risk Committee (ARC) on internal control and risk-related matters.
- Provide appropriate leadership, guidance and support to ensure quality, safety and risk management standards are maintained across NSAI and drive a proactive compliance culture within NSAI.
- Develop and provide training and information sessions to increase staff awareness on topics and issues arising.
- Undertake other duties that may be assigned from time to time.

This job specification is intended as a guide to the general range of duties for this post. It is intended to be neither definitive nor restrictive and will be subject to periodic review with the post holder.

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).
- Minimum of 5 years' relevant experience in the development and implementation of quality and risk management systems.
- Excellent interpersonal skills commensurate with building relationships at a senior level and ability to operate at appropriate levels in a business environment.
- Highly proficient in MS Word, MS Excel, Outlook, PowerPoint and NSAI scheme databases etc.
- Highly proficient in spoken and written English.



Technical Competencies

- Competent management systems practitioner / auditor with a minimum of 5 years' experience.
- Knowledge of quality management system requirements for certification bodies (ISO 17021).
- Good practical knowledge of quality techniques including lean, SPC, risk analysis / FMEA, control plans, flow charting, Ishikawa analysis, process approach etc.
- Knowledge and experience in the implementation of management system requirements e.g. ISO 9001, ISO 14001, ISO 45001, FSSC 22000 ISO 50001.
- Knowledge and understanding of risk management and internal control processes.
- Knowledge of risk and audit requirements in the Code of Practice for Governance of State Bodies.

Core Competencies

- Ability to work on own initiative and within a team environment.
- Excellent communication skills with the ability to relate to people at all levels, internal and external to NSAI.
- Analytical approach to defining problems, establishing facts and proposing effective solutions within specific time frames.
- Ability to innovate to improve effectiveness and efficiency of systems.
- Strong report writing, presentation and interpersonal skills.
- Good leadership and co-ordination skills.
- Ability to handle relationships with external stakeholders / parties.

Key Competencies for Quality & Risk Officer – SSO Grade

Leadership
<ul style="list-style-type: none"> • Actively contributes to the development of the strategies and policies of the Department/ Organisation • Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise • Leads and maximises the contribution of the team as a whole • Considers the effectiveness of outcomes in terms wider than own immediate area • Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks • Develops capability of others through feedback, coaching & creating opportunities for skills development • Identifies and takes opportunities to exploit new and innovative service delivery channels
Judgement, Analysis & Decision Making
<ul style="list-style-type: none"> • Researches issues thoroughly, consulting appropriately to gather all information needed on an issue • Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data) • Integrates diverse strands of information, identifying inter-relationships and linkages • Uses judgement to make clear, timely and well grounded decisions on important issues • Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders • Takes a firm position on issues s/he considers important
Management & Delivery of Results
<ul style="list-style-type: none"> • Takes responsibility for challenging tasks and delivers on time and to a high standard • Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances • Ensures quality and efficient customer service is central to the work of the division • Looks critically at issues to see how things can be done better • Is open to new ideas initiatives and creative solutions to problems • Ensures controls and performance measures are in place to deliver efficient and high value services • Effectively manages multiple projects
Interpersonal & Communication Skills
<ul style="list-style-type: none"> • Presents information in a confident, logical and convincing manner, verbally and in writing • Encourages open and constructive discussions around work issues • Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors

- Maintains poise and control when working to influence others
- Instils a strong focus on Customer Service in his/her area
- Develops and maintains a network of contacts to facilitate problem solving or information sharing
- Engages effectively with a range of stakeholders, including members of the public, Public Service colleagues and the political system

Specialist Technical Knowledge, Expertise and Self Development

- Has a clear understanding of the role's objectives and targets of self and the team and how they fit into the work of the unit and Department/ Organisation
- Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities
- Is considered an expert by stakeholders in own field/ area
- Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role

Application and Selection Process

How to Apply

Please submit the two documents as set out below to human.resources@nsai.ie by close of business on **5pm, 16th March 2021**

- 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 two 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 or 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 16th March 2021. 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.

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 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 30 working days and this leave is exclusive of Public Holidays.

Hours of Attendance

Working hours are from 9:00am to 5:15pm on Monday to Thursday and 9.00am to 4.45pm 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 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 completed internal application 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:

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
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 D09 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.