

CANDIDATE INFORMATION BOOKLET

Open competition for appointment to the position of:

**Director of Certification
SPSO**

Ref: 38-19

National Standards Authority of Ireland

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:	Director of Certification
DEPARMENT:	Certification
REPORTS TO:	Chief Executive Officer (CEO)
GRADE:	Senior Principal Scientific Officer (SPSO)
TENURE:	Permanent /Full-time
REFERENCE:	38-19
LOCATION:	Swift Square - Dublin

Job Overview

Reporting to the Chief Executive Officer (CEO), the Director of Certification will be a member of the Executive Management Team of the Authority and contribute to the development of the Authority's plans to support Irish industry through the provision of world class services in certification. NSAI Certification creates, maintains and promotes certification of products, services and organisations for compliance with recognised standards, from business management systems to product approvals.

Key Tasks and Responsibilities

The Director of Certification will have direct responsibility for ensuring that the overall strategic, commercial, and operational objectives of the Certification Department are achieved. In addition, the Director of Certification will be expected to provide leadership and direction to the Heads of functions within the Certification Department (i.e. Business Excellence, Market & Regulatory Support, and Sustainability and Built Environment), as well as being responsible for the management of the outsourced contractor service.

A key strategic objective of this role is to maximise the contribution that NSAI's certification service can make to cross-government strategies, particularly regarding the use of business excellence and innovation to drive job creation. In collaboration with other State Agencies, this new role will also identify and deliver new opportunities for NSAI to support Irish Business in a post Brexit environment in accessing new market opportunities.

This role also has a clear focus on Strategy and Leadership Development together with a high-performance culture designed to ensure that NSAI continues to provide support to Irish industry through the provision of world class services in Certification. In this regard the Director of Certification will also have responsibility for championing cultural transformation and implementing changes in process, practices, business models and governance within the Certification Department.

Key Competencies of the role

Leadership and Strategic Direction

Under the competency of Leadership and Strategic Direction, the successful candidate will demonstrate the ability to:

- Lead the team while setting high standards, tackling any performance problems & facilitating high performance;
- Facilitate an open exchange of ideas and foster an atmosphere of open communication;
- Make a significant contribution to the shaping of Organisation/ Department strategy and policy;
- Develop capability and capacity across the team through effective delegation;
- Develop a culture of learning & development, offering coaching and constructive/supportive feedback;
- Take lead on preparing for and implementing significant change and reform;
- Anticipate and respond quickly to developments in the Certification Department/ broader environment.

Judgement & Decision Making

Under the competency of Judgement & Decision Making, the successful candidate will demonstrate the ability to:

- Identify and focus on core issues when dealing with complex information/ situations
- Assemble facts, manipulate verbal and numerical information and think through issues logically;
- Consult with internal and external stakeholders, as required, to gather all relevant information needed to evaluate an issue;
- See the relationships between issues and quickly grasp the high level and socio-political implications;
- Identify and implement coherent solutions to complex issues;
- Take action, make decisions in a timely manner and have the drive to see them through;
- Make sound and well-informed decisions while understanding their impact and implications.

Management & Delivery of Results

Under the competency of Management & Delivery of Results, the successful candidate will demonstrate the ability to:

- Initiate and take personal responsibility for delivering results/ services in own area;
- Ensure provision of timely and accurate financial data and reports to the Executive Management Team;
- Manage multiple agendas and tasks and reallocate resources to manage changes as required;
- Make optimum use of resources and implement performance measures to deliver on objectives;
- Ensures the optimal use of ICT and new delivery models;
- Critically review projects and activities to ensure their effectiveness and that they meet Organisational requirements;
- Instil the importance of efficiencies, value for money and meeting corporate governance requirements;
- Examine issues critically to see how results can be better achieved;
- Be open to new ideas, initiatives and creative solutions to problems;

- Effectively manage multiple projects and delegates responsibilities to ensure effective resource allocation.

Building Relationships & Communication

Under the competency of Building Relationships & Communication, the successful candidate will demonstrate the ability to:

- Speak and write in a clear, articulate and impactful manner;
- Actively listen, seeking to understand the perspective and position of others;
- Manage and resolve conflicts / disagreements in a positive & constructive manner;
- Work effectively within the organisational processes, recognising & managing tensions arising from different stakeholders' perspectives;
- Persuade others; build consensus, gain co-operation from others to obtain information and accomplish goals;
- Proactively engage with colleagues at all levels of the organisation and across other Departments// Organisations and build strong professional networks;
- Makes opinions known when s/he feels it is right to do so;
- Maintain poise and control when working to influence others;
- Instil a strong focus on Customer Service within the area of responsibility.

Specialist Technical Knowledge, Expertise and Self Development

Under the area of Specialist Technical Knowledge, Expertise and Self Development, the successful candidate will demonstrate:

- A clear understanding of the role as well as the personal and team objectives and targets along with how they fit into the work of the Department/ Organisation;
- A breadth and depth of knowledge of Departmental and Governmental issues as well as a good perspective of wider political and organisational priorities;
- Clear focus towards continuous self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role.

Drive & Commitment to Public Service Values

Under the area of Drive & Commitment to Public Service Values, the successful candidate will be:

- Self-motivated and show a desire to continuously perform at a high level;
- Personally honest, trustworthy and reliable;
- Public service focused to ensure the citizen is at the heart of all services provided;
- Fostering the highest standards of ethics and integrity through leading by example.

Qualification and Experience

Essential

- 3rd level qualification in a relevant discipline.
- Minimum of 5 years senior management level experience.
- A strong track record in strategy and policy formulation and a demonstrable capacity to meet the challenges of this senior management position.
- Experience of managing and preparing timely financial reports for senior management meetings together with strong entrepreneurial skills and a proven track record of driving revenue and business growth.
- Proven financial and business acumen and relevant industry experience together with an in-depth knowledge of the market.



- Excellent interpersonal and communications skills together with experience in the management of a multi-disciplinary team.
- Demonstrated capacity to manage and implement change management programmes.

Desirable

- Relevant industry wide experience and a natural leader of people with excellent managerial and motivational skills.
- Experience of building relationships and networks and influencing internal and external stakeholders.
- Project management and planning skills and a record of achievement in delivering under demanding deadlines.
- Experience of working as part of a high-performance team and a proven ability to develop, coach and mentor staff.
- Experience at representing organisations at meetings and a demonstrable capacity of report writing and presentation skills.
- Experience of a range of IT systems and a working knowledge of file management systems.
- Familiarity with the Mission and Vision of the NSAI.

Application and Selection Process

How to Apply

Please submit the 3 documents as set out below to human.resources@nsai.ie by COB, **Friday, 24th January 2020.**

- a) A comprehensive CV detailed as relevant to the position (no longer than 3 pages);
- b) A fully completed Key Achievements Form (attached);
- c) 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 three documents are submitted in a single word document or PDF** where possible.

Please note that omission of any or part of the 3 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.

Closing Date

The closing date and time for applications is 5pm, Friday 24th of January 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

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.

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;
- 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:

SPSO Contributory scale: €101,690 (Point 1), €104,576 (Point 2), €107,476 (Point 3), €109,834 (Point 4), €113,267 (LSI 1)*, €116,699 (LSI 2)* per annum.

SPSO Non-Contributory scale (only applicable for relevant category of Civil/Public Servants): €96,735 (Point 1), €99,476 (Point 2), €102,233 (Point 3), €104,473 (Point 4), €107,733 (LSI 1)* €110,993 (LSI 2)* per annum.

**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 is **30 working days** and is exclusive of Public Holidays.

Hours of Attendance

Working hours are from 09:00 to 17:15 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 a 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.

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, 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:

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.
Erase	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.

Key Achievements

Having read the competencies and thought about the demands of the role, for each of the five competencies below, please briefly (max 250 words for each) demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date and which clearly demonstrates your suitability for this position.

Ideally, your answer should highlight and include all elements of the STAR competency framework – which is outlined below:

Situation	Present a challenging situation you found yourself in.
Task	What did you need to achieve from the situation?
Action	What action did you personally take to achieve this?
Result	What was the result of your action?

These examples may be assessed as part of the shortlisting process.

Please complete all sections of the form below.

Key Achievements Form
Name:
Leadership and Strategic Direction:
Answer:
Judgement & Decision Making:
Answer:
Management & Delivery of Results:
Answer:
Building Relationships & Communication:
Answer:
Specialist Technical Knowledge, Expertise and Self Development:
Answer:
Drive and Commitment to Public Sector Values:
Answer: