



ÚDARÁS UCHTÁLA na hÉIREANN
THE ADOPTION AUTHORITY of IRELAND

CANDIDATE INFORMATION BOOKLET

PLEASE READ CAREFULLY

EXECUTIVE OFFICER DOMESTIC ADOPTION UNIT

ADOPTION AUTHORITY OF IRELAND

Closing date: 12 noon Friday 12 July 2024

The Adoption Authority of Ireland is committed to a policy of equal opportunity.

The Adoption Authority of Ireland will run this competition in compliance with the Code of Practice for appointment to positions in the Civil Service and public service, prepared by the Commission for Public Service Appointments (CPSA) and available on www.cpsa.ie

ADOPTION AUTHORITY OF IRELAND
SHELBOURNE HOUSE, SHELBOURNE ROAD, DUBLIN 4
WWW.AAI.GOV.IE

TITLE OF POSITION: Executive Officer – Domestic Adoption Unit

CONTRACT TYPE: Permanent, Full Time

REPORTING TO: Manager Domestic Adoption Unit

OFFICE: Adoption Authority of Ireland

LOCATION: The Adoption Authority is currently based in one location in Ballsbridge. Blended working is available with the position. In due course the Authority, or part of the Authority, may relocate to one or more sites and some staff will be relocated to the new site(s).

Overview of the Adoption Authority of Ireland

The Adoption Authority of Ireland (AAI), established on 1 November 2010 under the Adoption Act 2010, is an independent quasi-judicial body under the aegis of the Department of Children, Equality, Disability, Integration and Youth (DCEDIY). The Authority is also, in line with The Hague Convention on the Protection of Children and Co-operation in Respect of Intercountry Adoption, the central authority for intercountry adoption in Ireland. The purpose of the Adoption Act 2010 is to improve standards in both domestic and intercountry adoption.

The AAI also has functions under the Birth Information and Tracing Act 2022 (BITA) which was signed into law on 30 June 2022. Under this legislation, all persons who were adopted, boarded out, nursed out or the subject of an illegal birth registration, can apply for access to their birth certificates and birth and early life information. The AAI is one of two state bodies providing these services, the other being Tusla, the Child and Family Agency.

The BITA legislation also places the Contract Preference Register (CPR), maintained by the AAI, on a statutory footing, created a robust tracing service (operated by both the AAI and by Tusla), and provides a full and clear right of access to birth certificates, birth and early life information for all persons who were adopted, boarded out or the subject of an illegal birth registration.

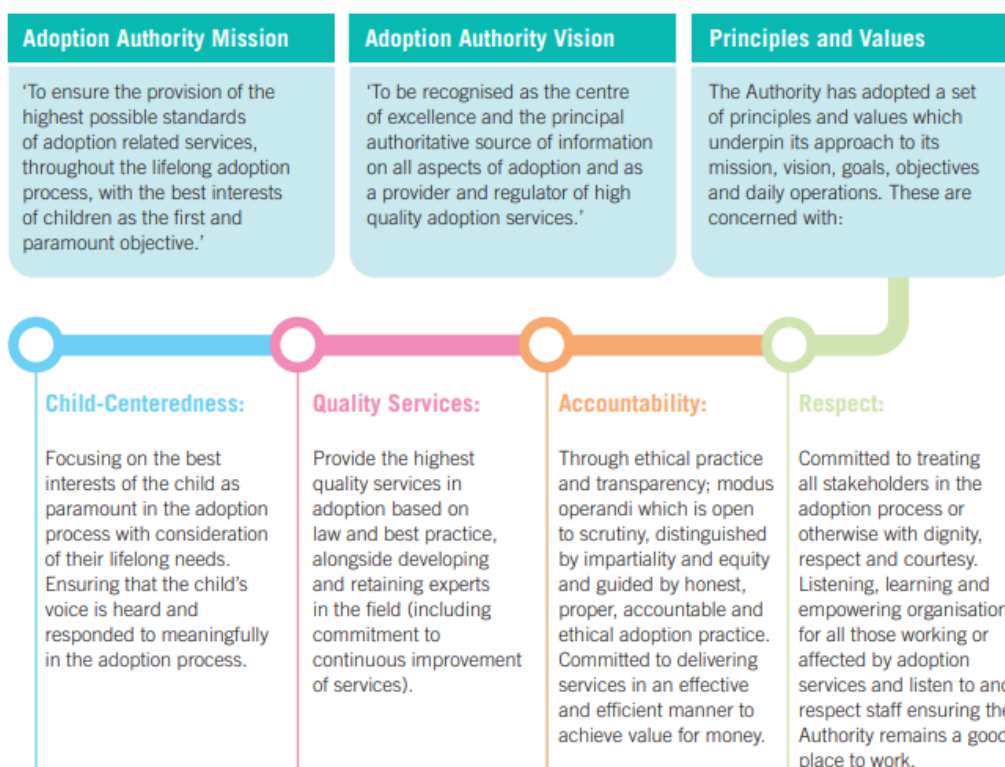
The main services provided to the public by the AAI span the following areas:

- Domestic Adoption
- Intercountry Adoption
- Information Services and Records
- Social Work
- Accreditation
- Research

The Authority is governed by a 7-person Board, appointed by the Minister for Children, Equality, Disability, Integration and Youth.

The Authority is responsible for granting all domestic adoption orders and for granting all declarations of eligibility and suitability to prospective adopters in advance of their adopting abroad and in Ireland. The Authority is responsible for registering and supervising all adoption service providers and for maintaining the Register of Accredited Bodies, which is the list of providers accredited by the Authority. The Authority maintains the Register of Intercountry Adoptions, (RICA), in which details of inter-country adoptions are entered.

The AAI's Mission, Vision and Values are illustrated below:



For more information on the AAI, please visit our website at www.aai.gov.ie. For information on birth

The Role: Executive Officer in the Domestic Adoption Unit

An Executive Officer (EO) reports to and supports the manager of the unit they are assigned to in achieving the overall objectives of the AAI and its stated objectives in the Annual Business Plan and [Strategic Plan 2022–2024](#).

The EO's primary role is to contribute to the delivery of an efficient and effective service to the public and to provide an efficient and effective service to colleagues in the AAI. An EO critically analyses and uses good judgment and decision making on a daily basis. The EO is an important part of the team with some supervisory duties.

Duties and Responsibilities

The Executive Officer in the Domestic Adoption Unit is expected to be responsible for and to take ownership of tasks and bring them to a satisfactory conclusion through the effective organisation, allocation and supervision of work. This junior management role is varied and requires the role-holder to be flexible, capable of working to tight deadlines while also being committed to delivering quality results.

General duties may include but are not limited to the following:

- working in a professional team and in multi-disciplinary settings to progress the organisation's aims;
- working within current legislation, relevant policies and procedures, guidelines and protocols as laid down by the AAI;

- managing and prioritising a caseload appropriate to the position;
- validating and processing applications;
- preparing case sheets for submission to the Board, including making recommendations;
- drafting relevant documentation and correspondence;
- working closely with other members of the team and supporting them;
- taking ownership of assigned tasks and prioritising competing tasks in order to ensure that they are completed on time and to a high standard;
- providing high quality customer service to both internal and external customers and consistently setting a good example to others in the team in relation to same;
- keeping up to date with the AAI's policies and procedures;
- developing and maintaining the technical skills and knowledge required to perform the role;
- presenting material - oral and written - in a clear, concise, comprehensive and convincing manner.

REQUIREMENTS

Character

Each candidate must be of good character.

Health

Each candidate shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Essential Experience

Applicants must have:

- A minimum of 2 years' experience in a similar position;
- Experience of office-based team working;

Demonstrate using specific examples of the following:

- Excellent administration, organisation and file management skills;
- Strong attention to detail, analytical skills and sound judgement;
- The ability to prioritise work and multitask;
- Strong communication written and verbal and interpersonal skills;
- Excellent computer skills, particularly Word and Excel;
- The ability to present material in a clear, concise, comprehensive and convincing manner.

Desirable Experience

It is desirable that the ideal candidate would also have:

- Familiarity with scanning and document management systems;
- Experience of working with legislation, particularly in the area of Family Law;
- Familiarity with Data Protection and Freedom of Information requests.

Note: The functions and responsibilities assigned to this position are based on the current stated role and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the AAI.

Remuneration:

Salary Grade: Executive Officer (rates effective from 1st June 2024).

Salary Scale:

Executive Officer	34,142	36,289	37,139	38,970	40,751	42,481
Last updated 01 June 2024	44,199	45,822	47,583	49,237	50,939	52,099
	53,767(LSI 1)	55,451(LSI 2)				

LSI 1 – long service increment, payable after 3 years on the maximum of the pay scale – that is the point just before the LSI

LSI 2 – long service increment, payable after 6 years on the maximum of the pay scale

This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995).

Annual Leave: The annual leave allowance for the position of Executive Officer is 23 days rising to 24 days after 5 years’ service, 25 days after 10 years’ service, 26 days after 12 years’ service and 27 days after 14 years’ service. This allowance is subject to the usual conditions regarding the granting of annual leave and is based on a five-day week and is exclusive of the usual public holidays.

Note:

- Entry will be at the minimum point of the scale **€34,142** and will not be subject to negotiation;
- If immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant and is on a pay scale which is the equivalent of the pay scale advertised, consideration will be given to entry at their existing point on the scale, subject to limits set by the Department of Public Expenditure, National Development Plan Delivery and Reform (DPENDR).
- The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Contract: Permanent – Full Time

Attendance: Hours of attendance will be fixed from time to time but will amount to not less than 35 hours net of lunch breaks, Monday to Friday. Flexi time is available to staff at Executive Officer level.

Probation: This role will be on a probationary basis for a period of 12 months from the date of commencement of employment.

During the period of probation, the appointee’s performance will be subject to review by the Manager of the Domestic Adoption Unit to determine whether they:

- a) have performed in a satisfactory manner,
- b) have been satisfactory in general conduct, and
- c) are suitable from the point of view of health and, in particular, with regard to sick leave.

Outside Employment: The position will be whole-time and the appointee may not engage in private practice or be connected with any outside business, which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

Sick Leave: Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars for the public service.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the AAI. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation:

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Adoption Authority Ireland, at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”). Full details of the Scheme are at www.singlescheme.gov.ie .

Were the appointee has worked in a pensionable (non-Single Scheme) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay, different terms may apply. The pension entitlement of such appointees will be established in the context of their public service history.

The key provisions attaching to membership of the Single Scheme are as follows:

- **Pensionable Age:** The minimum age at which retirement benefits are payable is the same as the age of eligibility for the State Pension, currently 66 years.
- **Retirement Age:** Scheme members must retire on reaching the age of 70 years.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and up-rated each year by reference to CPI)
- Post retirement pension increases are linked to CPI

Pension Abatement

If the appointee was previously employed in the Civil Service and is in receipt of a pension from the Civil Service normal abatement rules will apply. 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 Department of Health Circular 7/2010 VER/VRS which, as indicated below, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements will, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible. If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012. This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.

Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently

employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the persons actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

III-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.

Prior Public Servants

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non-Single Scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme. In this case such a candidate would instead be offered membership of the pension scheme for non-established civil servants ("Non-Established State Employee Scheme"). This would mean that the abatement provisions at above would apply, and in addition there are implications in respect of pension accrual as outlined below:

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 would 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.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. Note: ASC deductions are in addition to any pension contributions required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <https://singlepensionscheme.gov.ie>.

Important notice:

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

Eligibility to Compete

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.

A candidate who is in doubt with regard to their eligibility to compete should consult the Department of Enterprise, Trade & Employment.

Incentivised Scheme for Early Retirement (ISER):

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Collective Agreement - Redundancy Payments to Public Servants:

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

Department of Health and Children Circular (7/2010):

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013) The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for reemployment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. Thereafter, the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Declaration:

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

SELECTION PROCESS

How to Apply

Please complete all questions contained in the application form and upload a CV at the following link: <https://api.occupop.com/shared/job/executive-officer-domestic-adoption-c075c>. Applications submitted after the closing time / date will not be considered/accepted.

Candidates who are shortlisted for interview will be required to provide details of their experience in four of the competencies required for the role of an Executive Officer: - **People Management, Analysis and Decision Making, Delivery of Results, Interpersonal and Communication Skills** – see Appendix A which includes descriptions of these 4 chosen competencies.

Closing Date

The closing date and time for applications is noon on Friday 12 July 2024.

Selection Methods

The AAI adheres to the standards and best practice outlined in the Code of Practice for Appointment to Positions in the Civil and Public Service and will convene an expert board to carry out the competitive stages of the selection process. The approach employed may include:

- Shortlisting of candidates based on the information contained in their application form / CV;
- A competitive competency based interview.

Interview

Candidates will be notified in due course of the confirmed date and time for the interview.

Prior to recommending any candidate for appointment to this position, the AAI 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.

Please Note: You may be required to undertake a medical assessment should you come under consideration for appointment.

References

We would appreciate it if you would start considering names of people who you feel would be suitable referees that we might consult (2 - 3 names and contact details). The referees listed do not have to include your current employer, but should be in a position to provide a reference for you. Please be assured that we will only collect the details and contact 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 the Authority 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, the Authority may at its discretion, select and recommend another person for appointment on the results of this selection process.

Candidates should make themselves available on the date(s) specified by the AAI for interview. The AAI will not be responsible for refunding any expenses incurred by candidates.

Panel

Normally the number of applications received for a position exceeds that required to fill existing vacancies. A panel may be established on foot of the results of the final interview process and this panel may be used to fill future vacancies which may arise. This panel, if created, will remain in place for up to 18 months.

SECURITY CLEARANCES

Please Note: You may be required to complete and return a Garda vetting form should you come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided. If you are not successful, this information will be destroyed by the Authority. If you do, therefore, subsequently come under consideration for another position, you may be required to supply this information again.

Deeming of candidature to be withdrawn

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

The importance of confidentiality

The AAI may use third party recruitment specialists to manage all or part of the recruitment process on our behalf. We would like to assure you that protecting confidentiality is our number one priority. You can expect, and we guarantee, that all enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

The AAI recognises its responsibilities under the Data Protection Acts 1988, 2003 & 2018, the General Data Protection Regulation (GDPR) and the Freedom of Information Act 2014.

Review of Decisions

There are formal procedures set down where a candidate seeks a review of a decision taken in relation to their application. These procedures are set out in the **Code of Practice Appointments to Positions in the Civil and Public Service**. **A full version of the document is available on the website of the Commission for Public Service Appointments www.cpsa.ie.**

Section 7 Review

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the AAI. The AAI will consider requests for review in accordance with the provisions of **Section 7** of the *Code of Practice Appointments to Positions in the Civil and Public Service* published by the Commission for Public Service Appointments (Commission). When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Commission recommends that, subject to the agreement of the candidate, where the office holder (in this instance the AAI's Chief Executive Officer) considers the matter could be resolved they should first seek to engage on an informal basis, before making use of the formal review procedure.

Procedure for Informal Review

A request for Informal Review must be made within 5 working days of notification of the decision, and should normally take place between the candidate and a representative of the AAI who had played a key role in the selection process.

- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

Procedure for Formal Review of Selection Process

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive Officer (CEO), outlining the facts that they believe show an action taken or decision reached was wrong.
- A request for review must be made within 10 working days of the notification of the selection decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the CEO.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the request for review.

Complaints Process

A candidate may believe there was a breach of the Commission's Code of Practice by The Authority that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates (or potential candidates) to make a complaint under **Section 8** to the Chief Executive Officer of The Authority in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

Allegations of a breach of the Code of Practice should be addressed in writing, and within a reasonable timeframe, to the Chief Executive Officer in the first instance. The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they, the complainant, cannot support their allegations by setting out how the AAI has fallen short of the principles of this Code.

On receipt of a complaint, the AAI may determine to engage with the complainant on an informal basis.

Procedure for Formal Review of Selection Process

- The candidate must address his/her concerns in relation to the process in writing to the CEO, outlining the facts that they believe show an action taken or decision reached was wrong.
- A request for review must be made within 10 working days of the notification of the selection decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.

- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the CEO.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the request for review.

There is no obligation on the AAI to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

Candidates' Obligations

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process, for example through social media or any other means, may result in you being disqualified from the competition.

A third party must not impersonate a candidate at any stage of the process

The Adoption Authority of Ireland is an equal opportunity employer and does not discriminate against individuals on the basis of gender, age, race, religion, marital status, family status, sexual orientation, disability or membership of the Traveller community.

Appendix A

Key Competencies for effective performance at Executive Officer Level

People Management
<ul style="list-style-type: none">• Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues;• Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise;• Values and supports the development of others and the team;• Encourages and supports new and more effective ways of working;• Deals with tensions within the team in a constructive fashion;• Encourages, listens to and acts on feedback from the team to make improvements;• Actively shares information, knowledge and expertise to help the team meet its objectives.
Analysis & Decision Making
<ul style="list-style-type: none">• Effectively deals with a wide range of information sources, investigating all relevant issues;• Understands the practical implication of information in relation to the broader context in which he or she works – procedures, divisional objectives etc.;• Identifies and understands key issues and trends;• Correctly extracts and interprets numerical information, conducting accurate and numerical calculations;• Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence.
Delivery of Results
<ul style="list-style-type: none">• Takes ownership of tasks and is determined to see them through to a satisfactory conclusion;• Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation;• Constructively challenges existing approaches to improve efficient customer service delivery;• Accurately estimates the time parameters for project, making contingencies to overcome obstacles;• Minimises errors, reviewing learning and ensuring remedies are in place;• Maximises the input of own team in ensuring effective delivery of results;• Ensures proper service delivery procedures/protocols/reviews are in place and implemented.
Interpersonal & Communication Skills
<ul style="list-style-type: none">• Modifies communication approach to suit the needs of situation/audience• Actively listens to the views of others;• Liaises with other groups to gain co-operation;• Negotiates where necessary, in order to reach a satisfactory outcome;• Maintains focus on dealing with customers in an effective, efficient and respectful manner;• Is assertive and professional when dealing with challenging issues;• Expresses self in a clear and articulate manner when speaking and in writing.
Specialist Knowledge, Expertise and Self Development
<ul style="list-style-type: none">• Displays high levels of skills/expertise in own area and provides guidance to colleagues;• Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Organisation and can communicate this to the team;• Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and team.
Drive & Commitment to Public Services Values
<ul style="list-style-type: none">• Is committed to the role, consistently striving to perform at a high level;• Demonstrates flexibility and openness to change;• Is resilient and perseveres to obtain objectives despite obstacles or setbacks;• Ensures that customer service is at the heart of own/team work;• Is personally honest and trustworthy;• Acts with integrity and encourages this in others.