



30 June 2023

Circular 07/2023
Interdepartmental Competition for Promotion to
Executive Officer (Dublin) in the Civil Service 2023

Introduction

1. I am directed by the Minister for Public Expenditure, NDP Delivery and Reform to say that the Public Appointments Service (PAS) will hold an interdepartmental competition to set up a panel from which appointments as **Executive Officer** may be made.

It is not envisaged that appointments will be made from this competition after 30 June 2025.

The Role

2. Executive Officers are employed in all Government Departments/Offices covering a wide range of functional responsibilities. The grade of Executive Officer is the entry level to junior management in the Civil Service.

Executive Officers are engaged in critical analysis of proposals and reports and in examining the more complex, non-routine cases on which decisions are required. They are involved in a wide range of roles and activities, including: researching and drafting proposals relating to policy issues and legislation; acting as junior managers in Government Departments; responsibilities for managing operations and, after some experience, large numbers of people and other resources; dealing directly with the public in support of services provided to them by the Civil Service.

In order to be effective in the role of an Executive Officer in the Civil Service, candidates need to be:

- interested in public affairs and committed to the concept of public service;
- capable of planning and organising people and resources to meet goals, targets and objectives;
- understanding and sensitive in dealing with others, and persuasive when communicating in general;
- interested in making sure all tasks are completed to a very high standard;
- willing to share ideas and information with people, with the purpose of achieving a particular result;
- interested in working as part of a team;
- capable of presenting written material in a clear, concise, comprehensive and convincing manner;
- fully committed to achieving quality results;
- capable of using initiative as and when appropriate;

- able to conduct an in-depth review of intricate, non-routine subject areas and make appropriate recommendations.

Please refer to **Appendix 1** for Executive Officer level competencies and effective performance indicators.

Eligibility

3. On the closing date of **17 July 2023**, to be eligible for consideration, a candidate **must** satisfy **all** of the following requirements:

- a) be serving in a permanent, temporary or acting capacity in the Civil Service in a grade below that of Executive Officer or equivalent. Officers serving in an acting capacity at Executive Officer or equivalent level whose substantive grade is below that of Executive Officer or equivalent are eligible to compete in this competition;
- b) have completed not less than two years' service in the Civil Service. Temporary officers and officers serving in an acting capacity in the eligible grades may compete in the competition provided they fulfil the eligibility requirements set out above. All forms of maternity leave, including extended maternity leave, constitute service for the purpose of calculating the two year service requirement in the Civil Service (see [Letter to Personnel Officers dated 10 March 2009](#) – Extension of Probation due to Maternity Leave and Competitions for Promotion).

Where an officer was acting or serving on a temporary contract and was subsequently appointed in a permanent capacity, eligibility may be based on the aggregate service, e.g. six months in an acting capacity or on contract and eighteen months in a substantive capacity, can be aggregated to give two years' service.

- c) fulfil the requirements in respect of health and sick leave as set out in Department of Public Expenditure and Reform Circular 05/2018;
- d) have received a minimum PMDS rating in their 2022 end of year review evaluation of at least "Satisfactory";
- e) be suitable in terms of work performance and general conduct.

In considering a successful candidate's suitability for appointment in terms of health and sick leave, PAS will have regard to the relevant DPER Circulars.

The Public Appointments Service will contact HR Units in respect of candidates under consideration at the latter stages of the selection process. Personnel Officers will be required to certify a candidate's suitability for consideration with regard to

- performance of work in the present grade,
- verification of PMDS reviews;
- general conduct,
- health, especially sick leave;

- f) demonstrate that they possess the skills/competencies identified as necessary for the role as set out in **Appendix 1**.

4. General Matters

- a) The eligibility requirements in this competition reflect those set out [in General Council Agreed Report 1526](#) in respect of the cross-stream promotion arrangements to apply in the Civil Service.
- b) **This is a promotional competition.** Grades equivalent to the Executive Officer grade (i.e. have the same maximum pay scale or higher) are **not eligible** to compete in this competition.

- c) If you apply for this competition and you subsequently choose to accept an offer of appointment under any other competition to the grade of Executive Officer or equivalent, you will no longer be eligible for appointment from this competition.
- d) If you apply for this competition but subsequently retire, resign, etc. from your civil service post, you will no longer be eligible for appointment from this competition.
- e) Officers on probation are not eligible to compete except where they would have been eligible had they remained in their previous grade. Periods of special leave without pay should not be considered to break continuity of service for this purpose.
- f) Officers on special leave with pay may apply if otherwise eligible. Officers on career-break may apply if their career break conforms to the terms of Department of Public Expenditure and Reform Circular 04/2013 and if they are otherwise eligible. Officers on special leave without pay (e.g. to serve with the EU) may be eligible; HR Units should check cases not covered by Department of Finance Circular 33/1991 with this Department.

Candidates with doubts about any aspect of their eligibility should clarify their position with their HR Unit before applying.

NOTE: Qualifications/eligibility may not be verified by PAS until the final stage of the process. Therefore those candidates who do not meet the eligibility requirements, and proceed with their application, are putting themselves to unnecessary effort/expense and will not be offered a position from this competition. An invitation to assessments, interview or any other element of the selection process is not an acceptance of eligibility.

Positions requiring specialist Irish language skills

We are fully committed to fulfilling our obligations under the Official Languages Act. It is intended that any vacancies arising which require staff to provide some level of services through the Irish language (functional bilinguals) may be filled from this competition. For this purpose, if you are a proficient Irish speaker we would encourage you to indicate your interest on the application form.

If you are successful at the online assessment stages, and indicated an interest in filling an Irish-speaking position, you will be required to undergo an assessment of your Irish language skills (you must demonstrate a minimum Level B2 on the [Europass self-assessment framework](#)). If successful, you will be considered for the Irish stream. However, if you do not reach the minimum Irish language requirement you may still progress to the next stage of the competition.

Please note that in the case of the Irish stream, attendance may also be required at a separate assessment/interview through the Irish language.

Salary

5. The Executive Officer (Standard) Salary Scale (rates effective from 1 March 2023) for the position are as follows:

Personal Pension Contribution (PPC)

€33,812	€35,714	€36,788	€38,884	€40,763	€42,580	€44,391	€46,164
€47,955	€49,696	€51,492	€52,692	€54,403(LS11)	€56,127(LS12)		

This rate will apply where the appointee is an existing civil servant appointed on or after 6 April 1995 and is required to make a personal pension contribution.

Non-Personal Pension Contribution (Non-PPC)

€32,267	€34,414	€35,264	€37,095	€38,876	€40,606	€42,324	€44,007
€45,708	€47,362	€49,064	€50,200	€51,807(LS11)	€53,430(LS12)		

This rate will apply where the appointee is a civil servant recruited before 6 April 1995 and who

is not required to make a Personal Pension Contribution.

Long service increments may be payable after 3(LSI1) and 6(LSI2) years satisfactory service at the maximum of the scale.

Important Note

The terms of Circular 08/2019 – Revised Arrangements for Starting Pay will apply, as appropriate, to appointments under this competition.

Subject to satisfactory performance, increments may be payable in line with current Government Policy.

Application Process

6. Practical Matters

- Applications should be made online through www.publicjobs.ie.
- To apply, candidates must have a “User Account” on www.publicjobs.ie. If you have not already done so, you must click ‘Login’ on the publicjobs.ie homepage and register as a ‘**New User**’ to create your Profile (register a New Account).
- If you cannot remember your profile details, please do not create a second profile as this could invalidate your application.
- Candidates should not confuse registering (Creating a Profile) with submitting an application. Once you have created a Profile you must then access the application form, complete and submit it.

Username / Password issues

If you have forgotten your Username or Password please click on the following link:
<https://www.publicjobs.ie/candidateportal/home/forgottenDetails.do>

How to contact PAS?

If you continue to have ‘User Name’ or ‘Password’ difficulties please email PAS at largevolumerecruitment5@publicjobs.ie outlining your issue and giving your name and contact details, including a telephone number where you can be reached.

Candidates should note that support will only be available during office hours until the closing date.

Candidates must use **their own** valid email address. Email addresses from third parties will **not** be accepted and may invalidate your application. PAS will only communicate application information with the candidate and not with any third party.

Username and Password

It is important that you keep note of your username and password as you will need this information to access your Publicjobs Messageboard.

It is strongly recommended that you **do not change your email address or mobile phone number in the course of this recruitment competition**, as any email/text message notification will be sent to the email address/telephone number originally supplied by you.

PublicJobs Messageboards

Interaction with candidates during the selection process will primarily be conducted online. PAS will send most communication through your PublicJobs Messageboard. Check your Messageboard on a regular basis as email notifications of updates/tests issued to your Messageboard may sometimes be filtered into your Junk/Spam email folders (or 'Promotions' in the case of gmail). You are also advised to check all these folders regularly.

If invited to tests and/or interview, the onus is on each applicant to make themselves available on the date(s) specified by the PAS. If you do not attend on the specified date/time you will be deemed withdrawn from the competition.

PAS accepts no responsibility for communication not accessed or received by an applicant. They must ensure that they regularly check their Messageboard and access all communications from the PAS.

An Unreasonable Conduct Policy is in operation in PAS. Information on the policy can be found on the PublicJobs website.

7. How to Apply

The application form is available on the publicjobs.ie website at the following link: https://www.publicjobs.ie/index.php?option=com_jobsearch&view=jobdetails&cid=175286&campaignId=23243403

You must complete the application form in full and click the submit button prior to the Closing Date. Only one application per person is permitted.

Once you have submitted your application form you should return to your publicjobs account and confirm that it has been successfully submitted via '**My Applications**'. At this point you should consider adding *publicjobs.ie* to your safe senders or contact list within your email account to avoid not receiving email because a *publicjobs* email has been blocked.

Only fully completed and submitted applications received by closing date will be accepted into the competition.

The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that the PAS or other body is satisfied that such a person fulfils the requirements.

Closing Date

The closing date for receipt of completed applications is **3pm on Monday 17 July 2023**. Applications will not be accepted after this date.

If you do not receive an acknowledgement of receipt of your application within two working days of applying, please check your Junk/Spam folders as email notifications may sometimes be filtered into these email folders (or 'Promotions' in the case of Gmail). In the event that the acknowledgement is still not received please email largevolumerecruitment5@publicjobs.ie including your name, candidate ID and contact details. Candidates should note that support will be available during office hours until the closing date.

Candidates with Disabilities

Candidates who have indicated on their application that they would like to avail of reasonable accommodations are asked to submit a psychologists/medical report. The purpose of the report is to provide PAS with information to act as a basis for determining reasonable accommodations, where appropriate.

These reports must be forwarded to the Assessment Services Unit, Public Appointments Service, Chapter House, 26-30 Abbey Street Upper, Dublin 1 by close of business on **17th July 2023**. You should email a scanned copy of the report to asu@publicjobs.ie.

If you have previously applied for a competition with PAS and submitted a report, please email asu@publicjobs.ie to confirm that your report is still on file.

If you would like to talk about your candidature and any accommodations that may be of benefit during the recruitment process, please contact the PAS Disability Champion, Amanda Kavanagh, at amanda.kavanagh@publicjobs.ie. For further information on the accessibility of services provided PAS please visit the PAS [Accessibility page](#).

Selection Process

8. The selection process for this competition will comprise a number of elements. These may include one or more of the following:
- Completion of an online Assessment Questionnaire;
 - Online and/or paper-based assessment test(s);
 - Shortlisting, based on the information contained in your application form;
 - An online video interview\ Asynchronous interview(s);
 - Language tests (oral and/or written);
 - Competitive Interview(s);
 - Presentation/Analysis exercise;
 - Work sample test or any other tests or exercises that may be deemed appropriate, including language proficiency tests.

This competition is being conducted in conjunction with an open competition for this grade. **Candidates are permitted to apply and to sit the selection tests/interviews, etc. only once even if applying for both competitions.**

Irrespective of which streams you have applied for you may only sit the various stages of the selection process once. The scores you achieve will carry across both streams for which you applied and for which come under consideration.

Applicants must successfully compete and be placed highest, in order to be considered for advancement to the next stage of the multi stage selection process. The number to be invited forward at each stage will be determined from time to time by the Public Appointments Service.

Shortlisting

Candidates will be ranked on the outcome of their online assessment tests and may be shortlisted in accordance with their ranking. In this respect, the Public Appointments Service provide for the employment of a shortlisting process to select a group for the next stage who, based on an examination of the application forms, appear to be the most suitable for the position.

During any shortlisting exercise that may be employed, the Public Appointments Service are guided by an assessment board(s) who examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interests to provide a detailed and accurate account of your qualifications/experience on the application form while adhering to the word limits provided. The onus is on candidates to fully complete the application form.

Next Steps after Application

9. Candidates will be contacted regarding Stage 1 of the selection process after the closing date.

Your attention is drawn to Appendix 2 'Important Information'.

Should you come under consideration to proceed to subsequent stages of the selection process, information will be forwarded to you at the appropriate time.

Successful candidates will be placed on a panel(s) from which future vacancies may be filled.

Important General Information

10. Reschedule Requests

Reschedule requests will only be considered under exceptional circumstances as deemed acceptable by PAS (e.g. bereavement, illness). PAS may request supporting documentation as evidence. Candidates who are rescheduled will be scored with their rescheduled batch and will not be reinserted into their original batch. Please note that candidates who are permitted to reschedule will be given only one opportunity to do so.

Requests must be emailed to Largevolumerecruitment5@publicjobs.ie within the booking window as specified in the invitation message.

If the Public Appointments Service is not notified of any issues you experience in advance of or on the day of your assessments/interview, we will not be in a position to address these after the fact.

11. Appointments from panels

At the end of the selection process a panel(s) of qualified candidates is formed from which vacancies may be filled. This panel may remain in place up to 30 June 2025 or until such time as a new panel is in place. A panel is a list of qualified candidates ranked in order of merit from the final stage of the selection process. Should a vacancy arise and their place reached, candidates undergo the final stage of the selection process.

Prior to recommending any candidate for appointment to a position, the Public Appointments Service or employing organisation will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the selection 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.

Qualification and placement on a panel is not a guarantee of appointment to a position. Candidates not appointed at the expiry of the panel, will have no claim to promotion thereafter because of having been on the panel(s).

A candidate for this competition who accepts an offer of appointment under any other competition to the grade of Executive Officer or equivalent, will no longer be eligible for appointment from this competition. An officer who retires, resigns, etc. from their position in the Civil Service will cease to be eligible for appointment from the panel established.

12. Suitability for appointment

Candidates should note that (i) eligibility for the competition, (ii) health and the level of sick leave, (iii) performance of work in the present grade, (iv) verification of PMDS Review ratings, and (v) general conduct are not verified by the PAS until a candidate comes under consideration for appointment. Admission to the competition, or any of the selection stages of the competition, does not imply acceptance by the Public Appointments Service. In particular, candidates should note that the HR Officer will not have verified the above including health and the level of sick leave of those called to competitive interview – accordingly, admission to the competition, or any

of the selection stages of the competition does not imply that candidates meets the eligibility criteria including health and sick leave even if placed on a panel.

In considering a candidate's suitability for appointment from a panel in terms of health and sick leave, the Public Appointments Service will comply with Department of Public Expenditure and Reform Circular 5/2018. Candidates having doubts on any aspect of their eligibility are advised to clarify their position with their HR Section before proceeding with their application.

13. **Conditions of Appointment**

Appointment will be subject to the usual conditions governing such appointments in the civil service.

Appointments from the panels will initially be in an acting capacity. **On appointment the appointee will serve a one-year probationary period in the post of Executive Officer.** Prior to the end of this probationary period a decision will be made on substantive appointment to the grade.

An officer whose service is not satisfactory will be notified of the action to be taken. Where a decision is made not to confirm the appointee in the post of Executive Officer, the appointee may request that the Civil Service Disciplinary Code Appeal Board review the decision. Refer to DPER Circular 19/2016 Civil Service Disciplinary Code. In the event of reversion, an officer will return to a vacancy in their former grade in the former Department.

14. **Deeming of candidature to be withdrawn**

Candidates who do not complete and submit the Online Questionnaire/Online Assessments before the specified date; or do not attend/undertake any subsequent stage of the selection process as requested, attend for interview or other test when and where required by the PAS or who do not, when requested, furnish such evidence as the PAS require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidates are expected to provide all requested documentation to PAS, including all forms issued by PAS for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

15. **Declining an offer of appointment**

Should a candidate be offered a position (whether they accept it or accept or not) they will, in the normal course, no longer be considered for any other position in that selected region. Acceptance of a position will automatically eliminate a candidate from being considered for a position in any other selected region.

16. **General information governing this competition**

The recruitment and selection process for appointment to this position will be conducted in accordance with the Code of Practice for Appointment to Positions in the Civil and Public Service published by the Commission for Public Service Appointments.

Candidates should refer to **Appendix 2** for further information, including information on Candidate Rights and Obligations.

Candidates will be responsible for any expense incurred in connection with their candidature.

Further information and circulation

17. If candidates have any queries about this circular, they should contact their HR Unit. Subsequent enquiries about their candidature should be addressed directly to the Public Appointments Service.

18. HR Units should bring this circular to the notice of all eligible officers serving in their Departments and associated Offices without delay, including eligible fixed term workers, officers on term time, secondment, maternity leave, career break, contract, and all other relevant forms of leave.
19. The Civil Service is an equal opportunities employer.

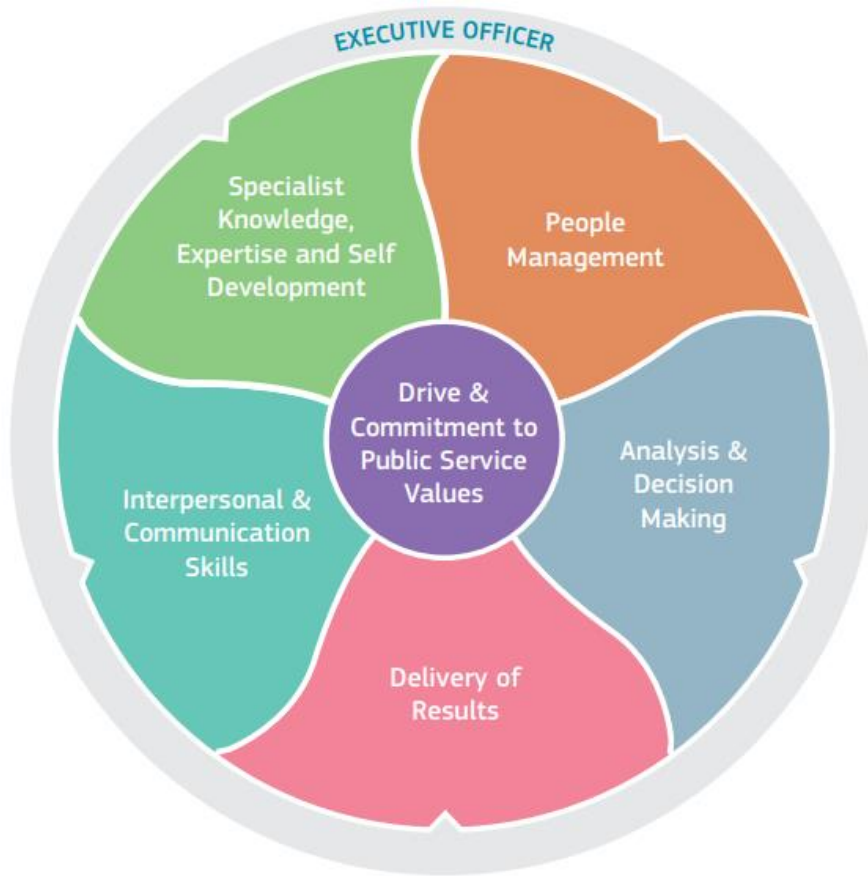
Mise le meas,

A handwritten signature in cursive script that reads "Colin Menton".

Colin Menton
Deputy Secretary
Public Service Resourcing Division

Appendix 1

Key Competencies for effective performance at Executive Officer level



Effective Performance Indicators

People Management	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 to meet its objectives
Analysis & Decision Making	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 they work – procedures, divisional objectives etc
	Identifies and understands key issues and trends
	Correctly extracts & interprets numerical information, conducting accurate numerical calculations
	Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence
Delivery of Results	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 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	Modifies communication approach to suit the needs of a 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 a 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	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 Department 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 the team
Drive & Commitment	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

Appendix 2

Important General Information including Candidate Rights and Obligations

Confidentiality

Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by PAS are treated as strictly confidential subject to the provisions of the Freedom of Information Act 2014. However, candidates should note that all application material may be made available to the employing authority/organisation. Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

Information on Panels

Certain information on panel(s) formed as a result of this competition will be made available to HR Officers in relevant Departments/Offices. In addition, candidates may be asked to agree to the non-identifying information being made available to the relevant civil service unions for the purpose of monitoring the operation of the scheme.

Quality Customer Service

The PAS aims to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Use of Recording Equipment

PAS does not allow the unsanctioned use of any type of recording on its premises or any location where assessments/tests/interviews, etc. take place, e.g. video interviews, teleconference. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes. Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and candidates/clients and the integrity of our assessment material and assessment processes. Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on written request. Feedback and rechecks may be requested for up to six months after completion of each stage of the competition. However, please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. Receipt of feedback/recheck is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

Review and Complaint Procedures under the Code of Practice for Appointments to Positions in the Civil and Public Service

If a candidate is unhappy following the outcome of any stage of a selection process, they can either:

1. Request a **Review of a decision** made during the process.

or

2. **Make a Complaint** that the selection process followed was unfair.

A candidate can follow either one of the two procedures in relation to the same aspect of a selection process, but not both. Where a review of a selection process has taken place under Section 7 (as

detailed below), 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 for Public Service Appointments (CPSA) **at its sole discretion**.

There is no obligation on PAS to suspend an appointment process while a Review or Complaint is being considered. However, the CPSA expects that, where possible, PAS will intervene in cases where it finds an error is likely to have occurred.

Requesting a Review under Section 7

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Public Appointments Service (PAS). PAS will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice for Appointments to Positions in the Civil and Public Service published by the CPSA.

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 Informal Review will consist of a desk-based examination of any available information in relation to the recruitment process and the decision taken regarding the candidate's application. The outcome of the Informal Review Process will be communicated to the requester in writing.

- A request for Informal Review must be made within 5 working days of notification of the decision, and will normally take place between the candidate and a representative of the PAS who had played a key role in the administration of the selection process.
- Where a candidate remains dissatisfied following any such informal discussion, they may adopt the formal procedures set out below.

A request for Formal Review must be made within 5 working days of either the notification of the selection decision, or the notification of the outcome of the Informal Review process. 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 Chief Executive.

- The candidate must address their concerns in relation to the process in writing to the Chief Executive (via email to ceomailbox@publicjobs.ie, or in writing to Chief Executive Officer, Public Appointments Service, Chapter House, 26/30 Abbey Street Upper, Dublin 1), outlining the facts that they believe show an action taken or decision reached was wrong.
- The Formal Review will be conducted by a person who is completely independent of the selection process.
- The outcome of the Formal Review must generally be notified to the candidate within 25 working days of receipt of the request for review. If the investigation does not produce a decision within this time, PAS must keep the candidate informed of the status of the review and the reasons for the delay.

Making a Complaint under Section 8

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

On foot of a Section 8 Complaint process, either PAS or the CPSA may find that the recruitment and selection process in question has not adhered to the standard set out in the Code of Practice. In such cases, PAS and the CPSA may make recommendations in order to prevent such issues from

reoccurring again in the future. **The CPSA cannot instruct PAS to reverse a decision taken in the course of an appointment process.** Any candidate wishing for an investigation into the decision taken regarding their application as part of a selection process should request a Review under Section 7, as outlined above.

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 Public Appointments Service has fallen short of the principles of this Code.

The Informal Complaint will consist of a desk-based examination of any available information in relation to the recruitment process. The outcome of the Informal Complaint will be communicated to the requester in writing.

- An Informal Complaint must be made within 5 working days of notification of the decision, and will normally take place between the candidate and a representative of the PAS who had played a key role in the administration of the selection process.
- Where a candidate remains dissatisfied following any such informal discussion, they may adopt the formal procedures set out below.

A Formal Complaint must be made within 5 working days of either the notification of the selection decision, or the notification of the outcome of the Informal Complaint. 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 Chief Executive.

- The candidate must address their concerns in relation to the process in writing to the Chief Executive (via email to ceomailbox@publicjobs.ie, or in writing to Chief Executive Officer, Public Appointments Service, Chapter House, 26/30 Abbey Street Upper, Dublin 1), outlining the facts that they believe show an action taken or decision reached was wrong.
- The Formal Complaint will be investigated by a person who is completely independent of the selection process.
- The outcome of the Formal Complaint must generally be notified to the candidate within 25 working days of receipt of the request for review. If the investigation does not produce a decision within this time, PAS must keep the candidate informed of the status of the review and the reasons for the delay.

For further information on the above Review and Complaint procedures please see the *Code of Practice for Appointments to Positions in the Civil and Public Service* which is available on the website of the Commission for Public Service Appointments, www.cpsa.ie

There is no obligation on the PAS 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.

Contravention of the Code of Practice

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine or imprisonment.

In addition, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process;
- has been appointed to a post following the recruitment process, they will be removed from that post.

Confidentiality of Information and Materials

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

Please note that all assessment and test materials are subject to copyright and all rights are reserved. No part of the test material (including passages of information, questions or answer options), associated materials and/or interview related information may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/or civil suit for loss of copyright and intellectual property.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with publicjobs.ie or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: dpo@publicjobs.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Information in relation to a candidate's personal data held by the PAS are set out on the Data Protection page of www.publicjobs.ie.

Protected Disclosures

The PAS Protected Disclosures Policy (including Reporting Options for all those covered by the Policy) is available at:

https://www.publicjobs.ie/documents/Public_Appointments_Service_Protected_Disclosures_Policy_2023.pdf

Canvassing

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Other

Elements of the selection process may be undertaken by other parties. In such circumstances it will be necessary for your information to be shared between PAS and these parties in order for your application to be processed.