

**Digital Solutions Manager**

**(Higher Executive Officer)**

**Information Booklet**

**Candidate Information Booklet - please read carefully**

Closing time and date: **4.00 pm Monday 11th November 2024**

The Legal Aid Board is committed to a policy of equal opportunity.

The Legal Aid Board will run this competition in compliance with the Code of Practice for Appointments to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA).

Codes of practice are published by the CPSA and are available on [www.cpsa.ie](http://www.cpsa.ie)

Contact : [recruitment@legalaidboard.ie](mailto:recruitment@legalaidboard.ie)

www.legalaidboard.ie

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| **Digital Solutions Manager**  **(Higher Executive Officer)** |

The Legal Aid Board

The Legal Aid Board is an independent, publicly funded organisation. It has been in existence since 1979 and was set up as a statutory body to provide civil legal aid and advice on foot of the Civil Legal Aid Act 1995. The Board’s remit was widened in 2011 to include responsibility for providing a family mediation service. The Board has thirty-three full time law centres located throughout the country. Family mediation services are provided from 16 locations, a number of which are co-located or in the process of being co-located with law centres. The Board provides legal services through Private Practitioner Schemes and is also responsible for a Refugee Documentation Centre and the administration of three ad hoc Criminal Legal Aid Schemes.

The Board's Mission as set out in its Statement of Strategy 2024-2026, is

*“To assist in the resolution of disputes through family mediation where possible and  
appropriate, and to ensure that the civil legal system is available to all citizens who are eligible. We provide expert legal services to clients of modest means and family mediation services to all through local Law and Mediation Centres, which are based in the communities they serve.”*

The Board itself consists of a chairperson and twelve ordinary members. They are appointed by the Minister for Justice and have a five-year term of office.

The newly established Information & Communications Directorate comprises three units – Information Technology, Communications & Change, and Knowledge & Information. Reporting to the Assistant Director, the **Digital Solutions Manager** will be an IT specialist responsible for driving the implementation of modern IT solutions, particularly the deployment of a cloud-based Case Management System. This role will also involve modernising digital workflows, managing the migration of legacy databases to cloud solutions, and contributing to the growth and success of the organisation. We seek applicants with a fresh perspective and a forward-thinking mindset to join our team at a time of significant transformation for the organisation, as we shift towards a more agile, secure, and digital-first approach.

The Board has an executive management structure primarily located at its Head Office at Quay St, Cahirciveen, Co Kerry and also at an office at 48/49 North Brunswick St, George’s Lane, Smithfield, Dublin 7.

You can find our social media channels here:

Twitter: @Legal\_Aid\_Board

LinkedIn <https://www.linkedin.com/company/legal-aid-board>

More details about the Legal Aid Board can be obtained by accessing the Board’s website [www.legalaidboard.ie.](http://www.legalaidboard.ie/)

Overview of the Role

Purpose of the Role

The purpose of the **Digital Solutions Manager** role is to play a pivotal role in driving the Legal Aid Board’s digital transformation, specifically driving the delivery of a new cloud-based Case Management System. The position will require managing the project from planning to post-implementation, collaborating with and managing external vendors, and supporting the Assistant Director of IT Applications in delivering, maintaining and supporting the new system. In addition, this role will lead initiatives to modernise the organisation's business processes in a M365 environment. The manager will also lead the transition from legacy databases to a cloud-based solution or alternative, collaborating with other IT sections and the business.

Key Features of the Role

**Project Management**

* Work closely with the Assistant Director of IT Applications, drive the end-to-end project for the implementation of the cloud-based Case Management System.
* Manage external vendor relationships, ensuring project milestones, budgets, and deliverables are met.
* Coordinate with internal stakeholders to align the new system with business requirements and ensure seamless integration with existing infrastructure.
* Develop detailed project plans, including schedules, risk assessments, and resource allocation, to ensure the timely delivery of the new case management system.

**Collaboration with IT Applications and IT Infrastructure**

* Ensure the smooth running, maintenance, and support of the new system post-implementation.
* Collaborate with the IT Infrastructure team to ensure that the new system and workflows integrate seamlessly with the organisation's broader cloud infrastructure.
* Liaise with the IT Networks and Security teams to ensure that all systems and data are secure, compliant, and optimised for performance.

**Business Process Optimisation**

* Drive the development of digital workflows and automation across the organisation in an M365 environment
* Engage with key functions across the organisation to streamline processes and implement digital-first approaches to business operations.

**Legacy System Transition**

* Lead the assessment of the organisation’s existing legacy databases, exploring cloud-based options or alternative solutions (such as OGCIO Build-To-Share) that support modern, efficient business processes.
* Manage the transition of legacy data, ensuring data integrity, security, and accessibility post-migration.
* Ensure that the migration aligns with the broader cloud strategy and digital transformation goals.

**Stakeholder Engagement**

* Serve as the primary point of contact for project stakeholders, facilitating workshops, gathering requirements, and providing regular updates on progress.
* Collaborate with business units to ensure their needs are understood and incorporated into digital transformation initiatives.
* Drive change management efforts, ensuring staff are well-supported and trained in using new systems and workflows.

**Continuous Improvement and Support**

* Monitor the performance of the new systems and workflows, implementing continuous improvement measures to optimise efficiency and effectiveness.
* Ensure ongoing support and troubleshooting of the case management system and digital workflows in collaboration with the Assistant Director.

**Other**

* Carrying out additional duties as may reasonably be required within the general scope and level of the post.

Essential Eligibility Requirements:

Candidates, at the closing date for this competition, must have:

* A) Obtained a Level 7 qualification on the National Framework of Qualifications (or equivalent), or higher, in a relevant computing or computational discipline **AND at least** 3 years hands-on IT/digital experience directly relevant to this role

OR

B) Obtained a Level 8 qualification on the National Framework of Qualifications (or equivalent), or higher, in a relevant computing or computational discipline **AND at least** 3 years hands-on IT/digital experience directly relevant to this role

OR

C) A major award qualification of at least Level 6, or higher, on the National Framework of Qualifications (NFQ) in a relevant computing or computational discipline, for example: an NFQ Level 6 qualification from a Post Leaving Cert Course at an ETB, or the FIT Tech Apprenticeship **AND at least** 5 years hands-on IT/digital experience directly relevant to this role

**AND**

Demonstrate substantial, recent, and relevant experience at an appropriate senior level as follows:

* Experience in driving IT/Digital-enabled transformational change in a dynamic and complex environment, including the implementation of low-code platforms and cloud solutions.
* Experience in managing cloud-based systems, architecture, security, and operations across a complex organisation, including the migration from legacy on-premises systems
* Experience in managing the operationalisation of digital workflows as part of broader a IT transformation, particularly in the context of M365 and workflow automation.
* Experience in managing vendor relationships, including the execution of contracts and partnerships with external partners to deliver IT solutions,
* Proven experience in the end-to-end delivery of IT projects, from planning to implementation and post-go-live support, demonstrating successful project execution.
* Experience in leading cross-functional teams, engaging with stakeholders, and managing resources at an appropriate scale and senior level.

**Desirable**

Relevant professional qualifications**\***, certified at practitioner / advanced / professional level, in the

following

* Project Management (e.g. Prince2, PMI, Agile, Lean 6 Sigma)
* Cloud-Based Technologies (e.g. Microsoft Azure, Microsoft 365, MCSA/MCSE, Amazon Web Services)

**\*Please Note:** Attendance at courses, without completion of an appropriately assessed examination and validated qualification, will not be considered as valid qualifications. It is the applicant’s responsibility to provide details of the level of certification you have achieved and demonstrate how these align with the requirements set out here. Vendor-based certifications, at the practitioner / advanced / professional level should be achieved within the last 5 years.

You must also be able to demonstrate the key competences for effective performance at Higher Executive Officer level in the Civil Service.

It will be a matter for the Legal Aid Board to determine the eligibility of candidates having regard to their qualifications and experience. An invitation to interview is not an acceptance of eligibility.

Competencies

The attention of candidates is drawn to the following key competencies that have been identified for the role:

Team Leadership

* Works within the team to facilitate high performance, developing clear and realistic objectives and addressing any performance issues if they arise
* Provides clear information and advice as to what is required of the team
* Strives to develop and implement new ways of working effectively to meet objectives
* Leads the team by example, coaching and supporting individuals as required
* Places high importance on staff development, training and maximising skills and capacity of team
* Is flexible and willing to adapt, positively contributing to the implementation of change

Judgement, Analysis & Decision Making

* Gathers and analyses information from relevant sources, weighing up a range of critical factors
* Takes account of any broader issues and related implications when making decisions
* Uses previous knowledge and experience in order to guide decisions
* Uses Judgement to make sound decisions with a well reasoned rationale and stands by these
* Puts forward solutions to address problems

Management & Delivery of Results

* Takes responsibility and is accountable for the delivery of agreed objectives
* Successfully manages a range of different projects and work activities at the same time
* Structures and organises their own and others work effectively
* Is logical and pragmatic in approach, delivering the best possible results with the resources available
* Delegates work effectively, providing clear information and evidence as to what is required
* Proactively identifies areas for improvement and develops practical suggestions for their implementation
* Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively.
* Applies appropriate systems/ processes to enable quality checking of all activities and outputs
* Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers

Interpersonal and Communication Skills

* Builds and maintains contact with colleagues and other stakeholders to assist in performing own role
* Acts as an effective link between staff and senior management
* Encourages open and constructive discussions around work issues
* Projects conviction, gaining buy-in by outlining relevant information and selling the benefits
* Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances
* Presents information clearly, concisely and confidently when speaking and in writing

Specialist Knowledge, Expertise and Self Development

* Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and the Legal Aid Board and effectively communicates this to others
* Has high levels of expertise and broad Public Sector knowledge relevant to their area of work
* Focuses on self-development, striving to improve performance

Drive and Commitment to Public Service Values

* Strives to perform at a high level, investing significant energy to achieve agreed objectives
* Demonstrates resilience in the face of challenging circumstances and high demands
* Is personally trustworthy and can be relied upon
* Ensures that customers are at the heart of all services provided
* Upholds high standards of honesty, ethics and integrity

General Matters

**Eligibility to Compete and Certain Restrictions on Eligibility**

**Citizenship Requirements**

Eligible candidates must be:

1. A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
2. A citizen of the United Kingdom (UK); or
3. A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
4. A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
5. A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
6. A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

**To qualify candidates must be eligible by the date of any job offer.**

**Collective Agreement: Redundancy Payments to Public Servants**

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 01 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. 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).

**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 not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

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

The Department of Health Circular 7/2010 dated 01 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. People who availed of the VER scheme are not eligible to compete in this competition*.* People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

**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 re-employment 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. 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.

Principal Conditions of Service

General

The appointment is to a permanent post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

Pay

The salary scale for the position (rates effective from 1st October 2024) is as follows:

Higher Executive Officer – PPC;

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| €57,122 | €58,791 | €60,459 | €62,124 | €63,796 | €65,460 | €67,129 | €69,537 | €71,939 |
|  |  |  |  |  |  | NMAX | LSI1 | LSI2 |

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses’ and Children’s scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee 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.

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| Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.  Different terms and conditions may apply if you are currently a serving civil or public servant. Subject to satisfactory performance increments may be payable in line will current Government Policy.  Successful candidates will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.. |

Tenure and Probation

The appointment is to a permanent position on a probationary contract in the Civil Service.

The probationary contract will be for a period of one year from the date specified on the contract. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary contract in appropriate circumstances.

During the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you –

1. Have performed in a satisfactory manner,
2. Have been satisfactory in general conduct, and
3. Are suitable from the point of view of health with particular regard to sick leave.

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained pursuant to *Section 5A(2) Civil Service Regulation Acts 1956–2005*. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by the Legal Aid Board and you will be given a copy of the Department of Public Expenditure and Reform’s guidelines on probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In certain circumstances your contract may be extended and your probation period suspended. The extension must be agreed by both parties.

* The probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
* In relation to an employee absent on Parental Leave or Carers Leave, the employee may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation.
* Probation may be suspended in cases such as absence due to a non-recurring illness.

The employee may, in these circumstances, make an application to the employer for an extension to the contract period.

All appointees will serve a one-year probationary period.  If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise.  In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

Duties

Appointees will be required to perform any duties which may be assigned to them from time  
to time as appropriate.

Outside Employment

The successful candidates may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict in any way with their position in the Board.

Headquarters

The successful candidate will be assigned to the Board’s management office (currently 48-49 North Brunswick St, Smithfield, Dublin 7). When absent from home and headquarters on official duty the **Digital Solutions Manager** will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations. The successful candidate will be required to make periodic visits to Board offices as required.

Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours and 15 minutes gross or 35 hours net per week. The Officer may be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of their duties subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Annual Leave

The annual leave for this position is 29 days, rising to 30 after 5 years service. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays. Where the position is in a part time capacity, the annual leave allowance will be applied on a pro-rata basis.

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 civil and 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 direct to the Legal Aid Board. 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 and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service 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.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie).

Where the appointee has worked in a pensionable (non-Single Scheme terms) 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 employment history.

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

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

Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject** to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

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| In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position. |

However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition)the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, 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.

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 person's 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).

Ill-Health-Retirement

Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO’s office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

*Appointment post ill-health retirement from Civil Service*

If successful in their application through the competition, the applicant should to be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

*Appointment post ill-health retirement from Public Service*

1. Where an individual has retired from a public service body their ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [**via this link**](https://hr.per.gov.ie/wp-content/uploads/2020/06/Ill-Health-Retirement-linked-document.pdf) or upon request to PAS.

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 pre-existing public service pension scheme (i.e. non- Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 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 (main scheme and spouses’ and children’s contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website - [www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie).

**Secrecy, Confidentiality and Standards of Behaviour:** **Official Secrecy and Integrity**

During the term of the probationary contract, an officer will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. The officer will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

**Civil Service Code of Standards and Behaviour**

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

**Ethics in Public Office Acts**

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

**Prior approval of publications**

An officer will agree not to publish material related to his or her official duties without prior approval by the Chairperson of the Authority or by another appropriate authorised officer.

**Political Activity**

During the term of employment the officer will be subject to the rules governing public servants and politics.

All circulars are available on the website [www.circulars.gov.ie](http://www.circulars.gov.ie) or from the Personnel Section.

**Please Note**

As an **Employer of Choice** the Civil Service has many flexible and family friendly policies e.g. Worksharing, Shorter Working Year, Remote Working (operated on a ‘blended’ basis) etc.  All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

The Civil Service also operates a Mobility scheme for all general service grades. This scheme provides staff with career opportunities to learn and partake in diverse roles across a range of Civil Service organisations and geographical locations

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| Candidates should note that different terms and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.  The information in this booklet 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. |

Competition Process

How To Apply

In order to apply a candidate must submit a completed application form. Application forms are only available from our website at [**www.legalaidboard.ie**](http://www.legalaidboard.ie)

Candidates should note that the onus is on the candidate to submit a fully completed application. Where an incomplete or blank application form is submitted, a candidate’s application may be cancelled without further notice.

Application forms must be submitted by email and must be sent in **.PDF or MS Word format only**.

Completed application forms must be submitted by email to **Digital Solutions Manager** Competition at [recruitment@legalaidboard.ie](mailto:recruitment@legalaidboard.ie) by 4pm on the specified closing date.

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| **Only applications fully submitted electronically by email will be accepted into the campaign. Applications will not be accepted after the closing date.** |

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that the Legal Aid Board is satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview, the Legal Aid Board will not be responsible for refunding any expenses incurred.

Prior to recommending any candidate for appointment to this position the Legal Aid Board 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.

Should the person recommended for appointment decline; or having accepted it, relinquish it; or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment.

Closing Date

The completed application form must be forwarded so as to reach the Board not later than **4.00 pm Monday 11th November.** If you do not receive an acknowledgement of receipt of your application within working days of applying, please contact: Human Resources at 066 9471021.

Candidates should make themselves available for interview on the date(s) specified by the Board and should make sure that the contact details specified on the application form are correct.

The Board will not be responsible for refunding any expenses incurred by candidates.

Selection Methods

These may include:

* shortlisting of candidates on the basis of the information contained in their application; and
* a competitive interview.

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 Board is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Interviews will be held remotely. The Legal Aid Board is an Equal Opportunities Employer. Reasonable accommodation will be provided to candidates who identify that they have a disability which would render it more difficult for them to participate effectively in a remote interview process.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Board may decide that a number only will be called to interview. In this respect, the Board will select, based on an examination of the application forms and the requirements of the position, those who appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 1997 applications will be treated in strict confidence.

All enquires, 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.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

Security Clearance

All applicants will be required to complete and return a Garda Vetting Form as part of their application (this must be done for each individual job application) and vetting information will be requested from An Garda Siochana for any candidate being considered for an offer of a position. Job offers will only be made where the Board has deemed the candidate suitable following consideration of the outcome of the Garda vetting process.

The Board will fully comply with the requirements of GDPR at all stages.

The appointment of a candidate is also dependant on satisfactory reference checking.

General Information

CPSA Code of Practice Review and Complaint Procedures

* The Commission for Public Sector Appointments (CPSA) is Ireland’s regulator for public service recruitment. The CPSA’s primary statutory responsibility is to set standards for recruitment and selection, which they publish as Codes of Practice.
* The Legal Aid Board will consider requests for review in alignment with the review and complaint procedures outlined in the Code of Practice published by the CPSA. The Code of Practice are available on the website of the Commission for Public Service Appointments http://www.cpsa.ie/

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.  
  
**Candidates must not:**

* knowingly or recklessly provide false information,
* canvass any person with or without inducements, and
* interfere with or compromise the process in any way.

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

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, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

* where they have not been appointed to a post, they will be disqualified as a candidate; and
* where they have been appointed subsequently to the recruitment process in question, they shall forfeit that appointment.

Deeming of candidature to be withdrawn

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

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| **Data Protection Act 2018**  When your application is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and as part of the recruitment process, certain information you provide will be forwarded to the employing organisation. Such information held by the Legal Aid Board is subject to the rights and obligations set out in the Data Protection Act 2018.  For more information on how we retain and use your personal data, please review our Data Protection Data Statement, which includes instructions on their right to withdraw consent at any point:  This is available at <https://www.legalaidboard.ie/en/Contact-Us/Data-Protection/>  To make a subject access request under the Data Protection Act 2018, please submit your request in writing to; Data Protection Officer, Legal Aid Board, Quay Street, Cahirciveen, Co. Kerry or via [dataprotection@legalaidboard.ie](mailto:dataprotection@legalaidboard.ie).  Ensure that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes. |

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Contact Us

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