**Candidate Information Booklet**

|  |
| --- |
| RSM Ireland on behalf of the Competition and Consumer Protection Commission (CCPC) will hold a competition for the purpose of recommending a person for appointment to the position of:  **ICT Business Analyst**  **Grade:** Higher Executive Officer (HEO)  **Closing date:** 12 noon, Monday 23rd May 2022 |

RSM Ireland Business Advisory Ltd. is committed to a policy of equal opportunity.

RSM Ireland Business Advisory Ltd. will run this campaign in alignment with best practice for the Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA) and which are available on www.cpsa.ie

RSM Ireland

Trinity House,

Charleston Rd,

Ranelagh,

Dublin,

D06 C8X4

|  |
| --- |
| Title of Position: ICT Business Analyst  Division: Corporate Services Division (CSD)  Grade: Higher Executive Officer  Reporting to: Assistant Principal Officer  Employing Authority: Competition and Consumer Protection Commission (CCPC)  Location: Dublin 1[[1]](#footnote-1) |

**CCPC Background:**

The Competition and Consumer Protection Commission (“CCPC”) is the statutory body responsible for promoting compliance with, and enforcing where necessary, competition and consumer protection law in Ireland. It was established on 31 October 2014 following the amalgamation of the National Consumer Agency and the Competition Authority. The CCPC has a broad mandate, covering all sectors of the economy, with statutory responsibility for the enforcement of competition and consumer protection law. Our aim is to make markets work better for consumers. To achieve this, we work to influence public debate and policy development, grow public understanding of the importance of open and competitive markets, promote competition and highlight the interests of consumers.

The CCPC’s functions include:

* Investigating and challenging practices that are damaging to consumers and/or the wider economy.
* Bringing anti-competitive behaviour and practices that are harmful to consumers and/or the wider economy to an end, where necessary via enforcement action.
* Examining certain mergers and acquisitions to ensure that there is not a substantial lessening of competition in Ireland.
* Conducting market surveillance in relation to the safety of products covered by a number of EU Directives and Regulations and monitoring and processing consumer product recalls in Ireland.
* Providing information to consumers to help them make informed decisions. We have a specific role in this regard relating to financial services.
* Advising policy-makers in relation to consumer protection and competition matters.
* Exercising statutory roles in relation to Alternative Dispute Resolution, credit intermediaries and the regulation of business relationships in the grocery sector.

We are governed by an Executive Chairperson and Commission structure. Each Division of the CCPC is overseen by a Member of the Commission, led by a Divisional Director and managed by a senior management team from within the Division. We are staffed with people from a wide range of technical backgrounds. Details of the CCPC Vision, Mission, Values and Goals of the can be found at [www.ccpc.ie](http://www.ccpc.ie). along with details of our employee benefits.

**Role Summary**

**Role Purpose**

The Information Communication Technology (ICT) Unit is a dynamic team within the Corporate Services Division with the responsibility for the successful delivery of ICT services (current and future) required by the CCPC. The Unit is responsible for the operational management, maintenance and development of the CCPC’s network of over 150 PCs/laptops and a backend infrastructure of 20 servers hosted in a virtualised VMware environment. Through a robust infrastructure, the team is able to ensure the effective delivery of key ICT services to CCPC staff, ensuring a customer focused approach at all times. The team is responsible for the successful delivery of ICT infrastructure projects, as mandated by the Commission, and for the management of key third party service providers in areas such as ICT Helpdesk, managed print services, managed ICT DR & backup services and mobile voice and data services. ICT is also responsible for the development and implementation of ICT supports for hybrid working within the CCPC, including remote access services and collaborative tools.

The CCPC is a technology dependant agency in fulfilling its regulatory mandate and as such demands the highest standards in the design and delivery of its ICT infrastructure and services. The ICT Business Analyst is a new role in the ICT Unit positioned with particular focus on enabling and supporting the CCPC and business units on their digital transformation journey in a rapidly growing and changing environment. It will play a central role in ensuring the effective delivery of ICT services to CCPC staff and organisational stakeholders, including priority initiatives/projects identified in the CCPC’s ICT Strategy.

As with any senior ICT specialist role, the ICT Business Analyst role may also encompass other activities associated with ICT service delivery such as budget and people management, procurement, compliance, stakeholder engagement, project management, research, and assessment of projects from a feasibility and value for money perspective, etc.

**Key Responsibilities**

1. Promote the effective use of ICT and digital services to support the business of the CCPC and progress key initiatives identified in the CCPC’s ICT Strategy;
2. Critically evaluate and analyse business information, translating business requirements into design options that are (i) cost effective (ii) efficient (iii) sustainable and reusable, (iv) comply with standards and (v) enhance business processes;
3. Capture, document and validate business requirements using standard approaches, ex: workshops, user journey mapping, document reviews etc. and communicate approved business requirements to stakeholders, process users and project team members;
4. Play a lead role in managing ICT/digital projects, including projects of cross functional relevance, managing project scope, objectives & deliverables, developing test strategies etc. in conjunction with relevant stakeholders;
5. Demonstrate and maintain a broad knowledge of technology solutions, current trends and techniques and proactively pursue new technology developments;
6. Create and maintain comprehensive technical documentation;
7. Manage issues and risks and drive progress to ensure project timelines are met;
8. Work with and support business units to help identify ICT/ digital solution needs;
9. Research specific topics, summarise findings and explain complex technical information to a non-technical audience;
10. Assist in the procurement of ICT services and products as well as vendor and contract management;
11. Participate in the development and implementation of relevant ICT-related standards, policies and procedures, as required, and ensuring these are adhered to and built upon;
12. Participate in governance and oversight of digital and ICT solutions and proposals;
13. Undertake any other duties and responsibilities of a similar level which may be as required

**Technical/Professional**

**Essential:**

1. 3 years’ directly relevant hands-on experience in a technical business analysis role and/ or third level qualification in a computing, information systems or related discipline.
2. Minimum 2 years’ experience of managing teams and/or the successful delivery of ICT/Business Transformation projects and services.
3. Experience of implementing business process improvement, using standard methodologies.
4. ICT systems planning and development experience.
5. Excellent interpersonal, verbal and written communication skills, particularly in building relations and influencing others, and be comfortable working as part of, and at times leading, a team or project group.
6. Demonstrated initiative with a proactive approach to the introduction of ICT-based digital solutions.
7. Excellent organisational skills to plan, manage and prioritise a varied workload and meet deadlines in an environment with competing demands.
8. Demonstrated analytical and problem-solving skills, including the ability to work on one’s own initiative.

**Desirable:**

1. Demonstrable knowledge, experience, certifications in some or all of the following;
   * + - ICT Wintel Infrastructure and networking, Microsoft Teams, Case Management Systems, Cloud based solutions, Microsoft Office 365, Hybrid working, Microsoft Project, Visio
       - ITIL or Prince 2/project management certification to foundation level or higher
       - Process and workflow mapping
   * Contracts/vendor management and Government procurement guidelines and procedures
   * Project management
2. Experience of developing data management strategies, managing security of sensitive and personal information with knowledge of data protection principles.

**Expertise and Competencies for the Role**

* Management and delivery of results
* Analysis and decision making
* Drive and commitment
* Interpersonal and communication skills
* Specialist knowledge, expertise & self-development
* Team Leadership

**Competencies**

The full narrative for these competencies can be found at[**Higher Executive Officer Competency Framework**](https://www.publicjobs.ie/images/pdfs/Higher_Executive_Officer_Level.pdf)

**PRINCIPAL CONDITIONS OF SERVICE**

Principal conditions of service will be applied in line with all relevant governmental circulars/procedures and policies applicable at time of placement

**Salary:**

Entry will be at the **minimum** of the scale and annual increments may be awarded subject to satisfactory performance and to changes in the terms and conditions relating to annual salary increments in the Civil/Public Service generally. The rate of total remuneration may be adjusted from time to time in accordance with Government pay policy as applying to public servants generally.

The position is aligned to the Civil Service Higher Executive Officer Grade and the salary scale for this position is as follows:

**PPC (Personal Pension Contribution) Pay Scale applicable to an individual who is required to make a personal pension contribution**

€50,848 €52,334 €53,817 €55,300 €56,788 €58,271

€59,756 €61,899¹ €64,038²

**Non-PPC (non-Personal Pension Contribution) Pay Scale**

€48,426 €49,826 €51,220 €52,628 €54,037 €55,455

€56,865 €58,893¹ €60,927²

\* After three years satisfactory service at the maximum

\*\* After six years satisfactory service at the maximum

Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant. This is only applicable if the candidate is currently at a grade within this salary band.

Subject to satisfactory performance, annual increments may be payable in line with current Government Policy (See Public Service Stability Agreement 2018 -2020 paragraph 5.1.1 for recent changes.)

**Annual Leave:**  29 working days per annum, rising to 30 after 5 years of service.

**Hours of work:** Hours of attendance will be fixed from time to time but will amount, on average, to not less than 43 hours and 15 minutes gross or 37 hours net per week. Your normal working hours are from 9.00 am to 5.45pm on Monday to Thursday and 09.00am to 5.15pm on Friday, with 1 hour and 15 minutes for lunch. The CCPC currently offers Flexible Working Arrangements (“flexitime”) to some grades of staff, including Higher Executive Officers.

**Rest Periods:** The terms of the Organisation of Working Time Act, 1997 will apply to this appointment.

**Place of work:** The CCPC is currently located in Bloom House, Railway Street, Dublin 1, DO1 C576.

**Tenure:** This is a wholetime permanent position.

**Sick Leave:** Pay during sick absence will apply in accordance with the provisions of the Public Service Sick Leave Regulations.

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

**Outside Employment:** The position is whole time and the officer may not engage in private practice or be connected with any outside business, which would interfere with the performance of official duties.

**Eligibility:** Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA), or to non-EEA nationals who fulfil the relevant criteria. In order to work in Ireland, all non-EEA nationals require a valid employment permit unless exempt under permission from the Minister for Justice and Equality. 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.

**SUPERANNUATION AND RETIREMENT:**

The successful candidate will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in the Competition and Consumer Protection Commission depending on the status of the successful appointee:

1. In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 [Section 10 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 refers];
2. An individual who was a member of a “pre-existing public service pension scheme” as construed by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 and who does not qualify for membership of the Single Scheme will have standard public service pension terms reflecting new entrant or non-new entrant status for the purposes of the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

**Appointee’s status for superannuation purposes**

Appointees will be required to disclose their full public service history. Details of the appropriate superannuation provisions will be provided upon determination of appointee’s status. The following points should be noted:

**Pension Accrual:**

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. **This may have implications for any appointee who has acquired pension rights in a previous public service employment.**

**Pension Abatement**

The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 extended pension abatement so that a retiree’s public service pension is liable to abatement on re-entering public service employment, even where the new employment is in a different area of the public service. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Health Service Executive VER/VRS which render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment.

**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, 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 cesser 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 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.

**Additional Superannuation Contributions**

This appointment is subject to the Additional Superannuation Contributions in accordance with Part 4 of the Public Service Pay and Pensions Act 2017.

For further information in relation to public service superannuation issues please see the following website: [http://per.gov.ie/pensions](http://per.gov.ie/pensions_)

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 candidates.

1. Whilst all staff are contracted to work in Dublin 1, employees can currently avail of some remote working options. In line with Public Sector guidance, a more permanent agile/ hybrid working policy is being developed to formalise how we work in the CCPC in the future. [↑](#footnote-ref-1)