



**QQI**

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Quality and Qualifications Ireland  
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

**Information Booklet**

**Open Competition for Appointment to  
Senior Executive Officer - Communications (Grade V)**

**Closing Date: 15:00, Friday 3<sup>rd</sup> May 2019**

**Contact: Eamonn Collins**  
Human Resources Manager,  
QQI, 26-27 Denzille Lane, Dublin 2

**Ph: +353 1 9058147**

**Email: [recruit@qqi.ie](mailto:recruit@qqi.ie)**

**Status of position:** Permanent Contract

**Authority:** Quality and Qualifications Ireland

**Location:** 26 – 27 Denzille Lane, Dublin 2

**Title of Position:** Senior Executive Officer Communications

**Quality and Qualifications Ireland, 26 – 27 Denzille Lane, Dublin 2. Tel. +353 1 9058100**

## **TABLE OF CONTENTS**

<b>ABOUT QUALITY AND QUALIFICATIONS IRELAND (QQI)</b>	<b>3</b>
<b>JOB SPECIFICATION</b>	<b>3</b>
<b>KEY RESPONSIBILITIES</b>	<b>4</b>
<b>PRINCIPAL CONDITIONS OF SERVICE</b>	<b>6</b>
<b>PAY</b>	<b>6</b>
<b>PART II (OTHER CONDITIONS WHICH APPLY GENERALLY TO APPOINTEES TO THIS POSITION)</b>	<b>7</b>
<b>COMPETITION PROCESS</b>	<b>9</b>
<b>HOW TO APPLY</b>	<b>9</b>
<b>SELECTION METHODS</b>	<b>10</b>
<b>SHORTLISTING</b>	<b>10</b>
<b>CONFIDENTIALITY</b>	<b>10</b>
<b>SECURITY CLEARANCE</b>	<b>11</b>
<b>CANDIDATES' OBLIGATIONS</b>	<b>11</b>
<b>DATA PROTECTION ACTS, 1988 AND 2003</b>	<b>12</b>

## About Quality and Qualifications Ireland (QQI)

QQI (Quality and Qualifications Ireland) is a state agency established by the [Qualifications and Quality Assurance \(Education and Training\) Act 2012](#) with a board appointed by the Minister for Education and Skills and a staff of approximately 77 people.

### **Qualifications, Standards, Awards, Recognition**

- In the area of qualifications, we are responsible for maintaining the ten-level [NFQ](#) (National Framework of Qualifications).
- We are also an awarding body and set and review standards for awards we make in the NFQ.
- We also provide advice on recognition of foreign qualifications in Ireland and on the recognition of Irish qualifications abroad.
- As a new function of QQI, we will publish a directory of providers and awards in the NFQ.

### **Quality Assurance**

- In the area of quality assurance, we are responsible for reviewing the effectiveness of quality assurance in further and higher education and training providers in Ireland. This includes the universities, institutes of technology, Education and Training Boards and providers in the private further and higher education and training sectors (availing of QQI awards).
- We validate education and training programmes and make extensive awards in the further education and training sector including in the Education and Training Boards.
- We also make awards in higher education mainly to learners in private providers. The universities and institutes of technology largely make their own awards.

### **International Education Mark**

Another new function of QQI is to authorise the use of an International Education Mark (IEM) for providers.

This will be awarded to providers of education and training (including English language education) who have demonstrated compliance with a statutory code of practice in the provision of education and training to international students.

Further information on the work of Quality and Qualifications Ireland is available at [www.qqi.ie](http://www.qqi.ie)

## Job Specification

Quality and Qualifications Ireland (QQI) is seeking a Senior Executive Officer - Communications to assist in the implementation of the organisation's internal and external communications strategies.

The Communications team is part of a wider Stakeholder Engagement & Communications Division, with particular responsibility for enhancing the public

profile and reputation of QQI and supporting individual directorates and business units in the areas of content creation, digital media, advertising, public relations, marketing, event management and stakeholder communications.

## **Key Responsibilities**

### **Content Creation**

- Responsible for generating a wide range of content (written, graphic and video) across all QQI digital platforms – QQI website, LinkedIn, Twitter, YouTube, Podbean, staff intranet etc.
- Development and delivery of QQI content schedule.
- Responsible for coordinating, writing and editing a range of QQI communications including staff updates, newsletters and external publications.
- Writing copy for publications in collaboration with content owners, stakeholder websites, reports, promotional materials and speaking notes.

### **Consultancy/ Expertise**

- Providing communications advice and support to colleagues and other stakeholders, including development of key messages, digital materials, printed materials, internal communications and event management.

### **Events**

- Assisting with organisation, delivery and evaluation of QQI events.

### **Media relations**

- Assisting with press releases and news items for the corporate website.
- Maintaining media distribution lists and creating media coverage reports.

### **Measurement & Evaluation**

- Ongoing evaluation of the effectiveness of internal and external communications through Feedback using, staff and stakeholder surveys and other types of qualitative research with stakeholder groups.
- Use of social media analytical tools to establish metrics and set goals

### **General**

- Any other duties which may be assigned by the Communications Manager.

## Essential Criteria

- A minimum of 3 years' experience working in communications or related area
- Curiosity and passion for communications
- Excellent communication skills, both written and verbal
- Excellent interpersonal skills with proven experience of building and managing relationships with internal and external audiences
- Experience creating content across a range of digital and traditional media platforms
- Ability to think creatively in developing communication techniques
- Extensive experience with social media, particularly Twitter and LinkedIn
- Experience of developing online communities with relevant stakeholders
- Attention to detail, with a high level of accuracy
- Experience of web content management systems
- Excellent organisational and IT skills (including MS Office suite, social media tools and applications).

## Desirable Criteria

- Digital Marketing
- NFQ 8 award in Communications/Public Relations/Marketing/Journalism or similar
- Fluent Irish is desirable but not essential
- Membership of Public Relations Institute of Ireland/Marketing Institute of Ireland
- Awareness of the further and/or higher education and training sector an advantage

## Principal Conditions of Service

### Part 1 (Conditions which particularly apply to this position)

#### Pay

The salary scale for this position is as follows:

€42,042, €43,379, €44,717, €46,055, €47,392, €48,941, €50,490

- (1) After 3 years satisfactory service at the maximum.
- (2) After 6 years satisfactory service at the maximum.

Increments may be awarded subject to satisfactory service and to changes in the terms and conditions relating to salary increments in the Civil/Public Service generally.

The rate of remuneration may be adjusted from time to time in line with Government pay policy.

#### **Salary:**

The appointment will be made on the salary scale at a point in line with current Government Pay Policy. New Entrants to the Civil or Public Sector, as defined in Circular 18/2010, will commence on the first point of the salary scale.

Different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

#### **Annual Leave:**

Annual Leave will be 25 working days. This leave is exclusive of public holidays.

#### **Hours of Attendance:**

Working hours will be in accordance with the standard arrangements in QQI and will equate to no less than 37 hours (net of rest breaks) per week.

**Location:** This position is currently based at 26 – 27 Denzille Lane, Dublin 2.

## Part II (Other conditions which apply generally to appointees to this position)

### 1. **Tenure:** Permanent Position in QQI.

The appointee must serve a probationary period, which normally will last for six months. Should the appointee's services be satisfactory as regards health, conduct and efficiency generally during the probationary period, the appointee, on completion of the period will be finally appointed. If the appointee's services be unsatisfactory, the appointment may be terminated at any time during the period of probation.

### 2. **Duties:** The appointee will be expected to perform all acts, duties and obligations as appropriate to this position (which may be revised from time to time).

### 3. **Outside Employment:** The position is whole-time and the appointee must avoid involvement in outside employment/business interests in conflict or in potential conflict with the business of QQI. Clarification must be sought from management where any doubt arises.

### 4. **Sick Leave:** Sick leave with full pay may be allowed at the discretion of Quality and Qualifications Ireland in accordance with established procedures and conditions for the public service generally.

### 5. **Retirement and Superannuation:** The appointee will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in QQI depending on the status of the successful appointee:

- a) In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 (Section 10 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 refers);
- b) An individual who is on secondment will remain a member of the parent organisation's pension scheme and the pensionable remuneration will be based on his/her substantive grade i.e. the grade at which the individual is employed in his/her parent organisation;
- c) 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 be a member of the QQI's Staff Superannuation Scheme and Associated Spouses and Children's Scheme;
- d) At the time of being offered an appointment, QQI in consultation with the Department of Education and Skills and the Department of Public Expenditure and Reform if necessary, will, in the light of the appointee's previous Public Service (and/or other) employment history, determine the appropriate pension terms and conditions to apply for the duration of the appointment. 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;

e) In accordance with the provisions of the Superannuation (Miscellaneous Provisions) Act, 2004 staff may not retire before their 65th birthday unless it is on grounds of ill-health. Different retirement arrangements apply to staff employed in the public service prior to the aforementioned 2004 Act;

f) 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, as outlined below, render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment. Special arrangements will, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

□ **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.

6. **Pension Related Deduction:** This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act 2009. For further information in relation to public service superannuation issues please see the following website: <http://per.gov.ie/pensions>



7. **Eligibility to compete:** Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway.
8. **Incentivised Scheme for Early Retirement (ISER):** It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.
9. **Department of Health and Children Circular (7/2010):** The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.
10. **Collective Agreement: Redundancy Payments to Public Servants**  
The Department of Public Expenditure and Reform letter dated 28<sup>th</sup> June 2012 to Personnel Officers introduced, with effect from 1<sup>st</sup> June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.
11. **Declaration of previous public service employment history:**  
Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. 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.

## Competition Process

### How to Apply

Applications should be made by sending a current CV together with a cover letter outlining suitability for the post by email to Eamonn Collins, HR [recruit@gqi.ie](mailto:recruit@gqi.ie) no later than:

**15:00 on Friday 3<sup>rd</sup> May 2019.** Alternatively, applications can be sent by post to Eamonn Collins, QQI, 26-27 Denzille Lane, Dublin 2.

Applicants will be required to provide a declaration as outlined in paragraph 11.

Applications will not be accepted after the closing date.

## Selection Methods

The selection may include shortlisting of candidates on the basis of the information contained in their application

- interview
- satisfactory references (referees will not be contacted without the candidate's prior agreement)

Quality and Qualification Ireland reserves the right to require candidates to attend a second interview.

## 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, QQI may decide that a number only will be called to interview. In this respect, QQI will provide for the employment of a short-listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert board will examine the application forms against pre-determined criteria based on the requirements of 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 in your application.

## Panel

A panel may be formed of suitably qualified candidates in this competition which will remain valid for a period of twelve months.

## Confidentiality

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

## Security Clearance

Police vetting may be sought in respect of individuals who come under consideration for appointment. The applicant will be required to complete and return a Garda Vetting form should they come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which they resided. If unsuccessful this information will be destroyed by QQI. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

## Other important information

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

The admission of a person to a campaign, or invitation to attend an interview, is not to be taken as implying that QQI are 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 you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position QQI 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 QQI may, at its discretion, select and recommend another person for appointment on the results of this selection process

## Candidates' Obligations

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

Candidate must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- 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 he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
- where he/she has been appointed subsequently to the recruitment process in question, he/she 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 QQI, or who do not, when requested, furnish such evidence as QQI requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

### **Quality Customer Service**

We aim 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.

Feedback will be provided on written request.

### [Data Protection Acts, 1988 and 2003](#)

When your application form 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 should you be successful certain information you provide will be held by QQI. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003. To make a request under the Data Protection Acts 1988 & 2003, please submit your request in writing to: Facilities, QQI, 26 – 27 Denzille Lane, Dublin 2, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. A fee of €6.35 should accompany your request. Payment should be made by way of bank draft, money order, or personal cheque, made payable to 'QQI'.

### [Applicant Privacy Statement. Data Controller - Quality and Qualifications Ireland](#)

#### [Purpose of Processing](#)

QQI conducts recruitment processes to fill vacancies within the organisation. When applying for these competitions, applicants are asked to submit a range of documents, e.g., application form, CV and/or cover letter.

Recipient/Shared With	Reason
Recruitment Plus/QQI HR	Receiving applications, acknowledging applications and corresponding with applicants. Certain information is also required for inclusion in the contract for successful applicants.
Selection Board	Information required for shortlisting and the interview process.
Current Employer	Sick leave checks and in the case of non-public servants reference checks

## **Applicants Entitlements**

QQI recognises that applicants have entitlements and these are outlined below.

### **Access**

- Applicants can request and receive access to their data at any time and can request and receive a copy of this data, in electronic/transferrable format.

### **Erasure**

- Applicants can request the data held be erased.

### **Rectification**

- Applicants can have any incorrect information corrected.

### **Objection**

- Applications can object to this information being processed

### **Complain**

Applicants can make a complaint to our internal Data Protection Officer “DPO” (contact details below) and/or make a complaint to the relevant authority – Data Protection Commission in Ireland

### **QQI DPO Contact Details**

**Email:** [dpo@qqi.ie](mailto:dpo@qqi.ie)

Or

Data Protection Officer  
Quality and Qualifications Ireland  
26 – 27 Denzille Lane  
Dublin 2  
D02 P299

### **For Further information on Data Protection:**

The website of the Data Protection Commissioner – [www.dataprotection.ie](http://www.dataprotection.ie) or

Make contact with the Office of the Data Protection Commissioner by phone on Telephone 1890 252231 or by email on [info@dataprotection.ie](mailto:info@dataprotection.ie).