



QQI

Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

Information Booklet

Open Competition for Appointment to ICT Manager (Assistant Principal Officer)

Closing Date: 15:00 21st November 2019

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Co Dublin
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Status of position:	Permanent Contract
Authority:	Quality and Qualifications Ireland
Location:	26 – 27 Denzille Lane, Dublin 2
Title of Position:	<u>ICT Manager</u>

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

TABLE OF CONTENTS

ABOUT QUALITY AND QUALIFICATIONS IRELAND (QQI)	3
JOB SPECIFICATION	5
REQUIREMENTS	6
PRINCIPAL CONDITIONS OF SERVICE	8
PAY	9
PART II (OTHER CONDITIONS WHICH APPLY GENERALLY TO APPOINTEES TO THIS POSITION)	10
COMPETITION PROCESS	12
HOW TO APPLY	12
SELECTION METHODS	13
SHORTLISTING	13
CONFIDENTIALITY	13
SECURITY CLEARANCE	ERROR! BOOKMARK NOT DEFINED.
CANDIDATES' OBLIGATIONS	14
DATA PROTECTION ACTS, 1988 AND 2003	15

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.

Corporate Services

The Corporate Services Directorate function includes all duties relating to key areas of business including:

- Corporate Planning and Strategy
- Finance
- Human Resources
- Information Technology
- Provider Compliance, Learner Protection and Legal
- Audits

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.

Qualifications and Quality Assurance (Education and Training) Amendment Act 2019

QQI welcomes the passing of the Qualifications and Quality Assurance (Education and Training) Amendment Act 2019 through all stages of the Oireachtas. This new legislation will safeguard the integrity of the National Framework of Qualifications and the reputation of higher and further education and training in Ireland and improve standards in the international education sector.

The key changes will:

- Allow QQI to list awarding bodies such as professional bodies or international awarding bodies and include their qualifications in the NFQ;
- Provide a legal basis for QQI to examine the corporate fitness of providers, including compliance with national employment law;
- Introduce an International Education Mark (IEM) for the Higher Education (HE) and English Language Education (ELE) sectors;
- Establish a national scheme for the protection of enrolled learners (PEL) in the event of the sudden closure of a provider;
- Empower QQI to prosecute essay mills and other forms of academic cheating;
- Establish Institutes of Technology as autonomous awarding bodies;
- Establish a pathway for private institutions to use the title of university.

<https://www.oireachtas.ie/en/bills/bill/2018/95/>

QQI has successfully achieved accreditation for our commitment to employee wellness by being awarded The KeepWell Mark accredited by IBEC. The award recognises that QQI puts the wellbeing of employees at the forefront of company policy.



QQI is an Equal Opportunities Employer

Job Specification

QQI is currently looking for an ICT Manager working in the Corporate Services Directorate to lead the ICT unit and service delivery to effectively manage the internal and external IT environment in QQI. The ICT unit is responsible for the management of the internal and external server and application infrastructure. The ICT infrastructure is central to the delivery of QQI's role and functions and provides a signification external facing, alongside internal, infrastructure to relevant stakeholders. In this regard, the unit is responsible for delivering an efficient, comprehensive, secure ICT infrastructure in consultation with internal end users, as appropriate.

Job Purpose

Reporting to the Director of Corporate Services, the ICT manager will be responsible for planning, development of and managing the implementation of organisation-wide ICT strategy to support business systems. The ICT manager will be primarily responsible for day to day IT and System operations and IT supplier management. S/he will collaborate and negotiate with external partners to support system operations, development, integration and validation ensuring reliability, flexibility, compliance and cost effectiveness. The person will take responsibility for the effective management, performance and improvement of QQI's ICT infrastructure and have overall responsibility for a portfolio of projects. The person will also be responsible for

the coordination of service delivery through the effective management of a range of ICT related contracts and contractors.

Key Accountabilities

- Implementing and monitoring the ICT Strategy to support the business strategy of the organisation.
- Implementing a continual improvement led approach to ICT provision across the organisation.
- Managing the ICT infrastructure through managed service contracts in order to support the business needs of the organisation.
- Managing performance of key IT Suppliers against defined SLA's including contract and KPI renegotiation when required.
- Coordinate response to major incidents.
- Coordinate the IT Change management Process.
- Maintain Disaster recovery and Business Continuity plans.
- Prepare the ICT annual plan and budget and monitor and control ICT expenditure.
- Maintaining the IT Risk register and managing risk treatment plans.
- Managing individual and team performance of direct reports.
- Assuming responsibility for the ICT capacity planning of QQI leveraging IT partner expertise.
- Assist with generation of business case documentation for IT projects.
- Advising proactively on appropriate technology and infrastructure to support QQI in achieving its business objectives.
- Ensuring that all ICT operating systems and applications are secure and fit for purpose, continually reviewed and enhanced and that they will best deliver on the QQI's corporate strategy.
- Ensuring new ICT operational plans, policies, procedures and system(s) transitional plans are consistent with the overall organisation's goals and objectives.
- Communicating effectively with the Director of Corporate Services and with the CEO and Executive Management Team to identify needs and evaluate business solutions and strategies and to explore alternatives where appropriate.
- Liaising and communicating with internal business users.
- Establishing and maintaining effective external relations appropriate to a public sector body's ICT function.
- Documenting, updating and maintaining ICT policies and procedures.
- Oversee implementation and application of the Document Management System.
- Informing and advising on business continuity planning.
- Any other tasks as may be assigned by the Director of Corporate Services.

Requirements

- Relevant third level qualification with a minimum of 5 years - experience in a similar role.
- Proven project management experience managing and implementing complex ICT systems.
- Previous IT Management / IT Service Delivery expertise, ideally within a Public sector body or IT Managed Services Environment.
- Excellent team and people management skills.
- Ability to work with virtual teams across Europe on IT operations/projects.
- Experience of managing security of sensitive and personal information with working knowledge of data protection regulations.
- Backup, Disaster Recovery and preventative maintenance experience.
- Working knowledge of Microsoft Office platforms, Azure etc.

Essential Knowledge and Experience

- Excellent management, organisational, analytical and problem-solving skills, with high attention to detail.
- Possess exceptional communication skills, with the ability to build positive relationships with a variety of stakeholders.
- A self-starter, able to work on own initiative, handle multiple priorities within tight timeframes and contribute to high quality services.
- Be flexible, adaptable and comfortable with change. Keen to develop skills and contribute to the work of the organisation in other areas when required.

The complete list of core competencies for this post is outlined below.

Reporting Relationship

- The ICT Manager will report to the Director of Corporate Services or their designate.

Core competencies -

Leadership

- Actively contributes to the development of the strategies and policies of the ICT Unit.
- Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise.
- Considers the effectiveness of IT Changes in terms of the wider business context.
- Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks.

- Develops capability of others through feedback, coaching and creating opportunities for skills development.
- Identifies and takes opportunities to exploit new and innovative service delivery channels.

Analysis and Decision Making

- Researches issues thoroughly, consulting appropriately to gather all information needed on an issue.
- Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data).
- Integrates diverse strands of information, identifying inter-relationships and linkages.
- Makes clear, timely and well-grounded decisions on important issues.
- Considers the wider implications of decisions on a range of stakeholders.
- Takes a firm position on issues s/he considers important.

Management and Delivery of Results

- Takes responsibility for challenging tasks and delivers on time and to a high standard.
- Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances.
- Ensures quality and efficient customer service is central to the work of the Unit.
- Looks critically at issues to see how things can be done better.
- Is open to new initiatives and creative solutions to problems.
- Ensures controls and performance measures are in place to deliver efficient and high value services.
- Effectively manages multiple projects.

Interpersonal and communication skills

- Presents information in a confident, logical and convincing manner, verbally and in writing.
- Encourages open and constructive discussions around work issues.
- Promotes teamwork within the section, but also works effectively on projects across Departments and IT Suppliers.
- Maintains poise and control when working to influence others.
- Instils a strong focus on Customer Service in his/her area.
- Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system.

Principal Conditions of Service

Part 1 (Conditions which particularly apply to this position)

Pay

The salary scale for this position is as follows:

€67,659, €70,104, €72,537, €74,977, €77,411 €78,816, (1), €81,274, (2) €83,740

(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 30 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.

No additional payment will be made for extra attendance as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

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:** The position will be appointed on a permanent basis 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 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.
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 and cover letter, including a supporting statement as outlined below outlining suitability for the post by email to Hazel Whelan, Recruitment Plus, Email qqi@rplus.ie no later than **15:00 on 21st November 2019**

Alternatively, applications can be sent by post to Hazel Whelan, Ref QQI, Recruitment Plus, 20 Lower Kilmacud Road, Stillorgan, Co Dublin.

Supporting Statement: In a supporting statement please outline the reasons you are applying for this post. Please refer to the competencies set out in the "core competencies" section and outline how you specifically meet each of the competencies by providing at least one example for each.

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 from the date that the panel is approved.

Confidentiality

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

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.

Data Protection Acts, 1988 and 2018

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/transferable format.

Erase

- 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

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 or

Make contact with the Office of the Data Protection Commissioner by phone on Telephone 1890 252231 or by email on info@dataprotection.ie.