



**Dearbhú Cáilíochta
agus Cáilíochtaí Éireann**
Quality and
Qualifications Ireland

CANDIDATE INFORMATION BOOKLET

Open Competition for Appointment to Executive Assistant, CEO'S Office (Grade V)

Closing Date: 15:00 - 19 May 2026

Contact: gqi@rplus.ie

Status of Contract:

Quality and Qualifications Ireland (QQI) is seeking to fill a permanent Executive Assistant (Grade V) position. The Executive Assistant will provide high-level administrative and operational support to the Chief Executive Officer (CEO), acting as a central point of contact and ensuring smooth coordination across the organisation. A panel may be formed from this competition.

Authority: Quality and Qualifications Ireland

Location: 25 – 27 Denzille Lane, Dublin 2

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About Quality and Qualifications Ireland (QQI)

Quality and Qualifications Ireland is the independent state agency responsible for promoting quality and accountability in education and training services in Ireland. QQI has a number of important functions:

Qualifications Authority

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

Quality Assurance

We are responsible for reviewing the effectiveness of quality assurance in further and higher education and training providers in Ireland including:

- Universities,
- Institutes of Technology,
- Education and Training Boards (ETBs)

We also quality assure providers in the private further and higher education and training sectors and approve their programmes leading to QQI awards. We authorise the TrustEd Ireland mark for higher education and English language schools.

Our Vision Mission and Values

Vision

We are committed to a vision of Ireland that offers diverse, high-quality further and higher education opportunities, enabling learners to reach their full potential through achieving qualifications that are widely valued nationally and internationally.

Mission

We promote public confidence and trust in the quality, integrity and reputation of Ireland's tertiary education system through:

- protecting the integrity of the National Framework of Qualifications,
- providing authoritative and comprehensive information about qualifications and learning opportunities
- delivering trusted regulation and guidance
- enhancing the quality of providers and their programmes
- influencing system change with insights and analyses.

Values

Our approach to our own work and how we work with our partners is governed by clear values. We believe we have a shared responsibility with others to ensure confidence in and continuous improvement of the quality of education and training. We believe that the attainment of our priorities and objectives is best pursued in a consultative, collaborative and inclusive manner with our diverse set of partners and providers. We value and respect partnership for mutual benefit.

We are committed to working with objectivity, transparency and sustainability. This underpins our decision-making and our policies, procedures and activities. These are evidence-based, informed by national and international good practice, authoritative and conducted with integrity in a manner which is openly transparent and engenders trust.

We are committed to making a difference to our partners, providers and our people. We value information, insight and impact – the successful pursuit of goals and objectives which culminate in impacting positively, confidently and substantively on our operating environment.

We are a learning organisation. We are committed to innovation and excellence.

Working for Quality and Qualifications Ireland

A career in QQI offers a unique opportunity to deliver important services and regulation across both the further education and training sector and the higher education sector.

As a statutory body, our core functions are set out in law, but our strategic priorities and deployment of resources are determined every three years in our statement of strategy, considering environmental conditions. QQI's [Statement of Strategy 2025 - 2027](#) includes many challenges for the organisation in several areas including;

- Strategic priority – future-proof the National Framework of Qualifications
- Strategic priority – deliver trusted regulation, guidelines, advice, and services
- Strategic priority – share valuable system-wide insights, research and analysis
- Strategic priority – deepen national and international partnerships
- Strategic priority – create a resilient and agile organisation

Employee Benefits

We value our employees and invest in their health, welfare and safety at work and we provide for an Employee Assistance Programme. We provide support and encouragement needed for staff to reach their full potential through education and training opportunities. We offer benefits that include:

- Membership of a Superannuation Scheme
- Sick Leave Scheme
- Remote working
- Parental Leave
- Career Breaks
- Exam and Study Leave

We accommodate multiple tax-saver options for various transport providers. We participate in the Bike to Work scheme and facilitate a number of health insurance deductions and other payroll deductions.

KeepWell Mark

QQI has been recognised by Ibec for our commitment to employee wellness. We have achieved the KeepWell Mark which recognises that QQI puts the wellbeing of employees at the forefront of company policy and were awarded Company of the Year (SME) in 2024. QQI has also been nominated in four categories for the 2026 KeepWell Mark Awards including a nomination for Company of the Year (SME) in 2026.



QQI is committed to creating a diverse environment and to being an equal opportunities employer. Applicants will receive consideration for employment without regard to gender, marital status, family status, sexual orientation, religion, age, disability, race and membership of the Travelling community.

Further information on the work of Quality and Qualifications Ireland is available at www.qqi.ie

Required Knowledge and Experience

Key Accountabilities

- Act as the first point of contact for the CEO, proactively and promptly reviewing and tracking incoming enquiries such as: emails, phone calls, invitations and other correspondence brought to the CEO's attention.
- Maintain a coordinated and up-to-date calendar for the CEO by assessing priorities to ensure key meetings are prioritised, time conflicts are resolved and that overall, time is optimised.
- Act as secretary to Senior Leadership Team meetings and other meetings as required.
- Coordinate the CEO's national and international travel itineraries, accommodation and other logistics where required.
- Build and maintain excellent working relationships with colleagues across the organisation.
- Work with the CEO in managing a portfolio of strategic relationships including internal and external stakeholders.
- Manage the collection and collation of data and information as required for preparing reports, briefings and presentations for the CEO.
- Prepare all CEO Chaired meetings by preparing and circulating meeting agendas and documents as necessary.
- Support the CEO in managing direct reports' processes (e.g., expenses, leave, performance management) and liaise with management as required.
- Manage confidential and sensitive information with discretion and sound judgment.
- Undertake research as required, gathering all relevant information including from across the Directorates and stakeholders as appropriate, in order to provide briefing to the CEO to facilitate, planning and decision making.
- Proactively identify opportunities to improve administrative processes, record management and implement best practices.
- Perform any other related duties as required and which may be assigned from time to time.

Essential Requirements

Candidates for the position of Executive Assistant must:

- Have 3-5 years (experience within the past 5 years) Executive Assistant / Personal Assistant (PA) experience.
- Have excellent IT and digital skills, are open to change and innovation and are committed to improving knowledge/skills for the future.
- Provide evidence that they can manage work effectively by making evidence-based and well-informed judgements and decisions, prioritise objectives, meet deadlines and deliver to a high-quality standard.
- Show evidence of developing, supporting, leading and sharing knowledge with others.
- Demonstrate that they have excellent communication and collaboration skills, work effectively with various teams and build relationships.

Desirable Requirements

In addition, the following are desirable requirements:

- Higher Education Qualification, preferably at NFQ level 8.
- Knowledge and interest in Further and Higher Education policy and development.
- Experience in research and analysis.
- Knowledge and experience of public sector administration.
- Proven experience working within a highly confidential and/or regulated environment.
- Scileanna láidre scríofa agus labhartha sa Ghaeilge

Principal Conditions of Service

Part 1 (Conditions which particularly apply to this position)

Pay

The salary scale for this position is as follows:

€52,240, €53,800, €55,394, €57,020, €58,658 ¹, €60,566 ², €62,482

(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.

Blended Work:

QQI operates a blended working policy where our employees split their time between attending the workplace and working remotely.

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 35 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.

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

1. **Tenure:** The successful candidate 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 Further and Higher Education, Innovation and Science 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 Further and Higher Education, Innovation and Science, Early Retirement Scheme for Teachers Circular 102/2007:** The Department of Further and Higher Education, Innovation and Science, 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 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 Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or

3. A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
4. 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
5. 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 Switzerland and has a stamp 4 visa.

Note in respect of UK citizens: The concluded EU/UK Brexit negotiations have confirmed that the longstanding Common Travel Area Agreement between the UK and Ireland remains unchanged post-Brexit. Accordingly, UK citizens remain eligible to work and reside in Ireland without restriction and, as such, to make an application to compete for this competition where they meet all other qualifying eligibility criteria

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, National Development Plan Delivery, & 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 June 2012 to Personnel Officers introduced, with effect from 1 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, National Development Plan Delivery, & 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:**
The successful candidate 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. It 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 the official application form to Ms Hazel Whelan, Director, Recruitment Plus at gqi@rplus.ie no later than 15:00 on 19 May 2026.

The successful candidate will be required to provide a declaration as outlined in paragraph 11. **Applications will not be accepted after the closing date and time.**

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.

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.

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.

QQI assesses all applicants fairly based on the requirements for the role. Due to the high volume of applications, we receive for positions, we are unable to provide feedback to candidates who are not shortlisted for interview. If you are short-listed for interview, and are subsequently unsuccessful, you can request verbal feedback.

Data Protection Acts, 1988 – 2018

All of our recruitment processes will conform to data protection legislative requirements.

When your application form is received, we create a record in your name, which contains the information supplied by you in your application. The basis for processing your personal data is to process your application for the position you have applied for with QQI.

Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 - 2018.

Records/papers are retained for a reasonable period of time and only then disposed of in accordance with our Records Retention schedule.

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
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.

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

Complaint

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.