



# **CARANUA**

support for survivors of institutional abuse

**Head of Corporate Services**  
**Candidate Information Booklet**  
**November 2018**

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## **THE POSITION**

<b>Title of Position:</b>	Head of Corporate Services
<b>Duration:</b>	9 months fixed term contract
<b>Office:</b>	Caranua Head Office, PO Box 12477, Dublin 1, Ireland
<b>Location:</b>	Dublin
<b>Organisation Website:</b>	<a href="http://www.caranua.ie/">http://www.caranua.ie/</a>

Caranua is an independent State Body set up to help people who, as children, experienced abuse in residential institutions in Ireland and have received settlements, Redress Board or Court awards.

Caranua has been established by legislation to ensure that the quality of life and wellbeing of survivors of institutional abuse in Ireland is improved. This will be done by providing eligible survivors with information, advice and advocacy, enhancing their access to their entitlements as citizens or providing grants to them to avail of services approved by Caranua.

### **What do we do?**

We will offer support, information, advice and advocacy to survivors. We will help them to get the services they are entitled to as citizens and improve access to those services. We can pay for services so that they have the supports they need and can give grants to individuals to source services themselves.

We will also work to build awareness of the effects of institutional abuse and in Ireland will work with public services to improve their capacity to understand, recognise and address the particular needs of survivors arising from their adverse childhood experiences.

### **How can we help?**

The needs of individual survivors will be at the heart of everything we do. The help we provide will depend on the needs and circumstances of each individual but the areas we can

help with are:

- **Health and Medical services**

GP, dental treatment, chiropody, physiotherapy, occupational therapy, hearing aids, glasses, walking aids, wheelchairs, nursing care, home care

- **Personal Well-being**

Counselling, psychological and psychiatric services, complementary therapies, help with addiction

- **Housing**

Insulation, extensions, adaptations, aids (ramps, rails), tenancy support, home help

- **Education**

Formal education courses leading to qualifications, life skills, other short courses

## THE ROLE

**Job Title:** Head of Corporate Services

**Reporting to:** Chief Executive Officer

### **Purpose:**

The successful candidate will manage the delivery of the Corporate Services function in Caranua. The role will have a particular focus on work force planning to ensure the effective wind-down of the operations of Caranua. The person appointed will be a key member of the management team, reporting to the CEO. He/she will provide best practice human resources knowledge, team management, advice and technical management to support the delivery of the Caranua strategic and operational objectives and ensure the effective management of the Administration and Corporate Services functions.

### **Main tasks and responsibilities**

- Human Resources Management & Support
  - Providing HR leadership to support organisational change and development whilst delivering a comprehensive and professional service to management and employees
  - Support the CEO and senior management with the development and implementation of a work force plan in relation to wind-down of the operations of Caranua
  - Acting as point of contact for staff on all HR related issues, providing timely and effective guidance and support

- Support, advise and mentor managers on the interpretation and implementation of HR policies, procedures and systems across a wide range of HR areas including: performance management, recruitment, termination and contract expiry
  - Manage the adherence to HR policies at a team and function level across the organisation
  - Drive best practice approaches in recruitment, performance management, learning and development which create an environment where employees contribute to the best of their ability
  - Process, verify and maintain documentation relating to HR activities such as workforce planning, statutory leave, training and performance evaluations as appropriate
  - Update and maintain the HR systems to optimise data accuracy and effectiveness where necessary
  - Provide support in all aspects of administration concerning contract management, absence management, probationary periods and any other HR management processes
  - Review, maintenance and development of policies and procedures in line with best practice and current legislation
  - Generate all Departmental returns, necessary reports and statistics for management use internally and externally in an accurate and timely manner
  - Manage the weekly and bi-weekly payroll through the outsourced provider.
  - Delivery of specified in-house training courses and supporting the Management Team in the design and delivery (where needed) of training events.
- Management of Administrative Function
    - Manage and support the Administration team (call line, facilities, corporate services, general administration) in line with the achievement of strategic and operational goals.
    - Working with the Administration team to plan and organise work tasks to ensure efficient delivery of work.
    - Manage and conduct bi-weekly operational team meetings.
    - Providing supervision and support to all staff in the Administration team.
    - Promoting a positive, open, friendly and professional working environment.
    - Co-ordinating and assisting in the compilation of data and preparation of management reports.
    - Submitting reports as required and maintaining appropriate records of meetings and activities.
    - Providing administration support to CEO and senior management team as required.

- Management of IT and Facilities
  - Oversees overall IT activities and ensures integrity and confidentiality of IT systems and records (e.g., computers, systems and application software)
  - Liaise with external bodies regarding facilities for the organisation, maintaining an office environment that is pleasant, safe and keeping with best practice on staff health, safety and welfare.
  - Oversees the property maintenance and security function, including the acquisition/maintenance of fixed assets
  - Administer procurement process for contract arrangements and service level agreements between Caranua and other third parties, and ensure Caranua meets its ongoing contractual requirements
  
- Any other tasks as requested by CEO

## **PERSON SPECIFICATION**

To be considered for this post, candidates must have:

- Relevant third level HR or equivalent qualification
- Minimum of three years relevant senior HR experience.
- Minimum of two years' experience of leading and motivating a team, driving outputs and productivity.
- In depth working knowledge of employment law issues and proven experience in the management of ER issues.
- Experience of managing and delivering projects of significant impact.
- Excellent analytical skills and proven problem-solving ability.
- Excellent report writing skills
- Excellent interpersonal and communications skills

In addition, the ideal candidate will have:

- CIPD or equivalent qualification
- An understanding of Public Sector HR rules and regulations
- Experience working with the challenges associated with wind-down of an organisation
- A working knowledge of the design and optimum utilisation of HR information systems

- The ability to engage with employees and understand their needs
- Proven planning and organisation skills
- A proven track record of displaying integrity and professionalism
- A history of working with others in a collaborative and solutions focused manner
- Budget management experience

**Key Competencies for effective performance as Head of Corporate Services**



Please click [HERE](#) for further details on Higher Executive Officer competencies.



## CONDITIONS OF SERVICE

### CONTRACT ARRANGEMENTS

This position will be offered on a fixed term contract basis (9 months duration).

### SALARY

The salary for this post is the standard Higher Executive Officer scale

€48,028 €49,432 €50,832 €52,233 €53,638 €55,040 €56,441 €58,466<sup>1</sup>, €60,486<sup>2</sup>

(1) After 3 years' satisfactory service at the maximum.

(2) After 6 years' satisfactory service at the maximum.

### STARTING SALARY AND PAYMENT ARRANGEMENTS

Candidates should note that entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Increments may be awarded annually subject to satisfactory performance. Different pay and conditions may apply, if, immediately prior to appointment the appointee is:

- (a) already a serving Civil Servant who is paying Class B rate of PRSI, or
- (b) serving in an unestablished capacity in the civil service and has had continuous service in that capacity since 5 April 1995, or
- (c) serving elsewhere in the public sector in a position in respect of which he or she is paying the Class B, C or D rate of PRSI contribution.

Payment will be made fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of the staff members choice. Payment cannot be made until a bank account number and bank sort code has been supplied to Caranua. Statutory deductions from salary will be made as appropriate.

A staff member appointed to the post of Head of Communications and Engagement will agree that any overpayment of salary or of travel and subsistence may be deducted from future salary payments due in accordance with the Payment of Wages Act 1991. In accordance with that Act, Caranua will advise the staff member in writing of the amount and details of such overpayment and give at least one week's notice of the deduction to take place and will

deduct the overpayment, at an amount that is fair and reasonable having regard to all the circumstances, within six months of such notice in accordance with the Act.

You will be required to pay to Caranua any fees or other monies (other than salary) payable to or received by you by virtue of your post or in respect of services, which you are required by or under any enactment to perform.

### **LOCATION**

The place of work for the Head of Communications and Engagement will be based in Dublin 1. Caranua reserves the right, at its discretion, to change working location within reason.

### **WORKING WEEK**

The successful candidate will work a 37.5 hour working week. However, additional hours may from time to time be reasonably required to meet the requirements of the position.

### **ANNUAL LEAVE**

The annual leave allowance for this post will be 29 working days per annum (on a pro rata basis) to be taken at a time or times convenient to Caranua.

### **THE ORGANISATION OF WORKING TIME ACT 1997**

The terms of the Organisation of Working Time Act, 1997 will apply, where appropriate, to this appointment.

### **SICK LEAVE**

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of relevant sick leave circulars.

### **SUPERANNUATION AND RETIREMENT**

The appointee will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details

of the Scheme are at <http://www.per.gov.ie/pensions>

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

### **Pensionable Age**

The minimum age at which pension is payable is 66 (rising to 67 & 68 in line with State Pension age changes).

### **Retirement Age**

Scheme members must retire at the age of 70.

### **Pension Abatement**

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

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), Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular Letter LG (P) 06/2013 which, as indicated above, renders a person ineligible for the competition) the entitlement to 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.

### **Ill-Health Retirement**

For an individual who 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.

### **Pension treatment of existing public servants**

While the default pension terms, as set out in the preceding paragraphs, consist of Single

Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However, the key exception case (in the context of this competition and generally) is that **a successful candidate who has worked in a pensionable (non- single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.** In this case such a candidate would instead, where applicable, be offered membership of the Pension Scheme for Established Civil Servants and its associated Spouses' and Children's Pension Scheme. This would mean that the abatement provisions above would apply, and in addition there are implications in respect of pension accrual as outlined below:

### **Pension Accrual**

The Public Service Pensions (Single Scheme and other Provisions) Act 2012 introduced a 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme.

### **Pension-Related Deduction**

The appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009.

### **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 cannot apply while the above restrictions continue in force.

### **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 while the above restrictions apply.

### **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.

### **Declaration**

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.

### **OTHER CONDITIONS OF EMPLOYMENT**

Further information on the conditions of employment will be outlined in the contract of employment for the successful candidate.

### **DATA PROTECTION**

All personal information provided will be stored securely by Caranua and will be used for the purposes of the recruitment process. Your Curriculum Vitae and cover letter will be retained for a

period of 12 months, and in the case of a successful candidate, for the duration of the employment and a minimum of one year thereafter. The information will be made available to the shortlisting/ interview panel. You may, at any time, make a request for access to the information held about you as outlined. Should you wish to make any changes, or erasures to any of the information stored about you, please contact the Head of Administration and HR.

## **HOW TO APPLY**

Applications with cover letter (maximum one page) and CV should be sent to: [recruitment@caranua.ie](mailto:recruitment@caranua.ie)

Please note this role may also be offered on a secondment basis.

## **Closing Date**

Deadline for application: **Wednesday, 19 December 2018**. Applications will not be accepted after the closing date.

An acknowledgement email will be issued for all applications received. If you do not receive acknowledgement of your application within 2 working days of submission, please contact the administrative team by email ([info@caranua.ie](mailto:info@caranua.ie)) to ensure your application has been received.

Please note that interviews are expected to take place on Monday, 7 January 2019.

## **Selection Process**

The methods to be used to form panels from which candidates may be selected for posts will include **some or all** of the following elements:

- Short-listing of candidates on the basis of the information contained within his/her application;
- Preliminary Interview to reduce the numbers of candidates to a more manageable number for the main interview board
- An interview based on the essential competencies and experience required for the post that may include a presentation.

During any short-listing exercise that may be employed, a board will examine the applications and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interests to provide a detailed and accurate account of your qualifications and experience within the application.

A board or boards will be set up to conduct any interviews. All interviews will take place in Dublin. The onus is on all applicants to make themselves available on the date(s) specified by Caranua and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the contact details specified. Caranua will not be responsible for any expenses incurred by candidates.