

PERSONAL INJURIES ASSESSMENT BOARD

Assistant Principal – Assessor

Operations/Business Support Services

PIAB has an immediate vacancy for an Assessor graded at Assistant Principal level. PIAB intend forming a panel of suitable qualified candidates during this selection process of Assistant Principal. The panel will be ranked in order of merit following interview and further temporary and permanent positions graded at Assistant Principal Officer will be drawn from this panel which will remain active for one year from inception

The Personal Injuries Assessment Board (PIAB) was established in 2003 to deliver compensation to claimants without the need for legal proceedings. The Board is an independent State body that makes statutory personal injury awards in respect of motor, employer and public liability accidents.

A self-funded entity, PIAB assesses claims for compensation without the need for many of the costs and fees usually associated with personal injury claims.

The Board has facilitated the removal of personal injury claims from the litigation system and has delivered direct and indirect savings of over €1bn to the economy. Awards continue to be delivered faster and more cost effectively than under the litigation system.

Further details are available on the Boards website www.injuriesboard.ie

The mission statement of the Board is to be the independent facilitator in the delivery of compensation entitlements in a fair, prompt and transparent manner for the benefit of society

To achieve the mission statement, PIAB will deliver the following Strategic Objectives:

- Continue to provide a low cost, fair and independent system for the assessment of personal injury claims on a non-adversarial basis, and ensure our awards reflect any changes to how damages are assessed or calculated by the Courts
- Highlight the increased usage of the Board's model as the optimal method of resolving personal injury claims where both claimants and respondents see that

our non-adversarial model will deliver awards in line with other channels. Ensure that claimants and respondents are fully informed on how to use the system and are aware of the benefits of using it

- Provide an excellent service to all our customers including through the development of innovative service delivery options focusing on greater use of digital technology
- Enhance our operational capability to address the changing needs of the organisation by investing in and supporting our staff to further enhance individual and collective capacity, ensure the highest standards of corporate governance are in place and ensure that appropriate structures, processes and technologies are in place to support the delivery of our Strategy, Mission and Objectives
- Actively support and engage with policymakers and stakeholders through the publication of aggregated data and analysis which can help identify trends in injury assessment or awards or which identifies issues in the claims resolution environment which can be improved or developed. By publishing relevant data contribute to improvements in the area of health and safety in the road, workplace or public place environments

The values which will guide the behaviour of all in delivering these objectives are

Collaboration – we encourage an environment of comraderie, co-operation and shared learning within and between teams to achieve our shared objectives

Respect – we embrace diversity and champion a culture of courtesy, empathy, dignity and belief in each other

Openness – we strive for an environment which promotes positive, clear and timely communications with each other

Integrity – we lead by example, and expect each other to be accountable for our own behaviour and operate with fairness and honesty



The role of the Assistant Principal is multifunctional and is involved in:

- Case Management
- People Management
- Statutory functions as provided for in the PIAB Act
- Training and coaching
- Participation in Cross Functional Teams for projects

Job Description:

- Provide timely and accurate assessments of general and special damages in personal injury compensation cases subject to statutory provisions.
- The ability to identify and handle complex cases to conclusion.
- Flexibility to respond to variations in caseloads giving evolving nature of operating environment.
- To create a positive ethos and constructive working relationships among the team.
- Liaison with a range of stakeholders on behalf of the Board.
- Present to various interested parties/stakeholders on the role, function and performance of the Board.
- Contribute to development of and implementation of assessment strategy.
- Interaction with Dept. of Social Protection, Revenue Commissioners, Actuarial experts and Independent Medical Panel to ensure assessments made in consistent and fair manner.
- Liaison with the Board's Service Centre, Medical Panel and other experts.
- Deliver quality assurance programme.
- Implement and measure customer service standards including complaints procedures.
- Direct, motivate and coach team.
- Any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or member of the EMT

Key skills:

- Significant experience in Personal Injury assessment, relevant legislation and medical interpretation

- In-depth and comprehensive practical knowledge of the Personal Injuries Assessment Board Act 2003 and other relevant legislation.
- Thorough understanding of the overall personal injuries claims and court awards systems
- Comprehensive knowledge of the compilation of personal injury claims in relation to general damages and special damages
- Detailed understanding of medical terminology to interpret medical reports and the necessity for further examination, specialist/diagnostic, or otherwise
- Ability to lead, manage and motivate staff and work successfully within a team to deliver targets and deadlines with a focus on quality of work, speed of execution and results;
- Proven project management skills and capability gained in a customer focused environment
- Ability to bring experience/expertise from previous projects and organisations to bear on existing issues
- A proven ability to build and maintain a network of contacts and develop key business relationships with internal partners and external clients/customers
- Excellent planning, organisational and analytical/interpretative skills
- Excellent communication, interpersonal and people management skills
- Ability to serve effectively as a team member
- Appropriate numerical and computer skills.

Person Specification

- A minimum 8 years personal injury claims handling experience is desired
- Have the requisite knowledge and ability to be able to discharge all the functions of the position
- Have the ability to deliver results within strict deadlines while maintaining a focus on quality of work.
- Have the ability to bring experience/expertise from previous projects to bear on existing issues;
- Have excellent planning, organisational and analytical/interpretative skills;
- Have excellent communication, interpersonal and people management skills.
- Have appropriate numerical and computer skills
- Demonstrable experience as required for the grade of Assistant Principal as detailed in Appendix 1
- Be in a state of health as would reasonably indicate a prospect of an ability to provide a regular and efficient service

The above Job Detail is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Particulars of Office

Duration

The appointment is to a full-time, permanent established position.

Pay

Entry will be at the minimum of the Assistant Principal Standard Salary Scale. The salary scale for the position (rates effective from 1st October 2018) is as follows:

Personal Pension Contribution Pay Scale (for those appointed on or after 6 April 1995):

Assistant Principal (AP)	Point 1	Point 2	Point 3	Point 4	Point 5	Point 6 MAX	LSI 1	LSI2
1 st September 2019	€67,659	€70,104	€72,536	€74,976	€77,412	€78,815	€81,274	€83,740

This rate will apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 or is newly recruited to the Civil or Public Service and is required to make a personal pension contribution.

Long service increments may be payable after 3 (LSI-1) and 6 (LSI-2) years satisfactory service at the maximum of the scale (point 6).

Increments are normally awarded annually subject to satisfactory performance; however, payment of increments and or the rate of remuneration may be adjusted from time to time in line with Government pay policy, currently the Public Service Stability Agreement is in place.

Different terms and conditions may apply if immediately before appointment you are a currently serving civil/public servant.

Tenure

In the event of appointment to a permanent or temporary position with the Board the appointee must serve a probationary period, which normally will last for six months. If at any time during this period it appears that the appointee would not be suitable for final appointment the probation will be terminated.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes gross or 37 hours net of lunch breaks per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations.

Annual Leave

The annual leave allowance for the position of Assistant Principal will be 30 working days a year. This allowance, which is subject to the usual conditions regarding the granting of annual leave is on the basis of a five day week and is exclusive of the usual public holidays.

Business Travel

When absent from home and headquarters on duty appropriate travelling expenses and subsistence allowances will be paid subject to the normal Civil Service regulations.

Pension Entitlements

The successful candidate will be offered the appropriate pension terms and conditions as prevailing in the Authority at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Candidates will be notified of which scheme will apply to them, at the time of being offered an appointment.

The Single Scheme, as provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, came into effect on 1 January 2013. From that date onwards, new public servants will be members of the Single Scheme, which will provide CPI-linked defined-benefit pensions based on career-average pay. The Scheme's minimum pension age will be linked to the State Pension age (66 years initially, rising to 67 in 2021 and 68 in 2028). Retirement for most members will be compulsory on reaching age 70.

Duties

The successful candidate will be required to perform any duties appropriate to the position which may be assigned from time to time.

Headquarters

The PIAB is based in Tallaght, Dublin 24.

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 the sick leave circulars generally applicable to the civil service.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the- PIAB.

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

COMPETITION PROCESS

How to Apply

Interested applicants should forward a completed application form to careers@injuriesboard.ie on or before 12 noon on **Friday 20th September 2019** with ‘**PIAB Assessor**’ in the subject description. Please note that depending on the number of applications received, PIAB proposes that the completed application form will be used to shortlist candidates to be invited to attend psychometric testing and interview. PIAB is an equal opportunities employer. Applications would be particularly welcome from people with disabilities who meet the job requirements.

Applications will not be accepted after the closing date.

Selection Methods

Selection Methods

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| Stage One | Competency Based Application Form |
| Stage Two | Shortlisted candidates following review of application forms will be invited to attend Psychometric testing and first round competency based interview |
| Stage Three | Candidates recommended for progression from Stage Two will be invited to complete the assessment of damages on a number of sample cases and attend a second competency based interview |
| Stage Four | Reference and Medical. Candidates will be in a state of health as would reasonably indicate a prospect of an ability to provide a regular and efficient service on the date of commencement in their role. |

Selection Methods

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, it may be decided that only shortlisted candidates will be called to interview. An expert board will examine the application forms against a 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 on the application form.**

Confidentiality

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

Other important information

Prior to recommending any candidate for appointment to this position the PIAB 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 the Board 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.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview when and where required by PIAB, or who do not, when requested, furnish such evidence as the PIAB require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Appendix 1

ASSISTANT PRINCIPAL LEVEL	
Leadership	
<ul style="list-style-type: none">• Actively contributes to the development of the strategies and policies of the Board• Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise• Leads and maximises the contribution of the team as a whole• Clearly defines objectives and goals and delegates effectively, encouraging ownership and responsibility for tasks• Develops the 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 & Decision Making	
<ul style="list-style-type: none">• Researches issues thoroughly, consulting appropriately to gather all information needed on an issue• Understands complex issues quickly, accurately absorbing and evaluating 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 & Delivery of Results	
<ul style="list-style-type: none">• 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 division• Looks critically at issues to see how things can be done better• Ensures controls and performance measures are in place to deliver efficient and high value services• Effectively manages multiple projects	
Interpersonal & Communication Skills	
<ul style="list-style-type: none">• Presents information in a confident, logical and convincing manner• Encourages open and constructive discussions around work issues• Promotes teamwork within the section, but also works effectively on projects across• Maintains poise and control when working to influence others• Instills a strong focus on Customer Service in his/her area	

<ul style="list-style-type: none"> • Develops and maintains a network of contacts to facilitate problem solving or information sharing • Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system
Drive and Commitment
<ul style="list-style-type: none"> • Is self-motivated and shows a desire to continuously perform at a high level • Is personally honest and trustworthy and can be relied upon • Ensures the citizen is at the heart of all services provided • Through leading by example, fosters the highest standards of ethics and integrity
Specialist Knowledge, Expertise and Self Development
<ul style="list-style-type: none"> • Has a clear understanding of the roles objectives and targets of self and the team and how they fit into the work of the organisation • Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities • Is considered an expert by stakeholders in own field/ area • Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role