

INJURIES RESOLUTION BOARD

BORD UM RÉITEACH DÍOBHÁLACHA PEARSANTA
PERSONAL INJURIES RESOLUTION BOARD

Lead with Impact!

Shape Claims Resolution Excellence
as our Contracts & Claims Manager
– Assistant Principal Higher



Send your complete application to:

careers@injuries.ie

Title of Position: Claims & Contracts Manager

Grade: Assistant Principal Higher

Starting Salary: €88,547

Reporting to: Operations Manager

Employer: Injuries Resolution Board

Tenure: Full-time, Permanent Position

Location: Tallaght, Dublin 24, Blended working may be applied

Close date for receipt of applications – 12noon, Monday 14th July 2025

Completed applications which include a complete Key Achievements Form, Cover Letter and CV are to be emailed to careers@injuries.ie

The Injuries Resolution Board (formally PIAB) is an independent State body established to support the fair, prompt, and transparent resolution of personal injuries claims without the need for unnecessary litigation. Through our impartial and independent Assessment and Mediation services we resolve claims in respect of personal injuries suffered by people in motor, workplace, public liability accidents. The Board also now deal with injury claims relating to the Garda Síochána (Compensation) Act 2022. Approximately 20,000 - 30,000 claim applications are made to the Board every year.

The Board is a self-funded organisation, uses the same Guidelines as the Courts to determine compensation, we are impartial, independent and non-adversarial and significantly faster than litigation benefiting claimants, respondents and society. The Injuries Resolution Board is also a key pillar in contributing to insurance reform in addition to providing mediation and assessment services, the Board also conducts and commissions research on personal injuries to help contribute to prevention, education, reform and greater transparency in this area.

Insurance reform is a key priority for the government and the Board are currently embarking on a significant change and transformation programme to enable more claims to be resolved.

Role Description:

Injuries Resolution Board is seeking to appoint a Claims & Contracts Manager to play a key leadership role in overseeing the delivery of independent medical and associated professional services that support the effective resolution of claims. In addition to managing these critical external services, the successful candidate will be responsible for leading and developing a team of Claim Handlers and Assessors, ensuring high standards of performance, collaboration, and service delivery.

This position reports directly to an Operations Manager and forms part of Injuries Resolution Board's senior management team, contributing to the strategic direction and operational excellence of our resolution services.

Role Context

This position plays a pivotal role in the successful delivery of our resolution services—particularly in the assessment of compensation claims. For the majority of applications submitted to the Board, an independent medical assessment is essential to ensure we have a comprehensive and objective understanding of each claimant's injuries and projected recovery timeline.

To facilitate this, we work with a national panel of independent medical experts. Each year, Injuries Resolution Board coordinates over 15,000 medical assessments and invests approximately €8 million in procuring high-quality medical reports and related professional evaluations, including those from occupational therapists and actuaries.

Maintaining a robust and reliable panel of experts is critical to the integrity and efficiency of our services. We are committed to ensuring that all reports meet the highest standards of accuracy, clarity, and timeliness. This role is central to achieving that goal.

Overall purpose of the role

- Planning for the delivery of medical and other services to ensure sufficient supply of medical practitioners and appointments to allow the Board to assess claims in a timely manner.
- Monitor and manage performance of medical practitioners and other service areas to ensure delivery of high quality and timely independent reports maximising our impact on the resolution of personal injury claims while also providing high levels of customer satisfaction.
- Lead strategic interventions across the organisation to help promote and improve our medical panel services
- Lead on business planning for your function and be responsible for delivery of all business plan targets, commitments and strategic programmes.
- Manage relationships with key stakeholders including but not limited to members of the independent medical panel & Professional Medical Bodies

The main duties will include:

To lead and oversee the effective delivery of independent medical and associated professional services, ensuring high standards of quality, timeliness, and consistency in support of the organisation's assessment and resolution processes.

- Review and enhance all aspects of the external medical panel to include recruitment, diary management, capacity planning, SLA management and reporting and panel engagement strategy.
- Develop robust annual business plans for the service and manage implementation, monitor and resolve issues, escalate areas of concern and potential barriers to the Chief Operations Officer (COO), CEO and Board of Management.
- Lead the capacity building efforts of Injuries Resolution Board in the medical panel area, including but not limited to the ongoing development of a training & engagement frameworks and programmes for independent medical practitioners.

- Manage Injuries Resolution Board's panel of external medical practitioners including management of the onboarding process and the Service Level Agreement.
- Scope internal and external resourcing requirements to support delivery.
- Ensure appropriate infrastructure is in place to deliver service, such as ICT systems.
- Develop appropriate management reporting and records management systems, and appropriate key performance indicators to support management and review of the service.
- Build relationships and networks with other organisations that use similar services to enhance service design and Injuries Resolution Boards learning.
- Ensure the independent panel deliver a quality service that's impartial, timely and effective, this includes establishing and monitoring agreed SLA's, and developing quality frameworks to look at average time frames, report quality etc.
- Managing the external panel including monitoring adherence to Service Level Agreement, reviewing costs and delivery and managing the renewal of the Panel.

Senior Leadership and People Management of a Claims Handling & Assessment Team

- Provide strong leadership and support to your team, ensuring delivery against clear targets, fostering collaboration across the organisation and with external stakeholders, and driving a culture of continuous improvement.
- Preparation and monitoring of annual business plan and budgets for your area, procurement, data management and analysis, the rollout of corporate initiatives (such as customer care, new policies, etc.).
- Leading/contributing to change programmes aimed at enhancing organisation and process improvements.

- Ensuring a robust governance, risk and control framework, including adequate quality control, through appropriate and adequate assurance mechanisms.
- Managing other external service providers as required.
- Keeping abreast of current legislation and other developments in your area through networking, formal events and personal learning.
- Undertaking other duties as required by Injuries Resolution Board from time to time.

Knowledge and Experience

Essential Requirements

- Proven ability to lead and manage a high-volume casework operation, ensuring efficient processes and consistently high standards of quality and performance
- Have significant management experience, including leading teams and managing resources at an appropriate scale and senior level.
- Have significant experience of some or all of the following: project management, managing budgets and strategic management
- Demonstrated ability to lead and oversee the delivery of complex professional services (e.g. medical or legal), ensuring high standards of quality, timeliness, and consistency.
- Experience in managing external panels or professional networks, including recruitment, performance monitoring, engagement strategies, and adherence to service-level agreements (SLAs).
- Ability to develop and implement business plans, manage capacity planning, address risks and issues, and provide strategic updates to senior leadership (Chief Operations Officer, CEO, Board).
- Experience in developing and managing performance metrics, reporting frameworks, ICT systems, and resource planning to support efficient service delivery.
- Experience of influencing and engaging with senior stakeholders
- Knowledge of the role of Injuries Resolution Board and an understanding of the insurance, personal injuries claim environments

Desirable

- **Experience of working at a senior management level** in an area relevant to this role, such as senior operations or senior management in a regulatory, administrative justice, or legal setting.
- **Familiarity with, or capacity to quickly acquire, a clear understanding** of the Injury Resolution Board's services and responsibilities, the challenges the Board faces, and current policy issues and trends in the personal injuries and insurance environment.
- A level 8 degree or equivalent in a relevant discipline

Skills and Behaviours

- Strong leadership and people management skills
- Excellent project management skills
- Strong oral and written communication skills and interpersonal skills
- Strong supplier management skills
- Ability to interpret and analyse complex information from a wide variety of sources
- Ability to build and sustain strategic relationships with diverse stakeholders both pro-actively and as opportunities arise

Core Competency areas

- Leadership
- Critical Analysis and Decision Making
- Managing and Delivering Results
- Interpersonal and Communication Skills
- Specialist knowledge, expertise and self-development
- Drive and commitment to Public Service Values

Please see Appendix 1 for further information on these competencies.

Why work with us?

- Competitive salary, with yearly increments for satisfactory performance
- Public Sector pension
- 30 days of annual leave per year
- Flexible working, with a commitment to work-life balance and a family-friendly workplace
- Learning and development opportunities
- Paid Maternity Leave
- Paid Paternity Leave
- Paid Sick Leave
- 24/7 Employee Assistance Programme
- Wellness events, talks & supports.
- People-focused policies to support all life stages.
- Secure on-site bicycle parking & Cycle to Work Scheme
- Tax Saver Travel Pass
- The offices are also on the Red Luas line and many Dublin Bus Routes
- Injuries Resolution Board have a Blended Working guidelines in place and successful candidates will be able to apply for Blended working.

The Injuries Resolution Board appreciate the value that diversity brings, and we are committed to championing an inclusive and diverse workforce that reflects modern Ireland and the people we serve. We strive to create a culture where all staff have equal access to opportunity and feel comfortable and confident to be themselves at work. That is why we actively welcome applications from people from all backgrounds, and do not discriminate based on gender, age, race, religion, marital status, sexual orientation, disability, membership of the Travelling community, or family status. The Injuries Resolution Board is committed to having an inclusive workplace where every employee feels they belong. Reasonable accommodations will be provided to candidates, if required during the recruitment process. To discuss and request reasonable accommodations in confidence please contact Injuries Resolution Board Disability Liaison Officer ian.head@injuries.ie

Citizenship Requirements

Eligible candidates must be:

- A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein, and Norway; or
- A citizen of the United Kingdom (UK); or
- A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- A non-EEA citizen who has a stamp 4 visa, or
- 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
- 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 the UK or Switzerland and has a stamp 4 visa.

To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.

Specific candidate criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned; and if successful, they will not be appointed to the post unless they: agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.
- Be fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Terms & Conditions

Tenure

The Claims and Contract Manager is a full-time position. The appointment is on a permanent basis as a public servant, subject to satisfactory completion of the probationary period.

Salary scale

Starting pay will be at the first point of the Assistant Principal Higher Scale unless pay on promotion rules apply.

Scale from 1st March 2025

Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	LSI 1	LSI 2
€88,547	€91,914	€95,291	€98,667	€102,040	€104,012	€107,358	€110,715

This scale applies to new entrants and will also apply to existing civil or public servants appointed on or after 6th April 1995 and is required to make a personal pension contribution.

Blended Working

Candidates will be able to apply for Blended Working arrangements. Staff are required to work on-site at the Injuries Resolution Board's office in Tallaght, Dublin 24 for a minimum of 60% of their working week. This includes two designated anchor days each week, when full team attendance in the office is mandatory.

Annual Leave

The annual leave allowance for the position will be 30 days per annum. This allowance is subject to the usual conditions regarding the granting of annual leave in the public sector, is based on a five-day week and is exclusive of Ireland statutory public holidays.

Hours

Hours of attendance will be as fixed from time to time but will amount to not less than 35 hours excluding lunch (over a five-day 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. The rate of remuneration payable covers any extra attendance that may arise from time to time.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in Injuries Resolution Board 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 www.singlepensionscheme.gov.ie.

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

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

- Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66.
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI.

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 Public Service Sick Leave Scheme.

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

The above Job Specification 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.

The Selection Process

How to Apply

Applications must be made by email to careers@injuries.ie , attaching a single document with the following three elements included:

1. A short cover letter/ personal statement (i.e., no more than 2 pages) outlining why you wish to be considered for the post of Claims and Contract Manager and where you believe your skills, experience and values meet the requirements of the position.
2. A comprehensive CV, including an organisational chart (See CV Guidance Note Appendix 2)
3. A completed 'Key Achievements Form'

Close Date 12noon, Monday, 14th July 2025

The selection process may include any or all the following:

- Shortlisting of candidates, on the basis of the information contained in their application.
- A competitive preliminary interview, the indicate date for which is week commencing 11th August 2025
- A second competitive interview which may include a presentation.
- Medical to determine any person holding the office is fully competent and capable of undertaking the duties attached to the office and is in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.
- Reference Check

Shortlisting

The number of applications received for a position generally exceeds that required to fill 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, we may decide that a smaller number will be called to the next stage of the selection process. In this respect, a shortlisting process to select a group, based on an examination of the candidates application (Curriculum Vitae, Key Achievements Form, Cover Letter) that appear to be the most suitable for the position will be utilised.

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. An expert panel will examine the Curriculum Vitae against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position.

It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

Deeming of candidature to be withdrawn

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

Equity, Diversion & Inclusion

Injuries Resolution Board are an equal opportunities employer and strive to create a work environment which is equitable, diverse and inclusive. We aim to increase the recruitment and retention of persons with disabilities, supporting employees to feel comfortable sharing their disability status. If you would like to talk about your candidature and any accommodations that may be of benefit during the recruitment process please contact Injuries Resolution Board's Access Officer Ian Head at ian.head@injuries.ie or their Human Resources Manager riona.hegarty@injuries.ie

Confidentiality

Candidate confidentiality will be respected at all stages of the recruitment process. All personal information provided on this application form will be stored securely by Injuries Resolution Board and will be used solely for the purposes of processing your candidature.

Personal data of prospective candidates and current employees (full-time, part-time, contract and agency) is processed on the basis that it is required for Injuries Resolution Board's compliance with legislation (e.g., employment legislation).

Expenses

Injuries Resolution Board will not be responsible for any expense, including travelling expenses, candidates may incur in connection with this competition.

Canvassing

Canvassing is prohibited and will result in disqualification from the competition.

Data Protection – Recruitment Process

Personal data is collected and processed as part of the recruitment process. This section sets out the information under the following headings:

- Personal data collected.
- Lawful basis for processing personal data.
- How your information may be shared.
- How long your information may be stored.
- Your data protection rights.

Personal Data Collection

Injuries Resolution Board collects personal data from prospective candidates as part of the recruitment process. In meeting its data protection obligations, Injuries Resolution Board are committed to being accountable and transparent about how it gathers and processes this information.

The General Data Protection Regulation (GDPR) defines ‘personal data’ as meaning any information relating to an identified or identifiable living individual. It defines categories of ‘personal data’ as being name, address, date of birth, etc. The GDPR also sets out ‘special categories of personal data’ for more sensitive information that include, for example, health data.

Lawful Basis for Processing Personal Data Consent

Injuries Resolution Board processes personal data provided by you in your Curriculum Vitae during the recruitment process on the lawful basis of consent. Your consent is required in order to process any personal data provided in the application for the specific purpose of progressing an application through the recruitment process. Consent will be lawfully assumed upon commencement of the application process.

Contractual

In the case of a successful candidate, personal data provided during the recruitment process may form the basis of the contract of employment.

How Your Information May Be Shared

Your information may be shared with other parties as part of the recruitment process. Where this occurs, information is shared by necessity and in confidence.

How Long Your Information May Be Stored

IAB has a Data Policy that it applies to all information it stores. This policy is updated on an ongoing basis to keep pace with all relevant legislative changes.

Unsuccessful Candidates

For those individuals who have been unsuccessful in the recruitment process, all information provided to Injuries Resolution Board will be retained for a period of no more than 12 months. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

Successful Candidates

For those individuals who have been successful in the recruitment process, all information provided to the Injuries Resolution Board will be placed on your employee file. It will be retained during your employment with the organisation and for an appropriate period thereafter. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

Candidates 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

Your Data Protection Rights

You have rights in relation to personal data collected, processed, and stored by the Injuries Resolution Board. Further information is available on our website under the heading 'Data Protection and Access Requests'. This section outlines what your data protection rights are and how to make a Data Subject Access Request to Injuries Resolution Board .

If you have any questions or would like to make a Data Subject Access Request, you may contact the Data Protection Officer at Injuries Resolution Board . The contact details are as follows:

By Post

Data Protection Officer
Grain House
Exchange Hall
Tallaght
Dublin 24

By Email

dataprotection@injuries.ie

Confidentiality

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

Candidates 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

Appendix 1

The successful candidate selected for the Assistant Principal Higher role will be required to show evidence of the following competencies:



Leadership

- 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
-

Critical Analysis & Decision Making

- 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

- 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
-

Building Relationships and Communication

- 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
 - 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

- 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

- 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 Injuries Resolution Board and Insurance issues and is sensitive to wider sectoral and organisational priorities
 - Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role
 -
-

Your CV should be no longer than **4 pages** in length and should clearly state your relevant achievements and experience in your career to date. A sample CV is attached below for reference. Please note this is only a guidance note and does not intend to prescribe what format is required.

An expert board will examine the CVs and assess them against the requirements of the position. It is therefore in your own interest to ensure your CV clearly and accurately reflects **your track record of achievement in areas such as people, change and budget management** as well as your track record in **delivering on key strategic projects**.

Your career history is best presented in reverse chronological order **so that the most recent roles appear first**. Please ensure you cover the last 10-15 years' work experience or last 3 or 4 roles in some level of detail depending on what you have done. For each position, please ensure you clearly indicate your **Management Level**, the **Budget** you were responsible for and the **Number of Staff** reporting to you. You are also asked to include an indication of your current or most recent **salary** package or level, to include, salary, bonus, benefits, allowances and any other entitlements you receive. Positions held more than 15 years ago require only a summary description.

Education Details: Please specify status of award if not complete. Should you come under consideration for appointment, you may be required to provide evidence of any qualifications awarded.

At the end you may want to briefly note other achievements that you feel may be relevant to the particular role, for example - other roles you may hold (e.g., Board Member); Key Presentations; Language Skills (including level of fluency); Industry/sectoral recognitions; Publications etc.

A short guidance note on presenting a current / recent Organisational chart is also included below.

Guidance Note on the Organisation Chart

We would appreciate it if you would forward a copy of an organisation chart indicating your current (or most recent) position within the Senior Management team in your organisation/company.

There is no fixed requirement here in terms of format, and we will accept whatever format is convenient for yourself (e.g. an existing published chart from your organisations website/annual report), but we would emphasise that the selection panel have requested this to help them understand **your level** within your current / most recent organisation and **your positioning relative to other senior managers**.

If you are within a complex organisational / business structure, please do your best to communicate your position within the reporting structure / Business / overall organisational structure.

If you do not have access to a corporate chart, you may find the template below useful. If you are independent or have not been part of an organisation recently, a chart is not necessary.

Sample Organisation Chart Template



Sample Curriculum Vitae Layout

Name:

Contact details: i.e.

Address,

Telephone (landline & mobile)

email address

Career History:

Current Position:	Job Title	Company	Dates: from-to	Salary
	<ul style="list-style-type: none">• Key Accountabilities• Key Achievements• Budget Responsibility• Number of Staff			

Previous Position 1:	Job Title	Company	Dates: from-to	Salary
	<ul style="list-style-type: none">• Key Accountabilities• Key Achievements• Budget Responsibility• Number of Staff			

Education Details:

Institution	Award (e.g., BA, MBA etc)	Subject	Year Awarded
.....

Other Training:

Subject	Training Body	Year Completed
.....

Professional Memberships etc:

Level of Membership	Professional Body / Association
.....

Additional Information:

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PERSONAL INJURIES RESOLUTION BOARD

CONTACT US



0818929121



@InjuriesRes



Injuries Resolution Board

For more information

www.injuries.ie

