

JOIN OUR TEAM

INJURIES
RESOLUTION
BOARD



BORD UM RÉITEACH DÍOBHÁLACHA PEARSANTA
PERSONAL INJURIES RESOLUTION BOARD

**We want to offer you
more than a job!**

We want to let you have an
impact delivering change and
making a difference to society.



Send your complete application to:

careers@injuries.ie

Grade: Clerical Officer

Reporting to: Higher Executive Officer


Employer: Injuries Resolution Board

Tenure: Full-time (35-hour week), Permanent Position

Location: Tallaght, Dublin 24 - Blended working (staff can apply to work two days remote per week)

Closing date for receipt of applications: Monday the 16th of December 2024

The purpose of this recruitment campaign is to form a panel for Injuries Resolution Board from which permanent posts may be filled at Clerical Officer Grade as vacancies arise for the next two years.



We want to offer you more than a job – we want to let you have an impact delivering change and making a difference to society. This role is a key support position, providing a comprehensive general administrative and clerical support within a team in the Injuries Resolution Board to a service that is making a difference.

Joining the Injuries Resolution Board means that you can contribute to resolving personal injury claims through a faster, more efficient service than traditional court processes. At the end of your working day you will know that your contribution has made a difference to both our customers and society. You will be part of a team that plays a key role in insurance reform and works to improve transparency in the personal injury sector through ongoing research and contributions to policy development.

At the Injuries Resolution Board we celebrate diversity we thrive on it for the benefit of our employees, we want to ensure that our workplace reflects diversity of the customers we serve. Employment and advancement in the Injuries Resolution Board is based solely on a person's merit.

What we do:

At the Injuries Resolution Board (formerly PIAB), we are committed to providing a fair, fast, and transparent solution for resolving personal injury claims, without the need for costly litigation. As an independent, self-funded State body, we handle claims related to motor accidents, workplace injuries, public liability incidents, and Garda compensation, with around 20,000 to 30,000 claims processed annually.

Our impartial and non-adversarial Assessment and Mediation services ensure quicker resolutions than traditional court processes, benefiting both claimants and respondents. We use the same compensation guidelines as the courts, but our streamlined approach means a faster, more efficient experience for everyone involved.

The Injuries Resolution Board plays a key role in insurance reform and works to improve transparency in the personal injury sector through ongoing research and contributions to policy development. Our transformation programme is designed to resolve even more claims efficiently, reducing insurance costs and improving fairness for all.

Working at the Injuries Resolution Board you will provide a fairer, faster, and more transparent way to resolve personal injury claims.

Further details are available on the Board's website www.injuries.ie

What's in it for me?

- More than a job – A chance to make a difference.
- More than a job - An opportunity to gain unique experience to advance your career wherever you aspire to go.
- More than a job - Our staff work both independently and as part of a team in a dynamic environment. We offer exciting opportunities to solution-orientated people whose values align with ours to help us continue to resolve personal injury claims through a faster, more efficient service.
- More than a job - We recognise the importance of investing in our staff and developing their skillsets both to their benefit and to the benefit of our overall capability as service providers, we provide excellent opportunities for personal and career development, as well as lifelong learning in leadership, management, and technical skills.
- More than a job - Opportunities to gain cross functional experience in different areas such as Assessment, Mediation, Finance, Communications, Research and ICT Services.

More reason's to work with us

- Blended Working – apply to work two days remotely per week
- 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
- Flexi time and flexi leave
- Car Parking on site
- Paid Maternity Leave
- Paid Paternity Leave
- Paid Sick Leave
- Pension schemes

The Role

Clerical Officers are an integral part of the Injuries Resolution Board, making a meaningful difference in the lives of individuals seeking justice and contributing to the organisation's mission of providing fair and efficient resolution of personal injury claims.

The Clerical Officers role will include general clerical, administrative and customer service duties which may include but are not limited to:

- Processing information and data entry in accordance with Injuries Resolution Board policies and procedures.
- Carrying out a range of administrative tasks including management of incoming and outgoing post.
- Use of Word, Excel, Outlook, MS Teams and Injuries Resolution Board bespoke systems.
- Approaching work in a careful and methodical manner, always displaying accuracy, even when conducting routine and repetitive work.
- Maintaining high-quality records in a thorough and organised manner.
- Flexibility to respond to variations in workload.
- Contribute as part of a team to the development of and implementation of team goals and organisational strategic plans.
- Any other duties as are within the scope, spirit and purpose of the job as requested.

Note: This job description should be regarded as an outline of the major areas of accountability at Clerical Officer Level at the present time and will be reviewed and assessed on an ongoing basis.

Key skills:

Person Specification

Essential

- An ability to prioritise and effectively manage workload as well as being flexible with changing priorities.
- Ability to work to deadlines in a time bound environment.
- Strong attention to detail & accuracy, with a focus on high quality outputs.
- Competent written and verbal communication skills.
- An ability to provide excellent customer service to both internal and external customers, including an ability to deal sensitively with others and to maintain confidentiality and protect personal data.
- Experience in adhering to and compliance with processes and procedures.
- A commitment to The Injuries Resolution Board's values and demonstrated high standards of personal integrity.
- IT literacy including Microsoft suite familiarity.
- Willing to share ideas and information with people, with the purpose of achieving a particular result.
- An ability to work on their own initiative and as part of a team.
- A commitment to the delivery of quality public service.

Desirable

- Relevant post leaving cert qualification or 12 months experience in a related role.
- Understanding of or experience in a role that involved any of the following claim's handling, insurance, high volume case management or an administrative justice or quasi-judicial body and/ or a relevant third level qualification in a related area.

Competencies for the Role

- Delivery of Results
- Teamwork
- Information Management and Processing
- Customer Service and communication skills
- Drive & Commitment to Public Service Values

Please see Appendix 1 for further information on these competencies.

At the Injuries Resolution Board we 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 the Board's Disability Access Officer ian.head@injuries.ie.

Eligibility to Compete:

Candidates must, by the date of any job offer, be:

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa: or
- e) A person awarded international protection under the International Protection Act 2015, or any family member entitled to remain in the State because of family reunification and has a stamp 4 visa: or
- f) 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.

Terms & Conditions

Tenure

The Clerical Officer in the Injuries Resolution Board is a full-time position. The appointment is on a permanent basis as a public servant, subject to satisfactory completion of the 11-month probationary period.

Salary scale

Starting pay will be at the first point of the relevant salary scale unless pay on promotion rules apply. This rate 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.

The Clerical Officer Scale from 1st October 2024

Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8
€29,797	€31,520	€31,958	€32,812	€34,072	€35,331	€36,588	€37,504

Point 9	Point 10	Point 11	Point 12	Point 13	Point 14	LSI 1	LSI 2
€38,543	€39,749	€40,597	€41,791	€42,977	€44,828	€46,232	€46,950

In addition to the incremental remuneration package, we offer access to the following:

Blended Working

Candidates will be able to apply for Blended Working arrangements, which allows staff apply to work two fixed days remotely per week.

Annual Leave

The annual leave allowance for the position will be 22 days, rising to 23 after 5 years' service, and will increase with more service as outlined by the Public Service Stability Agreement. 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 grade will attract the elective benefit of flexi time.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the 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 to careers@injuries.ie by submitting a completed application form for review by the Injuries Resolution Board's Selection Panel.

Please note curriculum vitae will not be reviewed as an addition to or substitution for a completed application form.

Applicants must demonstrate, by reference to specific achievements in their career to date, that they possess the qualities, skills and knowledge required for the role of Clerical Officer as identified in the 'Personal Specification' above and the Clerical Officer Competencies outlined in Appendix 1.

Closing Date, 1pm Monday the 16th of December 2024

The selection process may include any or all the following:

- Shortlisting of candidates, based on the information contained in their application.
- An in person competitive competency-based interview, the indicative date for which is January 2025.
- Reference Check
- 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.

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 candidate's application form 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 application 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.

Equity, Diversion & Inclusion

The 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 the Injuries Resolution Board's Access Officer Ian Head at ian.head@injuries.ie or the Board's HR Manager at riona.hegarty@injuries.ie

General Information

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 the 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 the Injuries Resolution Board's compliance with legislation (e.g., employment legislation).

Expenses

The 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

The Injuries Resolution Board collects personal data from prospective candidates as part of the recruitment process. In meeting its data protection obligations, the 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

The Injuries Resolution Board processes personal data provided by you in your application during the recruitment process on the lawful basis of consent. Your consent is required 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

The Injuries Resolution Board 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 the Injuries Resolution Board will be retained by the Board 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.

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 the Board.

If you have any questions or would like to make a Data Subject Access Request, you may contact the Data Protection Officer at The 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

Appendix 1

The person appointed to the role of Clerical Officer will be required to show evidence of the following competencies:

Delivery of Results

- Takes responsibility for work and sees it through to the appropriate next level
- Completes work in a timely manner
- Adapts quickly to new ways of doing things
- Checks all work thoroughly to ensure it is completed to a high standard
- Writes using correct grammar and spelling and draws reasonable conclusions from written instructions
- Identifies and demonstrates initiative and flexibility in ensuring work is delivered and appreciates the urgency and importance of different tasks
- Is self-reliant and uses judgment on when to ask manager or colleagues for guidance

Teamwork

- Shows respect for colleagues and co-workers
- Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
- Offers own ideas and perspectives
- Understands own role in the team, making every effort to play his/her part

Information Management / Processing

- Approaches and delivers all work in a thorough and organised manner
- Follows procedures and protocols, understanding their value and the rationale behind them
- Keeps high quality records that are easy for others to understand
- Draws appropriate conclusions from information
- Suggests new ways of doing things better and more efficiently
- Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages, etc.

Customer Service and Communication Skills

- Actively listens to others and tries to understand their perspectives/ requirements/ needs
- Understands the steps or processes that customers must go through and can clearly explain these
- Is respectful, courteous and professional, remaining composed, even in challenging circumstances
- Can be firm when necessary and communicate with confidence and authority
- Communicates clearly and fluently when speaking and in writing

Drive & Commitment to Public Service Values

- Consistently strives to perform at a high level and deliver a quality service Serves the Government and people of Ireland
- Is thorough and conscientious, even if work is routine
- Is enthusiastic and resilient, persevering in the face of challenges and setbacks
- Is always personally honest and trustworthy, acts with integrity

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CONTACT US



0818929121



@InjuriesRes



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For more information

www.injuries.ie

