

**Role:**

**Grade:** Clerical Officer

**Reporting to:** Higher Executive Officer

**Employer:** Personal Injuries Assessment Board

**Tenure:** Full-time, Permanent Position

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

**Closing date for receipt of applications:** 11<sup>th</sup> December 2023

**Overview**

The Personal Injuries Assessment Board (PIAB) is Ireland's independent State Body which assesses personal injury claims. PIAB was established in 2004 to support the fair, prompt, and transparent resolution of personal injuries claims without the need for unnecessary litigation. PIAB is a self-funded public body and is a key pillar in contributing to reform of the insurance sector and the personal injuries environment. PIAB generates millions of euro in savings which would otherwise be spent on processing claims, leading to higher costs for policy-holders.

The Personal Injuries Assessment Board independently assesses personal injury claims for compensation in the following categories:

- Motor liability
- Employer liability (workplace accidents)
- Public liability
- Garda Compensation

Our process leads to quicker, consistent and cheaper resolution of claims benefiting all parties and society. Our assessments of compensation are fair, independent and non-adversarial. We use the exact same Guidelines as the Courts to calculate levels of compensation. It is cheaper and faster to resolve a claim through PIAB vs litigation according to research by the Central Bank of Ireland. PIAB also collects and analyses data on personal injury claims and awards to help contribute to greater transparency in the sector.

Further details are available on PIAB's website [www.piab.ie](http://www.piab.ie)

## **The Role**

PIAB is currently seeking qualified applicants for the position of Clerical Officer to join PIAB. PIAB has two permanent position available at this grade. The current vacancies are within PIAB's Assessment team, which is responsible for assessing claims for compensation and PIAB's Finance Team. PIAB may from time to time choose to redeploy staff to other functions and Directorates within PIAB.

A Panel will also be formed from this competition which may be used to fill other CO vacancies throughout the organisation over the next 18 months. PIAB works across a number of divisions, Operations to include assessment and mediation functions, Finance, Corporate, Research and Communications Services and Business Support and ICT Services

The duties of a Clerical Officer will be varied and include the following:

- Provide administrative assistance to the team they are appointed.
- Checking all work thoroughly to ensure it is completed to a high standard
- 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 assessment strategy.
- Liaison with PIAB's Service Centre and other stakeholders
- 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

- A demonstrated ability to prioritise and effectively manage workload as well as being flexible with changing priorities;
- Practical experience delivery assigned work to tight deadlines in a time bound environment.
- Practical experience of completing a role where a strong attention to detail & accuracy, with a focus on high quality outputs was required.
- 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;
- Practical experience in adhering to, and comply with processes and procedures;
- A commitment to PIAB'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 third level qualification or 18months experience in a related role within the Public Sector
- 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
- Administration experience working in a finance department and/or an understanding of the reporting obligations.
- Understanding of personal injury claim's handling, insurance, high volume case management or the remit of an administrative justice or quasi-judicial body.

## 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.

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

- Flexi time and flexi leave
- Car Parking on site
- Generous support for further education and development
- Paid Maternity Leave
- Paid Paternity Leave
- Paid Sick Leave
- 24/7 Employee Assistance Programme
- Wellness events, talks & supports.
- Pension schemes
- 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
- PIAB have Blended Working guidelines in place and successful candidates will be able to apply for Blended working.

At PIAB 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. PIAB 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 PIAB's Disability Liaison Officer [ian.head@piab.ie](mailto:ian.head@piab.ie).

## Terms & Conditions

### Tenure

The Clerical Officer in PIAB 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 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 6<sup>th</sup> April 1995 and is required to make a personal pension contribution.

#### The Clerical Officer Scale from 1<sup>st</sup> October 2023

Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8
€27,882	€29,588	€30,021	€30,867	€32,115	€33,361	€34,606	€35,513

Point 9	Point 10	Point 11	Point 12	Point 13	Point 14	LSI 1	LSI 2
€36,541	€37,735	€38,575	€39,757	€40,931	€42,764	€44,204	€44,865

**Blended Working** – Candidates will be able to apply for Blended Working arrangements.

**Annual Leave** - The annual leave allowance for the position will be 22, rising to 23 after 5 years' service 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 PIAB 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](http://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@piab.ie](mailto:careers@piab.ie) by submitting a completed application form for review by PIAB'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, 4pm, Monday December 11<sup>th</sup> 2023.**

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 2024.
- 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.
- It is envisioned that the successful candidate will commence in February 2024.

### 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 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**

PIAB 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 PIAB's Access Officer Ian Head at [ian.head@piab.ie](mailto:ian.head@piab.ie) or PIAB's HR Manager at [riona.hegarty@piab.ie](mailto:riona.hegarty@piab.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 PIAB 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 PIAB's compliance with legislation (e.g., employment legislation).

### **Expenses**

PIAB 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**

PIAB collects personal data from prospective candidates as part of the recruitment process. In meeting its data protection obligations, PIAB 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**

PIAB 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**

PIAB 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 PIAB will be retained by the PIAB 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 PIAB will be placed on your employee file. It will be retained during the course of 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 PIAB. 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 PIAB.

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

#### **By Post**

Data Protection Officer,  
Grain House  
Exchange Hall  
Tallaght  
Dublin 24

#### **By Email**

[Michael.Kelly@piab.ie](mailto:Michael.Kelly@piab.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 personally honest and trustworthy at all times, acts with integrity