

Role:

Grade: Executive Officer (starting salary €34,562, incremental scale)

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: Monday, 11th 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

The Role

PIAB is currently seeking qualified applicants for the position of Executive Officer to join PIAB. PIAB has two permanent positions available at this grade.

The current vacancies are within PIAB's Assessment team, which is responsible for assessing claims for compensation. 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 EO 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 role of Executive Officer will require strong case management skills and you will be required to manage a portfolio of cases from application right through the process to the case being resolved and closed at the other side.

The duties of the Executive Officer will be multifunctional and include the following:

- Case management of a portfolio of cases from application to resolution of the case.
- Review of medical reports.
- Provision of administration support throughout the Assessment process
- Liaison with external providers and stakeholder such as solicitors, insurers, and medical service providers.
- Preparation of Notices and Authorisations as required under the PIAB Acts
- Preparation of cases for assessment as required by Statutory Assessors
- Flexibility to respond to variations in workload.
- Contribute as part of a team to the development of and implementation of best practice in customer service and operational standards.
- Liaison with claim related practitioners and other teams/Departments within PIAB.
- 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 Executive Officer Level at the present time and will be reviewed and assessed on an ongoing basis.

Person Specification

Essential

- Experience of managing a high-volume case load to a high standard, achieving quality results and meeting goals and targets within strict legislative timebound constraints
- An ability to review detailed, complex and non-routine documents and correspondence in a fair manner and make appropriate recommendations on required actions
- Excellent communication skills, including written communication skills, with an ability to present written material in a clear, concise, comprehensive and convincing manner;
- An ability to provide excellent customer service to both internal and external customers.
- Excellent interpersonal skills, including an ability to deal sensitively with others.
- Strong analytical skills, with proven ability to thoroughly review and analyse documents and/or evidence, with the ability to identify potential issues or gaps in evidence;
- An ability to adhere to, comply with and ensure adherence to processes and procedures;
- A commitment to PIAB's values and demonstrated high standards of personal integrity;
- A commitment to the delivery of quality public service;
- An ability to lead and motivate team members to ensure high standards;
- Evidence of ongoing professional and personal development.

Desirable

- 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.
- A relevant third level qualification in a related area.
- Evidence of ongoing professional and personal development.

Competencies for the Role

- Delivery of Results
- Teamwork
- Information Management and processing
- Interpersonal & Communication Skills
- Specialist Knowledge, Expertise and Self-Development
- Drive & Commitment to Public Service Values

Please see Appendix 1 for further information on these competencies.

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

- Flexi time
- 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.

Terms & Conditions

Tenure

The Executive 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 (Executive Officer Salary Scale, March 2023). 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 Executive Officer Scale from 1st October 2023

| Point 1 | Point 2 | Point 3 | Point 4 | Point 5 | Point 6 | Point 7 |
|---------|---------|---------|---------|---------|---------|---------|
| €34,562 | €36,464 | €37,538 | €39,634 | €41,513 | €43,330 | €45,141 |

| Point 8 | Point 9 | Point 10 | Point 11 | Point 12 | L.S.I. 1 | L.S.I 2 |
|---------|---------|----------|----------|----------|----------|---------|
| €46,914 | €48,705 | €50,446 | €52,264 | €53,482 | €55,219 | €56,969 |

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

Annual Leave - The annual leave allowance for the position will be 23, rising to 24 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 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.

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 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 Executive Officer as identified in the 'Personal Specification' above and the Executive Officer Competencies outlined in Appendix 1.

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| Closing Date: 4pm, Monday December 11th, 2023 |
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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, Diversity & 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 or PIAB's HR Manager at 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 'compliance with legislation (e.g., employment legislation).

Expenses

PIAB 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

Appendix 1

Executive Officer Level Competencies

| Effective Performance Indicators | |
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| Delivery of Results | Takes ownership of tasks and is determined to see them through to a satisfactory conclusion |
| | Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation |
| | Constructively challenges existing approaches to improve efficient customer service delivery |
| | Accurately estimates time parameters for project, making contingencies to overcome obstacles |
| | Minimises errors, reviewing learning and ensuring remedies are in place |
| | Maximises the input of own team in ensuring effective delivery of results |
| | Ensures proper service delivery procedures/protocols/reviews are in place and implemented |
| Teamwork | Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues |
| | Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise |
| | Values and supports the development of others and the team |
| | Encourages and supports new and more effective ways of working |
| | Deals with tensions within the team in a constructive fashion |
| | Encourages, listens to and acts on feedback from the team to make improvements |
| | Actively shares information, knowledge and expertise to help the team to meet its objectives |
| Information Management and Processing | Effectively deals with a wide range of information sources, investigating all relevant issues |
| | Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc |
| | Identifies and understands key issues and trends |
| | Correctly extracts & interprets numerical information, conducting accurate numerical calculations |
| | Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence |
| Interpersonal & Communication Skills | Modifies communication approach to suit the needs of a situation/ audience |
| | Actively listens to the views of others |
| | Liaises with other groups to gain co-operation. |
| | Negotiates, where necessary, in order to reach a satisfactory outcome |
| | Maintains a focus on dealing with customers in an effective, efficient and respectful manner |
| | Is assertive and professional when dealing with challenging issues |
| | Expresses self in a clear and articulate manner when speaking and in writing |

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| Specialist Knowledge, Expertise and Self Development | Displays high levels of skills/ expertise in own area and provides guidance to colleagues |
| | Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team |
| | Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team |
| Drive & Commitment to Public Service Values | Is committed to the role, consistently striving to perform at a high level |
| | Demonstrates flexibility and openness to change |
| | Is resilient and perseveres to obtain objectives despite obstacles or setbacks |
| | Ensures that customer service is at the heart of own/team work |
| | Is personally honest and trustworthy |
| | Acts with integrity and encourages this in others |