

Mediation Team

Executive Officer, Mediation Section, PIAB

Grade: Executive Officer

Reporting to: HEO, Mediation Unit

Employer: Personal Injuries Assessment Board

Tenure: Full-time, Permanent Position

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

Overview

The Personal Injuries Assessment Board (PIAB) is a self-funded public body established to support the fair, prompt, and transparent resolution of personal injuries claims without the need for unnecessary litigation. Through PIAB, certain types of personal injuries claims can be settled without the need for many of the costs associated with litigation, which can contribute to the high cost of settling such claims. All personal injury claims must come through PIAB, unless settled early between claimants and insurers/respondents. From a consumer/claimant perspective, PIAB delivers compensation for personal injury awards at the same level as the Courts. The service is impartial, independent, non-adversarial and significantly faster than the Courts.

The Role

PIAB is seeking to appoint an Executive Officer, to join a newly formed Mediation Team. The role arises in the context of the insurance reform programme and the Personal Injuries Resolution Act, 2022 which was enacted in December 2022. The Act allows for a mediation service to be provided by PIAB to complement its existing assessment service. Mediation is defined as “*a confidential, facilitative and voluntary process...to reach a mutually acceptable agreement.*” Parties will be asked to consent to mediation and, if they agree, it is envisaged that the Personal Injuries

Assessment Board (PIAB) will facilitate mediation via a mediation officer (appointed by PIAB). It is intended that the mediation process will operate in conjunction, but separate, to the assessment process. This means that PIAB employees would not act in the assessment and mediation of the same case. The successful candidate will not conduct mediations for PIAB but will be involved in assisting the administration, management, and promotion of the process.

This role will be vital in assisting the development of PIAB's new mediation service.

PIAB offers flexitime, and car parking on site. The offices are also on the Red Luas line and many Dublin Bus Routes. PIAB have Blended Working guidelines in place which successful candidates will be able to apply for.

PIAB is an equal opportunities employer and is 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. 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.

PIAB intends forming a panel of candidates deemed suitable for Executive Officer, Mediation. The panel will be ranked in order of merit following interview and further temporary and permanent positions that arise at this grade will be drawn from this panel which will remain active for 18 months from inception

Overall purpose of the roles

Executive Officer

The role of the Executive Officer is to support the service delivery and administration of Mediation Services in PIAB, it will be multifunctional and involves;

- Assisting the Head of Mediation and the Mediation team's Higher Executive Officer to plan, organise and monitor the mediation service and to manage available resources.
- Planning and scheduling mediation appointments for claimants, respondents, and mediators to ensure timely and efficient service (there will be a significant volume of claims that will need to be managed).
- Supporting correspondence, reports, and Orders to Pay being issued.
- Supporting the management of the Mediator Panel Member Agreement, including payment to panel members.
- Providing Clerical Officers and others within the organisation with on-the-job training.
- Analysing and preparing responses to issues, queries, correspondence etc.
- Ensuring records and files are managed in an organised and logical manner.
- Contributing to and carrying out project work, in particular the establishment and development of PIAB's mediation service
- Advocating for the mediation service

Key Responsibilities include;

- Take responsibility for managing administration associated with the Mediation process in PIAB and efficient record keeping.
- Compile reports and provide analysis to the Head of Mediation and wider Management team when required on various key metrics on the new service been provided.
- Co-ordinating and supporting the Learning & Development Strategies and associated programme of activities for PIAB's panel of Mediators
- Maintain standards of compliance by assisting with requirements under Data Protection legislation.
- Contribute to the achievement of the strategic goals of the organisation by participating in cross-divisional projects.
- Work collaboratively with all divisions and participate in wider work for the division as required.
- Undertaking such tasks, activities or other duties as may be assigned as appropriate.

Knowledge and Experience Essential;

- Highly developed organisational and administrative skills and working knowledge of MS Office or similar.
- Excellent written and verbal communication skills - capable of presenting material in a clear, concise, comprehensive and convincing manner.
- Excellent task management, planning and organisational skills with the ability to work on multiple projects concurrently and adapt to changing and conflicting priorities.
- The ability to work under tight deadlines/high pressure and complete tasks in a timely manner.
- Strong attention to detail & accuracy, with a focus on high quality outputs.
- Experienced in working with customers and stakeholders.
- Ability to maintain confidentiality, use sound judgement, and perform independently.
- Ability to work on one's own initiative, whilst also being able to take direction.
- Strong team player who can remain positive during challenging assignments and balance priorities when necessary.
- Strong interpersonal skills and the ability to influence and engage with a range of different stakeholders.

Desirable;

- Experience in an administrative justice or quasi legal role, or alternative dispute resolution area.
- A relevant third level qualification in a related area.

Competencies for the Role

- Specialist Knowledge, Expertise and Self-Development
- Team Work
- Analysis & Decision Making
- Delivery of Results
- Interpersonal & Communication Skills
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Please see Appendix 1 for further information on these competencies.

Terms & Conditions

Tenure

The Executive Officer in Mediation 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 who are required to make a personal pension contribution.

The Executive Officer Scale from March 2023 is

1	2	3	4	5	6	7
€33,812	€35,714	€36,788	€38,884	€40,763	€42,580	€44,391

8	9	10	11	12	L.S.I. 1	L.S.I 2
€46,164	€47,955	€49,696	€51,492	€52,692	€54,403	€56,127

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's 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 available 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 the Consumer Price Index (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 them from time to time and to contribute to the development of the post while in office.

The Selection Process

How to Apply

- Complete PIAB's competency-based application form. Please note curriculum vitae will not be reviewed as an addition to or substitution for a completed application form.
- Completed application forms are to be emailed to careers@piab.ie by 12noon local time on Tuesday 30th May

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 preliminary interview, the indicative date for which is week of 26th June 2023
- A second competitive interview.
- A Medical examination 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.

It is envisioned that the successful candidate will commence in July/August 2023.

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 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 than 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 applications 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 or PIAB's HR (Human Resources) 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'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 PIAB 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 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,
GrainHouse
Exchange Hall
Tallaght
Dublin 24

By Email

Michael.Kelly@piab.ie

Executive Officer Level Competencies

Effective Performance Indicators	
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 it's objectives
Analysis & Decision Making	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
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
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
Specialist Knowledge,	Displays high levels of skills/ expertise in own area and provides guidance to colleagues

Expertise and Self Development	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