

Head of Mediation – Assistant Principal (Higher) Level

Title of Position: Head of Mediation

Grade: Assistant Principal Higher

Reporting to: Principal Officer and Chief Operations Officer

Employer: Personal Injuries Assessment Board

Tenure: Full-time, Permanent Position

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

The Role

PIAB is seeking to appoint a Head of Mediation. This is a new position in PIAB. This position arises in the context of the insurance reform programme and the Government's commitment to enhance and reform PIAB. As part of the reform programme the Government has developed legislation, the Personal Injuries Resolution Bill 2022, which it is anticipated will be enacted by year end. This will introduce a new mediation service to be provided by PIAB to complement its existing assessment service.

Reporting to an Operations Manager (Principal Officer) and PIAB's Chief Operating Officer, this role is a vital one in developing the new service and thereafter leading the mediation service and team in PIAB.

Overall purpose of the role

- Development of the new mediation service in PIAB to support parties reach mutually acceptable agreements or outcomes to claims, that is in line with the legislation.
- Lead the Mediation Team and Service in collaboration with the other Heads of Service, ensuring that we deliver high quality and timely mediation services that maximises our impact on the resolution of personal injury claims, and reduces the need for lengthy and costly litigation while providing high levels of customer satisfaction.
- Lead strategic interventions across the organisation to help promote and improve mediation services.
- Lead on business planning for your function and be responsible for delivery of all business plan targets, commitments and strategic programmes.

The **main duties** will include:

Development of the new mediation service

- Design and develop all aspects of the service to include, business processes and procedures which maximise success and participation in mediation and are in line with underpinning legislation.
- Develop implementation plan for the service and manage implementation, monitor and resolve issues, escalate areas of concern and potential barriers to the COO, CEO and Board.
- Lead the capacity building efforts of PIAB in the mediation area, including but not limited to developing and implementing a training framework and programmes for mediators.
- Establish a panel of external mediators and manage service level agreement thereafter.
- Scope internal and external resourcing requirements to support delivery.
- Ensure appropriate infrastructure is in place to deliver service, such as ICT, telephony, meeting spaces.
- Develop appropriate management reporting and records management systems, and appropriate key performance indicators to support management and review of the service.
- Engage and work closely with stakeholders to promote the new service and enhance service delivery.
- Oversee legal aspects of the introduction of the new service with the support of legal services providers.
- Build relationship and networks with other organisations that use mediation or similar services to enhance service design and PIABs learning.

Leading the Mediation Service in PIAB:

- Overseeing and managing the mediation service throughout the complete cycle of mediation including the administration, the management of in-house mediators, and an external panel of mediators.
- Promoting mediation and ensuring there is information available to claimants and respondents on mediation and an understanding of the benefits of mediation. This will include presenting to stakeholders and key audiences on the progression of the new service.
- Ensuring service is a quality service and is impartial, timely and effective, this includes establishing and monitoring KPIs, and quality frameworks to look at average time frames, outcomes etc.
- Managing the external panel including monitoring adherence to Service Level Agreement, reviewing costs and delivery and managing the renewal of the Panel.

- Managing and reviewing performance and trends to see where and when mediation is most effective and continuously improve service.
- Managing and developing your team to deliver to clear targets, to work collaboratively both across the organisations and also with external stakeholders and to deliver 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 specific functions as required by PIAB from time to time.

Knowledge and Experience

Essential Requirements

- An appropriate third level qualification in a relevant discipline
- A track record of leading and managing a team
- A track record in delivering projects, or new service delivery
- Knowledge of the role of PIAB and an understanding of the insurance, personal injuries claim environments

Desirable

- Proven experience in managing mediation, or other forums of alternative dispute resolution or similar service
- Ability to manage a large case work operation, to high quality standards, efficiently and effectively
- Experience of influencing and engaging with senior stakeholders
- Qualification in mediation

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
- Building Relationships and Communication
- Specialist knowledge and expertise

Please see Appendix 1 for further information on these competencies.

Terms & Conditions

Tenure

The Head of Mediation position 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 (Assistant Principal Higher Scale in place from 1st October 2022). 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.

Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	LSI 1	LSI 2
€80,389	€83,447	€86,513	€89,576	€92,640	€94,429	€97,469	€100,516

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

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 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 all of the following for review by PIAB's Selection Panel:

- **A comprehensive CV**, including an organisational chart (See CV Guidance note-Appendix 2):
 - The '**Key Achievements Form**'
 - A **short cover letter/ personal statement** (i.e., no more than 1500 words) outlining why you wish to be considered for the post and where you believe your skills, experience and values meet the requirements of the position.

• **Closing Date Friday, 6th January 2023**

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 January 2023
- 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.

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 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

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 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,
GrainHouse
Exchange Hall
Tallaght
Dublin 24

By Email

Michael.Kelly@piab.ie

Appendix 1

ASSISTANT PRINCIPAL	
Leadership	
<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • 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 PIAB and Insurance issues and is sensitive to wider sectoral and organisational priorities
- Has understanding/expertise in delivering mediation service and/or similar service
- Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role

Appendix 2 – CV Guidance

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.

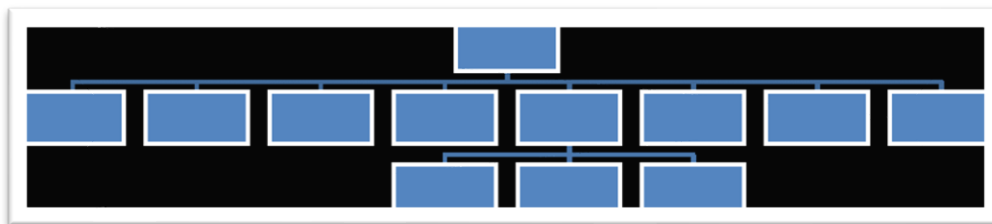
There is no fixed requirement here in terms of format, and we will accept whatever format is convenient for yourself (e.g. an existing published chart from your organisations website/annual report), but we would emphasise that the selection panel have requested this to help them understand **your level** 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: *ie Address, Telephone (landline & mobile) & email address*

Career History:

Current Position: Job Title Company Dates: *from-to* Salary

➤ **Key Accountabilities** ➤ **Key Achievements** ➤ **Budget Responsibility** ➤ **Number of Staff**

Previous Position 1: Job Title Company Dates: *from-to* Salary

➤ **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: