

INJURIES RESOLUTION BOARD

BORD UM RÉITEACH DÍOBHÁLACHA PEARSANTA
PERSONAL INJURIES RESOLUTION BOARD

Join our team

Shape policy, promote transparency,
and support insurance reform as our
Head of Research and Policy –
Assistant Principal



Send your complete application to:

careers@injuries.ie

Title of Position: Head of Research & Policy

Grade: Assistant Principal

Reporting to: Director of Communications, Strategy & Governance

Employer: Injuries Resolution Board

Tenure: Full-time, Permanent Position

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

Close Date: 12 Noon Monday, 29th September 2025

The Injuries Resolution Board is an independent State Body established to support the fair, prompt, and transparent resolution of personal injuries claims without the need for litigation. Through our impartial and independent Assessment and Mediation services we resolve claims in a non-adversarial manner without the costs and time associated with litigation benefiting claimants, respondents and society.

The services we provide generate millions of euros in savings each year which would otherwise be spent on pursuing claims through litigation leading to higher costs for parties to claims and ultimately to policy holders, communities and businesses.

We are a self-funded public body and a key pillar in contributing to reform of the insurance sector and the personal injuries environment. The Injuries Resolution Board also has an important Research function and collects and analyses data on personal injury claims and awards to help contribute to greater transparency and inform policy and decision making in this area.

The Role:

The Injuries Resolution Board is seeking to appoint an experienced and dynamic Head of Research and Policy.

Reporting directly to the Director of Communications, Strategy and Governance, this is a senior management role which offers an excellent opportunity for an experienced, passionate, research professional to lead and develop the Injuries Resolution Board's research programme leveraging the valuable data that the organisation holds to promote transparency, aid prevention, and inform policy in this important area.

The Head of Research and Policy will be a key player in our leadership team, responsible for advancing the Injuries Resolution Board's strategic goals and developing the research function in the Injuries Resolution Board further in order that the Injuries Resolution Board is a recognised expert with trusted source of independent research and data in the personal injuries area that helps support a more competitive insurance market, empower consumers, and inform policy on accident prevention. This is particularly relevant in the context of the Action Plan for Insurance Reform in which there are key research actions for the Board.

The publication of research and analysis plays an important role in creating an awareness of the role of Injuries Resolution Board, and the impact of our services in this important area. Over the last number of years, the Board has grown its research function, has produced regular reports tracking trends in average award values and other aspects of the claims it deals with. The Head of Research and Policy's role will lead the organisation in furthering this and other work.

This role demands thought leadership, strong research and analytical skills, strategic communication, effective collaboration, and the ability to manage internal and external research.

The **main duties** will include:

Research Management

- Design and delivery of research strategy and work programme
- To strategically plan, conduct and commission primary and secondary research into to personal injuries, and claims environment
- To work with colleagues across operational delivery, and external organisations to identify and plan strategic priority areas of research,
- To lead the development and manage delivery of a programme of strategic research
- Produce regular reports on trends in injury claims and awards
- Manage research procurement and advise on the selection of external organisations or individuals contracted by Injuries Resolution Board to carry out research projects
- Oversee and ensure the successful completion of any research projects carried out by external organisations or individuals contracted by Injuries Resolution Board
- Produce high-quality reports and publications that support accident prevention, market competition, and policy development
- Promote the findings and policy implications of research to key audiences, including media appearances
- To carry out horizon scanning activity and keep abreast of developments in personal injury resolution in Ireland and other jurisdictions.
- Work on the delivery of relevant actions under the Action Plan for Insurance Reform 2025

Data Management

- The post holder will provide leadership and direction for the development and continued improvement of data management and data governance across the organisation working closely with ICT to ensure integrity of data and appropriate capture in terms of digital solutions
- The post holder will also work to ensure the quality assurance of data management.
- The post holder will also have an oversight role in terms of data protection for the organisation

Policy

- Provide strategic advice and support to the Director of Communications, Strategy and Governance and the Chief Executive Officer as necessary on the personal injuries claims environment, insurance reform and related matters
- Monitor policy and research developments relevant to our work/sector, and prepare briefing as required
- Assist in the production of policy advice and support policy implementation, as required
- Promote findings and policy implications to key audiences, including acting as spokesperson on behalf of Injuries Resolution Board , as required
- Represent Injuries Resolution Board on advisory and working groups, as required
- Lead/contribute to change programmes aimed at enhancing organisation and process improvements driven by data
- Lead on the production of practical evidence/data-based papers on measures to improve Injuries Resolution Board 's objectives and processes
- Develop and present reports and visual representations of data and information on specific topics
- Other areas of responsibility may include, preparation and monitoring of annual work programmes and budgets, procurement, or other associated work to support the corporate services division

Other

- Manage any staff assigned to you, including the coaching and mentoring of team members
- Contribute to individual staff development, personal development and team development initiatives across the organisation
- Undertake any other specific functions as may be required from time to time.

Knowledge and Experience

Essential Requirements

- A postgraduate qualification (minimum Level 9 on the National Framework of Qualifications) in a relevant discipline such as social policy, social science, statistics, and/or economics which had a significant research component including quantitative or mixed methods social science or economic research and data analysis. An equivalent qualification or demonstrable experience at a comparable level will also be considered an advantage.
- Experience in management of research and policy analysis projects.
- Experience in external commissioning of research and management of external projects to delivery.
- Excellent quantitative and data methodological skills.
- Excellent project management skills with a track record in designing and delivering projects, both external and in house, to time and budget.
- Strong oral and written communication skills (including knowledge translation) and interpersonal skills.
- Ability to build and sustain strategic relationships with diverse stakeholders both pro-actively and as opportunities arise.
- Knowledge of the research and data environment relevant to the Injuries Resolution Board's mandate.

Desirable.

- Strong people management skills including line management and staff development.
- Experience working with software packages/data interrogation tools that aid in the analysis of data.
- Experience in reviewing and analysing policies and legislation.
- A good understanding of the insurance, personal injuries, health & safety environments.
- Experience of giving cogent and engaging written and oral presentations.

Skills and Behaviours

- The ability to create and develop innovative research and analytical projects including robust statistical analysis.
- Excellent quantitative and qualitative research and data methodological skills.
- Ability to interpret and analyse complex information from a wide variety of sources.
- Excellent project management skills.
- Ability to write clear and concise reports and policy documents for various audiences.
- Strong presentation/oral communications skills.
- Strong people management skills.

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.

Why work with us?

- Competitive salary, with yearly increments for satisfactory performance
- Public Sector pension
- 30 days of annual leave per year
- Flexible working, with a commitment to work-life balance and a family-friendly workplace
- Learning and development opportunities
- Paid Maternity Leave
- Paid Paternity Leave
- Paid Sick Leave
- 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
- The offices are also on the Red Luas line and many Dublin Bus Routes
- Injuries Resolution Board have a Blended Working guidelines in place and successful candidates will be able to apply for Blended working.

The Injuries Resolution Board appreciates the value that diversity brings, 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. 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.. Reasonable accommodations will be provided to candidates, if required during the recruitment process. To discuss and request reasonable accommodations in confidence please contact Injuries Resolution Board Disability Liaison Officer ian.head@injuries.ie

Citizenship Requirements

Eligible candidates must be:

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

To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.

Specific candidate criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned; and if successful, they will not be appointed to the post unless they: agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.
- Be fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Terms & Conditions

Tenure

The Head of Research and Policy position is a full-time position. The appointment is on a permanent basis as a public servant, subject to satisfactory completion of the specified 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 Scale in place from 1st August 2025). 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
€81,475	€84,475	€87,518	€90,569	€93,617	€95,375	€98,449	€101,535

Blended Working

Candidates will be able to apply for Blended Working arrangements. Staff must work on-site at the Injuries Resolution Board's office in Tallaght, Dublin 24 three days a week and may apply to work two agreed days per week from their home.

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 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 . Candidates must submit a single document containing:

- A short cover letter/ personal statement (i.e., no more than two pages) 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.
- A comprehensive CV, including an organisational chart (See CV Guidance note Appendix 2):
- The 'Key Achievements Form'

The Selection Panel require all application materials to be submitted as a single attachment

Close Date 12noon Monday, 29th September 2025

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 indicative date for which are October 9th and 10th 2025
- A second competitive interview which may include a presentation, the indicative date of which is week commencing 20th October 2025
- 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 candidate's 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 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

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 Injuries Resolution Board's Access Officer Ian Head at ian.head@injuries.ie or Injuries Resolution Board's Human Resources 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 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 Injuries Resolution Board's compliance with legislation (e.g., employment legislation).

Expenses

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

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

Injuries Resolution Board 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 Injuries Resolution Board will be retained 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 Injuries Resolution Board .

If you have any questions or would like to make a Data Subject Access Request, you may contact the Data Protection Officer at 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 successful candidate selected for the Assistant Principal role will be required to show evidence of the following competencies:



Leadership

- 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

- 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

- 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
-

Appendix 1

The successful candidate selected for the Assistant Principal Higher role will be required to show evidence of the following competencies:



Building Relationships and Communication

- 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
-

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

- Holds a postgraduate qualification (minimum Level 9 on the National Framework of Qualifications) in a relevant discipline with a significant research component, or has equivalent demonstrable experience.
 - Possesses excellent quantitative, qualitative, and mixed-methods research and data analysis skills.
 - Has a track record of managing both in-house and externally commissioned research projects from design to delivery, ensuring they meet time and budget constraints.
 - Demonstrates strong knowledge of the research and data landscape relevant to the organization's mandate.
 - Has experience building and maintaining strategic relationships with a diverse range of stakeholders.
 - Has a breadth and depth of knowledge of Injuries Resolution Board and Insurance issues and is sensitive to wider sectoral and organisational priorities
 - Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role
-

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: i.e.

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:

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CONTACT US



0818929121



@InjuriesRes



Injuries Resolution Board

For more information

www.injuries.ie

