

Role: Higher Executive Officer

Grade: Higher Executive Officer (starting salary €54,764, incremental scale)

Reporting to: An Assistant Principal

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 Higher Executive Officer to join PIAB. There are two immediate positions available one permanent role and the other a 12 month Fixed Term Contract.

A Panel will also be formed from this competition which may be used to fill other HEO 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 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.

The Higher Executive Officer in PIAB is a role with people management. HEOs are expected to contribute actively to the implementation of PIAB's strategic objectives, to the continuous improvement of the organisation in terms of its effectiveness and efficiency and to demonstrate behaviours consistent with the organisation's culture, values and reputation.

The successful candidate will be required to demonstrate a willingness to apply resources flexibly across a range of work areas, both in terms of one's own skills and experience as well as those of direct reports. This requires an approach to working that is premised on flexibility, collaborative working but also individual accountability and collective responsibility. It also requires that HEOs are proactive in seeking information and generating solutions. Successful candidates should demonstrate the ability to manage multiple and varied tasks and conflicting priorities, using appropriate delegation, prioritisation and resourcefulness. The role also requires active engagement with a range of internal and external stakeholders, such as solicitors, insurance companies and representing PIAB at national fora.

A key responsibility of the HEO in the Operations (Assessment) area will be case management and managing claims through the duration of the claim journey in order that claims are resolved successfully and efficiently. The work will involve managing a portfolio of claims liaising with solicitors, medical professionals, claimants and respondents. Previous experience of working in a high-volume environment, with strong case management skills would be a significant advantage.

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

- Contributing to new and more effective ways of 'how work is done' and implementing changes to improve efficiency and effectiveness as directed
- Overseeing and managing areas of assigned teams cases management process ensuring all cases are scheduled and handled in a timely and efficient manner
- Case management of a portfolio of cases from application to resolution of the case, including reviewing medical and other reports and ensuring due process and fair procedures are applied
- Liaison with external providers and stakeholder such as solicitors, insurers, medical service providers and other Government Departments such as Department of Social Protection & Revenue Commissions
- Preparation of Notices and Authorisations as required under the PIAB Acts
- Line management of any employees assigned to you
- Supporting Operations Managers and PIAB in ongoing development of the PIAB services and operating processes
- 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
- Planning and organising people and resources to meet goals, targets and objectives
- Analysing and preparing responses to non-routine issues, queries, correspondence etc.
- Preparing presentations & reports for relevant business unit management

Note: This job description should be regarded as an outline of the major areas of accountability at Higher Executive Officer Level at the present time and will be reviewed and assessed on an ongoing basis.

Person Specification

Essential

- A team player and have a proven ability to contribute to organisational and strategic issues outside of the confines of the function.
- Highly developed organisational and planning skills and the ability to prioritise and effectively manage a significant and diverse portfolio of work
- Excellent written and verbal communication skills - including preparation of reports, drafting correspondence and is capable of presenting material in a clear, concise, comprehensive and convincing manner
- Ability to analyse and think critically, quickly grasping complex issues and communicating these effectively.
- The ability to work under tight deadlines, and high pressure and complete tasks in a timely manner
- Strong attention to detail & accuracy, ability to follow procedures with a focus on high quality outputs
- Experienced in working with customers, with a focus on good customer outcomes
- Ability to work on one's own initiative, whilst being able to take direction
- Strong interpersonal skills and the ability to build relationships and engage with a range of different stakeholders.
- Working knowledge of MS Office or similar

Desirable

- A demonstrable knowledge and appreciation of the statutory, regulatory and policy framework under which PIAB operate.
- Knowledge and relevant experience of a role in any of the following settings; claim's handling, insurance, administrative justice ,quasi-judicial or regulatory body.
- Experience of case management and having regard to fair procedures and due process
- Team Management skills – practical experience of managing staff, setting clear and realistic objectives and reviewing their performance A relevant third level qualification in a related area

Competencies for the Role

- Teamwork & Team Leadership
- Judgement, Analysis & Decision Making
- Management & Delivery of Results
- Interpersonal & Communication Skills
- Specialist Knowledge, Expertise and Self-Development
- Drive & Commitment to Public Service Value

Please see Appendix 1 for further information on these competencies.

In addition to a highly 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 Higher Executive Officer in PIAB is a full-time position. There are two positions available one on a permanent basis as a public servant, subject to satisfactory completion of the probationary period, the second position is a 12 month Fixed Term Contract.

Salary scale

Starting pay will be at the first point of the relevant salary scale unless pay on promotion rules apply. This rate applies to new entrants and will also apply to existing civil or public servants appointed on or after 6th April 1995 and is required to make a personal pension contribution.

The Higher Executive Officer Scale from 1st October 2023

Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	LSI 1	LSI 2
€54,764	€56,365	€57,973	€59,560	€61,163	€62,758	€64,358	€66,667	€68,970

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

Annual Leave – The annual leave allowance for the position will be 29 days rising to 30 after 5 years' service. 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 all of the following for review by PIAB's Selection Panel:

- **A comprehensive CV**(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, 4pm on Monday, 11th December 2023

The **selection process** may include any or all the following:

- Shortlisting of candidates, based on the information contained in their application.
- An in person competitive competency based interview, the indicative date for which is January 2024
- A second stage interview may also be required and may include a presentation (details of which will be provided in advance)
- 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's 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 – Higher Executive Officer Competencies

Teamwork & Team Leadership

- Works with the team to facilitate high performance, developing clear and realistic objectives and addressing performance issues if they arise
- Provides clear information and advice as to what is required of the team
- Strives to develop and implement new ways of working effectively to meet objectives
- Leads the team by example, coaching and supporting individuals as required
- Places high importance on staff development, training and maximising skills & capacity of team.
- Is flexible and willing to adapt, positively contributing to the implementation of change

Judgement, Analysis & Decision Making

- Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors
- Takes account of any broader issues, agendas, sensitivities and related implications when making decisions
- Uses previous knowledge and experience in order to guide decisions
- Uses judgement to make sound decisions with a well-reasoned rationale and stands by these
- Puts forward solutions to address problems

Management & Delivery of Results

- Takes responsibility and is accountable for the delivery of agreed objectives
- Successfully manages a range of different projects and work activities at the same time
- Structures and organises their own and others work effectively
- Is logical and pragmatic in approach, delivering the best possible results with the resources available
- Delegates work effectively, providing clear information and evidence as to what is required
- Proactively identifies areas for improvement and develops practical suggestions for their implementation
- Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively
- Applies appropriate systems/ processes to enable quality checking of all activities and outputs
- Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers

Interpersonal & Communication Skills

- Builds and maintains contact with colleagues and other stakeholders to assist in performing role
- Acts as an effective link between staff and senior management
- Encourages open and constructive discussions around work issues
- Projects conviction, gaining buy-in by outlining relevant information and selling the benefits
- Treats others with diplomacy, tact, courtesy and respect , even in challenging circumstances
- Presents information clearly, concisely and confidently when speaking and in writing
- Collaborates and supports colleagues to achieve organisational goals

Specialist Knowledge, Expertise and Self Development

- Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/ Organisation and effectively communicates this to others
- Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work
- Focuses on self-development, striving to improve performance

Drive & Commitment to Public Service Values

- Strives to perform at a high level, investing significant energy to achieve agreed objectives
- Demonstrates resilience in the face of challenging circumstances and high demands
- Is personally trustworthy and can be relied upon
- Ensures that customers are at the heart of all services provided
- Upholds high standards of honesty, ethics and integrity

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 relevant experience to the role of Higher Executive Officer in PIAB.**

Your career history is best presented in reverse chronological order **so that the most recent roles appear first.** For each position, please ensure you clearly indicate your **responsibilities and key achievements.**

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.

Current Role /Salary: Please specify salary details and also detail of your grade and position in your most recent roles

At the end you may want to briefly note other achievements that you feel may be relevant to the particular role,

Sample Curriculum Vitae Layout

Name:

Contact details: *iei.e. Address, Telephone (landline & mobile) & email address*

Career History:

Current Position:

- Job Title
- Company
- Dates: *from-to*
- Salary
- Key responsibilities
- Career achievements in that role

Previous Roles (listing each individually)

- Job Title
- Company
- Dates: *from-to*
- Salary
- Key responsibilities
- Career achievements in that role

Education Details:

- | ➤ Institution | Award (e.g., BA, MBA etc) | Subject | Year Awarded |
|---------------|---------------------------|---------|--------------|
| ➤ | | | |

Other Training:

- | ➤ Subject | Training Body | Year Completed |
|-----------|---------------|----------------|
| ➤ | | |

Additional Information: