

## **Mediation Team**

### **Higher Executive Officer, Mediation Section, PIAB**

**Grade:** Higher Executive Officer

**Reporting to:** Head of Mediation, PIAB

**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 to PIAB for application for assessment for compensation, unless settled early between claimants and insurers/respondents. PIAB are a key pillar in contributing to reform of the insurance sector and the personal injuries environment, and generate millions of Euro in savings every year.

## **The Role**

PIAB is seeking to appoint a Higher Executive Officer, to join a newly formed Mediation Team. The role 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 developed new legislation, the Personal Injuries Resolution Act, 2022 which was enacted in December 2022. The Act means PIAB will now be introducing a new mediation service to complement its existing assessment service as a means of resolving Personal Injuries Claims.

PIAB intends to establish a mediation service for claimants and respondents in relation to personal injuries claims to help them find mutually agreeable solutions to a claim. The Mediation as an alternative dispute resolution option, will be a confidential, facilitative and voluntary process that aims to give the relevant parties a shared understanding of the issues so that they can work towards reaching a mutually satisfactory outcome and agreement.

The mediation process is not usually based on examining evidence or determining who is right or wrong, but rather how parties can resolve the issue by working together. Where an outcome is agreed, it will be confidential and an Order to Pay can issue which will have the same standing as a court order.

It is envisaged that most mediation will take place via telephone which is a simple, convenient and efficient option for resolving issues. An independent PIAB mediator will work with each party separately to reach a mutually acceptable agreement in a short period of time. As a result, most claims should be resolved quickly and without the stress of litigation.

The mediation service will be an additional and separate service option to our current assessment service. The successful candidate will not conduct mediations for PIAB but will be involved in assisting the administration, management and promotion of the service.

This role is a vital one in promoting and assisting the development of the new service.

### **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

The role of the HEO in Mediation will be multifunctional and involves:

- Helping establish and develop the Mediation service and relevant processes and procedures in PIAB.
- Supporting the Head of Mediation and PIAB to deliver the new service when it goes live, including liaison with customers, stakeholders, and colleagues.
- Contributing to the development and implementation of management information systems.
- Overseeing Mediation to ensure all cases are scheduled and handled in a timely manner, monitor case outcomes and ensure compliance with statutory provisions.
- Point of escalation within the team for all/any queries.
- Line managing any Executive Officers assigned to the Mediation Team.
- Promoting Mediation as a means of resolution in personal injuries cases and ensuring there is clear and transparent information available to claimants and respondents on the process.
- Representing PIAB at external meetings, conferences etc. as required.
- Providing regular management reports to PIAB's Head of Mediation and management team.
- Monitor and take appropriate actions on service level agreements with PIAB's Mediation Panel, and internal mediators.
- Ensure appropriate systems in place for accurate, up-to-date, and confidential record- keeping.
- Designing, implementing, quality-assuring and reviewing relevant processes and procedures in line with PIAB policy and legislative requirements.

## Knowledge and Experience

### Essential Skills and Experience;

- An appropriate third level qualification in a relevant discipline or experience in a similar role.
- Ability to manage efficiently and effectively
- a large volume case work operation, to high quality standards, Excellent task management and organisational skills with a proven background of planning and prioritisation in a pressurised administrative environment.
- Ability to write and access reports of a technical nature and have a proven capacity in preparing management reports as required.
- Experienced in managing and influencing internal and external stakeholders.
- Have the ability to bring experience/expertise from previous projects to bear on existing issues.
- Demonstratable competence in taking responsibility and accountability for the delivery of agreed objectives and projects.
- Strong oral and written communication skills and interpersonal skills.
- Ability to interpret and analyse complex information from a wide variety of sources.

### Desirable

- Proven experience in managing or administering mediation services, or other forums of alternative dispute resolution or similar service.
- Knowledge of the role of PIAB and an understanding of the insurance, personal injuries claim environments.

### Core Competency areas

- Team Leadership
- Judgement, Analysis and Decision Making
- Management and Delivery of Results
- Interpersonal and Communication Skills
- Specialist Knowledge, Expertise and Self Development

Please see Appendix 1 for further information on these competencies.

## Role Benefits

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 PIAB's Disability Liaison Officer [ian.head@piab.ie](mailto:ian.head@piab.ie).

PIAB intends forming a panel of candidates deemed suitable for Higher 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.

## Terms & Conditions

### Tenure

The Higher 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 (Higher 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 6<sup>th</sup> April 1995 and is required to make a personal pension contribution.

Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	LSI 1	LSI 2
€53,955	€55,532	€57,106	€58,680	€60,259	€61,831	€63,407	€65,682	€67,951

**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 per annum 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](http://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 them 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](mailto:careers@piab.ie) by submitting 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 750 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, 12noon (local time) Tuesday 30<sup>th</sup> May 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 preliminary interview, the indicative date for which week of 26<sup>th</sup> 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.
- A 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 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 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](mailto:ian.head@piab.ie) or PIAB's HR Manager at [rona.hegarty@piab.ie](mailto:rona.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

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PIAB not be responsible for any expense, including travelling expenses, candidates may incur in connection with this competition.

### Canvassing

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Canvassing is prohibited and will result in disqualification from the competition.

### Data Protection – Recruitment Process

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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**

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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**

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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**

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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 6 months. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

## **Successful Candidates**

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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

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### By Email

[Michael.Kelly@piab.ie](mailto:Michael.Kelly@piab.ie)

## Appendix 1

### Higher Executive Officer - Effective Performance Indicators

<p><b>Team Leadership</b></p> <ul style="list-style-type: none"> <li>• Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and</li> <li>• performance issues if they arise</li> <li>• Provides clear information and advice as to what is required of the team</li> <li>• Strives to develop and implement new ways of working effectively to meet objectives</li> <li>• Leads the team by example, coaching and supporting individuals as required</li> <li>• Places high importance on staff development, training and maximising skills &amp; capacity of team.</li> <li>• Is flexible and willing to adapt, positively contributing to the implementation of change</li> </ul>
<p><b>Judgement, Analysis &amp; Decision Making</b></p> <ul style="list-style-type: none"> <li>• Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up</li> <li>• a range of critical factors</li> <li>• Takes account of any broader issues, agendas, sensitivities and related implications when making decisions</li> <li>• Uses previous knowledge and experience in order to guide decisions</li> <li>• Uses judgement to make sound decisions with a well reasoned rationale and stands by these</li> <li>• Puts forward solutions to address problems</li> </ul>
<p><b>Management &amp; Delivery of Results</b></p> <ul style="list-style-type: none"> <li>• Takes responsibility and is accountable for the delivery of agreed objectives</li> <li>• Successfully manages a range of different projects and work activities at the same time</li> <li>• Structures and organises their own and others work effectively</li> <li>• Is logical and pragmatic in approach, delivering the best possible results with the resources available</li> <li>• Delegates work effectively, providing clear information and evidence as to what is required</li> <li>• Proactively identifies areas for improvement and develops practical suggestions for their implementation</li> <li>• Demonstrates enthusiasm for new developments/changing work practices and strives to implement these</li> <li>• changes effectively</li> <li>• Applies appropriate systems/ processes to enable quality checking of all activities and outputs</li> </ul>

<ul style="list-style-type: none"> <li>• Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers</li> </ul>
<b>Interpersonal &amp; Communication Skills</b>
<ul style="list-style-type: none"> <li>• Builds and maintains contact with colleagues and other stakeholders to assist in performing role</li> <li>• Acts as an effective link between staff and senior management</li> <li>• Encourages open and constructive discussions around work issues</li> <li>• Projects conviction, gaining buy-in by outlining relevant information and selling the benefits</li> <li>• Treats others with diplomacy, tact, courtesy and respect , even in challenging circumstances</li> <li>• Presents information clearly, concisely and confidently when speaking and in writing</li> <li>• Collaborates and supports colleagues to achieve organisational goals</li> </ul>
<b>Specialist Knowledge, Expertise and Self Development</b>
<ul style="list-style-type: none"> <li>• Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of PIAB and effectively communicates this to others</li> <li>• Has expertise in Personal Injuries, claims environment, mediation or other relevant area or broad Public Sector knowledge relevant to his/her area of work</li> <li>• Focuses on self development, striving to improve performance</li> </ul>
<b>Drive &amp; Commitment to Public Service Value</b>
<ul style="list-style-type: none"> <li>• Strives to perform at a high level, investing significant energy to achieve agreed objectives.</li> <li>• Demonstrates resilience in the face of challenging circumstances and high demands.</li> <li>• Is personally trustworthy and can be relied upon</li> <li>• Ensures that customers are at the heart of all services provided.</li> <li>• Upholds high standards of honesty, ethics and integrity</li> </ul>

## 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 on the Mediation Team 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:** *ie 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:**