



CANDIDATE INFORMATION BOOKLET

PLEASE READ CAREFULLY

GDPR Privacy Statement is appended at the back of the booklet

**Technical Specialist - Rural Transport**  
**National Transport Authority**

The National Transport Authority is committed to a policy of equal opportunity.

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**CONTACT: HUMAN RESOURCES 01-879 8300**

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HARCOURT LANE, DUBLIN 2  
[WWW.NATIONALTRANSPORT.IE](http://WWW.NATIONALTRANSPORT.IE)

**TECHNICAL SPECIALIST - RURAL TRANSPORT**  
**National Transport Authority**

**TITLE OF POSITION:** Technical Specialist - Rural Transport

**OFFICE:** National Transport Authority

**LOCATION:** Dublin

The National Transport Authority is a statutory body established by the Minister for Transport on 1 December 2009. The relevant legislative provisions underpinning the Authority are the Dublin Transport Authority Act 2008, the Public Transport Regulation Act 2009 and the Taxi Regulation Act 2013.

At national level, the Authority has responsibility for securing the provision of public passenger land transport services, including subsidised bus and rail services. The Authority also licenses public bus passenger services delivered by private operators and has responsibility for the regulation of the small public service vehicle industry (taxis, hackneys and limousines). Other areas of responsibility include the State's rural transport programme, integrated information systems for public transport customers, management of the Integrated Ticketing Scheme for Ireland (the Leap Card system), and regulation of vehicle clamping.

Within the Greater Dublin Area (GDA) the Authority carries additional responsibilities including:

- Strategic planning of transport;
- Development of an integrated, accessible public transport network;
- Promoting cycling and walking;
- Provision of public transport infrastructure generally including light rail, metro and heavy rail;  
and
- Effective management of traffic and transport demand.

The GDA includes the local authority areas of Dublin City, Fingal, Dún Laoghaire-Rathdown, South Dublin, Kildare, Meath and Wicklow.

Further information on the Authority is available on its website [www.nationaltransport.ie](http://www.nationaltransport.ie).

The National Transport Authority wishes to recruit for the position of Technical Specialist within our Rural Transport team.

The mission statement of the Rural Transport Programme is ‘to provide a quality nationwide community based public transport system in rural Ireland which responds to local needs’. Seventeen Transport Co-ordination Units (brand name Local Link), manage the delivery of rural transport services nationally on behalf of the Authority. With a budget of €14.3m in 2018, the Rural Transport Programme funds the delivery of both Demand Responsive and scheduled services in rural Ireland and places a specific emphasis on actions to address rural social exclusion.

The delivery of public transport services is increasingly supported by IT systems. The Authority wants to develop the appropriate system for demand-responsive and scheduled services in rural areas and integrate them into the key corporate technologies such as RTPI and Leap applied in other public transport services. While the initial focus for this position is the ITMS system that is already in place, the applicant will be working on a solution for Real-Time technology and ticketing and streamlined reporting systems for Rural Transport Programme.

The Technical Specialist, Rural Transport will play a key role in the management of its Integrated Transport Management System (ITMS) or any IT system development to support the Rural Transport Programme. This web based system is a centralised resource for the planning and scheduling of routes and services as well as the booking of passenger on these services.

**DUTIES AND RESPONSIBILITIES:**

It is expected that the Technical Specialist - Rural Transport shall be in a position to deliver on some or all of the following:

- To further develop and enhance the ITMS system generally with a specific focus on potential development synergies with other NTA products.
- To manage the development and implementation of quarterly software maintenance releases for ITMS including the rollout of new enhancements/features of the system.
- To manage on a day to day basis the contractual relationship with ITMS suppliers including both Hardware and Software suppliers.
- Support the work of the ITMS user working group to maximise the input of practitioners in the ongoing development and improvement of ITMS.
- To streamline operational processes and maximise efficiencies within the ITMS system including managing the analysis and testing of all technical issues, bugs, change requests and enhancement proposals.
- To manage the day to day operation of the ITMS Helpdesk established in 2018.
- Build strong relationships by operating in a flexible and collaborative manner both within the Authority and with external stakeholders to ensure the efficient delivery of business objectives.
- To design and implement product training and other supports as necessary for ITMS users.
- Manage the compliance requirements by ITMS service users with a particular focus on meeting reporting deadlines.
- Ensure ITMS is compatible with corporate policies in such areas as Health and Safety, Data Protection, Child Protection etc. and that all developments within ITMS are compatible with Corporate IT protocols and security.

- Responsibility for the extracting and reporting of relevant data from ITMS on a monthly basis.
- Drive the establishment of other technological solutions to assist in the reporting of KPIs on Rural Transport services.
- Liaise until internal teams on possible ticketing and RTPi solutions for Local Link services.
- Other ad-hoc duties as required.

**KEY RELATIONSHIPS:**

- The IT, Project Management and Public Transport Service teams within the Authority
- Local link Transport Co-ordination Units
- Relevant contractors/suppliers
- Other external stakeholders as appropriate.

**ESSENTIAL REQUIREMENTS:**

***Character:***

Each candidate must be of good character.

***Health:***

Each candidate shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

***Education, Experience etc.:***

Each candidate must satisfy the following requirements:

- a) Hold a minimum of an NFQ Level 7 or equivalent in an IT, science or business related discipline;
- b) Have at least five years' satisfactory post qualification experience with two of these in software delivery focussed role;
- c) Good understanding of IT software and hardware technologies and components generally;
- d) Strong project management or service delivery experience;
- e) Demonstrate the ability to work on own initiative as well as on project teams;
- f) Have excellent planning and organizational skills with the ability to prioritise effectively while managing significant workload;
- g) Possess strong written and verbal communication skills and report writing skills.

**DESIRABLE ATTRIBUTES:**

The ideal candidate will also have:

- a) Strong analytical skills;
- b) Have excellent interpersonal skills with the ability to build and maintain relationships with different stakeholders and demonstrate proven negotiation and influencing skills.
- c) Sound judgment and good decision making skills;
- d) Knowledge and understanding of the public sector environment and commitment to public sector values

***Note:*** *The functions and responsibilities assigned to this position are based on the current stated role and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the Authority.*

**EMPLOYMENT CONDITIONS:****Eligibility to Compete**

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.

A candidate who is in doubt with regard to their eligibility to compete should consult the Department of Jobs, Enterprise & Innovation.

**Incentivised Scheme for Early Retirement (ISER):**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

**Collective Agreement - Redundancy Payments to Public Servants:**

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment

in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

**Department of Health and Children Circular (7/2010):**

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

**Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)**

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. Thereafter, the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

**Declaration:**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment. Should you have queries in respect of same, you should contact the relevant Public Sector organisation to assess any impact of re-entering employment within the Public Service.

**Remuneration:**

**Salary Grade:** Higher Executive Officer

**Salary Scale:** €48,028 – €60,486

**Personal Pension Contribution (PPC) rate.** *This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995).*

**€45,717 - €57,549 Non Personal Pension Contribution (non-PPC) rate.** *This salary is payable to an individual who is not required to make a personal pension contribution (PPC) to their main pension scheme.*

**Annual Leave** 29 days per annum. This leave is on the basis of a five day week and is exclusive of the usual public holidays.

**Note:**

- entry will be at the minimum point of the scale and will not be subject to negotiation;
- different pay and conditions may apply if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant;
- the rate of remuneration may be adjusted from time to time in line with Government pay policy.

**Contract:** Permanent Contract

**Probation:** There is a 6 month probationary period which may at the discretion of the CEO be extended to 10 months.

**Superannuation:**

The successful appointee will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in the NTA depending on the status of the successful appointee:

In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 (Section 10 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 refers. A copy of the Act can be viewed at:

<http://www.irishstatutebook.ie/2012/en/act/pub/0037/index.html>;

**SELECTION PROCESS**

**How to Apply**

Please submit the 3 documents as set out below to [careers@nationaltransport.ie](mailto:careers@nationaltransport.ie)

- a) A comprehensive CV;
- b) A fully completed Key Achievements Form (attached);
- c) A **cover letter/ personal statement** outlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the position of Higher Executive Officer.

Please note that omission of any or part of the 3 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

We request that **all three documents are submitted in a single word document or PDF.**



### **Closing Date**

The closing date and time for applications is strictly 12pm (noon) on Friday 14 December 2018. Applications received after the specified deadline cannot be accepted.

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email [careers@nationaltransport.ie](mailto:careers@nationaltransport.ie)

### **Selection Methods**

The National Transport Authority will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- Shortlisting of candidates on the basis of the information contained in their application;
- Competitive interview;
- A second round interview;
- Completion of an online questionnaire(s);
- Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate; and
- Reference and online checks.

Prior to recommending any candidate for appointment to this position the Authority will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

**Please Note:** If you come under consideration for appointment, the following may be requested prior to a formal offer:

1. You will be required to undertake a medical with the NTA company doctor.
2. You will be required to submit proof of your relevant qualification (as applicable).
3. You will be required to have at least two satisfactory references (see below).
4. You will be required to submit proof of identity, with a relevant photographic ID.
5. You will be required to submit other proof, in connection with the essential criteria, as required (e.g. if driving is a requirement, proof of full valid licence will be sought).
6. You may be required to be Garda vetted and cleared under same for this role.

### **References**

We would appreciate it if you would start considering names of people who you feel would be suitable referees that we might consult (1 - 2 names and contact details). The referees listed here do not have to include your current employer, but should be in a position to provide a reference for you. Please be assured that we will only collect the details and contact referees should you come under consideration at interview stage.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that the Authority is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Should the person recommended for appointment decline, or having accepted it, relinquish it, the Authority may at its discretion, select and recommend another person for appointment on the results of this selection process.

*Candidates should make themselves available on the date(s) specified by the Authority*

*The Authority will not be responsible for refunding any expenses incurred by candidates.*

### **SECURITY CLEARANCES**

**Please Note:** You may be required to complete and return a Garda vetting form should you come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided. If you are not successful this information will be destroyed by the Authority. If you do, therefore, subsequently come under consideration for another position, you may be required to supply this information again.

### **Deeming of candidature to be withdrawn**

Candidates who do not attend for interview or other test when and where required by the Authority, or who do not, when requested, furnish such evidence, as the Authority require in regard to any matter relevant to their candidature, will have no further claim to consideration.

### **The importance of confidentiality**

The National Transport Authority may use third party recruitment specialists to manage all or part of the recruitment process on our behalf. We would like to assure you that protecting confidentiality is

our number one priority. You can expect, and we guarantee, that all enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

**If you feel you would benefit from a confidential initial discussion about any aspect of this opportunity, please contact [careers@nationaltransport.ie](mailto:careers@nationaltransport.ie) 01 879 8300**

# Irish Civil Service

## Higher Executive Officer Level Competency

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## Higher Executive Officer Level Competencies

### Effective Performance Indicators

Team Leadership	Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and 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
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 and related implications when making decisions
	Uses previous knowledge and experience in order to guide decisions
	Makes 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	
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

### Technical Specialist - Rural Transport – Key Achievements Form

Having read the competencies and thought about the demands of the role, for each of the competencies below.

Please briefly demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date and which clearly demonstrates your suitability for this position.

Ideally, your answer should highlight include all elements of the STAR competency framework – which is outlined below:

<b>Situation</b>	Present a challenging situation you found yourself in
<b>Task</b>	What did you need to achieve from the situation?
<b>Action</b>	What action did you personally take to achieve this?
<b>Result</b>	What was the result of your action?

Please note, there is a strict maximum page count of **2.5 A4 pages at font size 10-12**.

The key achievements form commences on the next page.

Please complete all sections of the form below.

**Name:**

**How did you become aware of this opportunity?**

<b>Team Leadership:</b>
Answer:
<b>Analysis &amp; Decision Making:</b>
Answer:
<b>Management &amp; Delivery of Results:</b>
Answer:

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<b>Interpersonal and Communication Skills:</b>
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Answer:
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<b>Specialist Knowledge, Expertise and Self Development:</b>
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Answer:
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## GDPR Privacy Statement- Recruitment Process

### Purpose of Processing

The NTA conducts a competency based recruitment process to fill vacancies within the organisation. To complete this, interested individuals are asked to submit a CV, Cover Letter and Key Achievements form for assessment by the interview panel. For the successful candidate, some of the information provided will form the basis of the contract of employment (e.g. address)

### Legal Basis for Processing

- Necessary for performance of a contract or to enter into such a contract
- Compliance with legal obligation (Terms of Employment Information Act)

### Recipients

The following shall receive your information for reasons outlined below:

Recipient	Reason
HR (internal)	Storing application, acknowledging responses and corresponding with applicants
HR (external Service provider)	If outsourced support is sought, our outsourced HR provider may receive applications to assist with elements of administration, or to manage the entire recruitment process
Interview Panel	The Interview Panel will receive your applications to conduct shortlisting and assessing applicants
Referees	Applicants are asked to provide references who can be contacted to validate work records and/or comment on suitability of the applicant for the position applied for. These shall be contacted and the applicants name will need to be provided to receive the reference.
Company Doctor	We will use your personal details to refer you to the company doctor if considered for appointment

### Details of Data Transfers Outside the EU

This does not apply to this process.

### Automated Decision Making

This does not apply to this process.

### Retention Period for Data

For unsuccessful candidates, applications and correspondence shall be retained for 12 months. For successful candidates, their application will be placed on their employee file and retained during their employment and for an appropriate period thereafter.

### Your GDPR Rights in Relation to this Process

Right	Explanation
Access	You can request and receive access to the information requested in the process at any time.
Portability	You can request and receive a copy of this data, in electronic/transferable format, at any time

Erasure	You can request the data held be erased. We have outlined the anticipated retention period above.
Rectification	You can have any incorrect information, due to this being updated or otherwise, to be corrected.
Objection	You can object to this information being processed
Complain	You can make a complaint to our internal Data Protection Officer (contact details outlined below) and/or make a complaint to the relevant supervisory authority – Data Protection Commission in Ireland.

**Contact Details**

**Name:** Data Protection Officer

**Email:** [Privacy@nationaltransport.ie](mailto:Privacy@nationaltransport.ie)