



CANDIDATE INFORMATION BOOKLET

PLEASE READ CAREFULLY

GDPR Privacy Statement is appended at the back of the booklet

**Transport Accessibility Manager**  
**National Transport Authority**

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

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Transport Accessibility Manager  
National Transport Authority

## **TRANSPORT ACCESSIBILITY MANAGER**

**National Transport Authority**

**TITLE OF POSITION:** Transport Accessibility Manager

**REPORTING TO:** Director of Transport Investment, Planning and Taxi Regulation.

**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).

### **ROLE AND RESPONSIBILITIES**

One of the principal functions of the National Transport Authority is to promote the development of an integrated and accessible public transport system that is responsive to customer needs in particular those customers with a disability.

The Authority is about to undertake the delivery of the largest investment in public transport ever under the National Development Plan 2018-2027. This will see over €8bn invested in new infrastructure across bus, rail and tram. Alongside the investment programme, the Authority will continually seek to expand the network of public transport services and improve the frequency and reliability of those services across the state. We need to ensure that we bring the needs of customers with a disability into the centre of all the improvements that we bring forward. Public transport customers now expect high quality information and ticketing systems to make their public transport journeys easier and those systems have also to be made more accessible.

Accessibility improvements to public transport services throughout the country are being advanced in the context of Transport Access for All, the Department of Transport Tourism and Sport's sectoral plan under the Disability Act 2005. Transport Access for All is premised on the principle that through accessibility improvements to the public transport system for people with disabilities access for all people will be improved.

The four year capital envelope for Public Transport announced in Budget 2018 includes a multi-annual allocation of almost €28m for the accessibility retro-fit programme for the period 2018 to 2021. This will facilitate the continued roll-out of the programmes to install accessible bus stops, the upgrading of train stations to make them accessible to wheelchair users and the grant scheme to support the introduction of more Wheelchair Accessible vehicles into the taxi fleet.

As we move to implement all these improvements across the public transport system, the Authority is now seeking to recruit a Transport Accessibility Manager to guide us in developing the public transport infrastructure and services to being even more accessible to people with disabilities and to communicate these improvements to customers and key stakeholders.

## **Duties and Responsibilities**

- Establish a formal engagement process with key disability representative groups to ensure that the needs of those with a disability are considered in all the major improvements plans proposed by the NTA;
- Develop an improvement plan for existing services in consultation with key disability representative groups and identify priorities within that plan;
- Assist in the development of the Authority's accessibility capital programme and ensure that accessibility is to the forefront of all new transport infrastructure;
- Monitor the delivery of improvements in the accessibility of public transport services and infrastructure;
- Act as an internal spokesperson in the NTA for the customer who has a disability;
- Monitor progress on actions under the Department's sectoral plan Transport Access for all, the Comprehensive Employment Strategy and the National Disability inclusion strategy;
- Co-ordinate the accessibility programmes that are underway by transport operators for improving accessibility to public transport;
- Review and audit accessibility plans of transport operators contracted by the Authority;
- Assist in the development of the appropriate policy and strategy to improve the accessibility features provided by licenced public bus transport operators;
- Facilitate the early involvement of relevant stakeholders in the next generation ticketing programme;
- Advise on the development of transport operator training programmes;
- Draft and update accessibility policies for public transport customers;
- Ensure a high standard of universal access training is provided to the Authority's employees;
- Undertake research in the area of public transport accessibility particularly in the tools that are being developed to improve accessibility;
- Co-ordinate the Access Officers across all public transport services operators;
- Establish a contact system and complaints handling system for users of the public transport who have a disability;
- Ensure that the Authority's Transport for Ireland website conforms with the official accessibility guidelines and that any official published information supplied by the Authority is available in accessible formats; and
- Promote the improvements in accessible services to customers and key stakeholders.

**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.:**

Please note: you must explicitly reference how you meet the essential criteria in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages

The ideal candidate will be empathetic, confident and extremely articulate both verbally and written and will also possess the ability to problem solve, liaise, influence and work with a wide range of people.

Each candidate must satisfy the following requirements:

- a) Hold a minimum of an NFQ Level 7 or equivalent;
- b) Have at least three years' satisfactory relevant experience preferably in the area of accessibility/disability;
- c) Have some experience and understanding of transport infrastructure and/or services;
- d) Have excellent communication and interpersonal skills with the ability to build and maintain relationships with different stakeholders;
- e) Possess strong negotiation and influencing skills;
- f) Have excellent planning and organisational skills and the ability to prioritise effectively and manage a significant workload.

**DESIRABLE ATTRIBUTES:**

Please note: should further shortlisting be required after essential criteria above, a selection of the following may be assessed.

The ideal candidate will also have:

- a) Some technical knowledge in the area of transport;
- b) Sound judgment and strong decision making skills;
- c) A very strong attention to detail;
- d) Knowledge and understanding of the public sector environment and commitment to public sector values;
- e) Competency in the use of MS office applications.

**Note:***The functions and responsibilities initially assigned to the position(s) are based on the*

*current organisational requirements 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:** Assistant Principal

**Salary Scale:** €66,495 - €82,300

**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).*

**€64,232 - €78,311**

**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** 30 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:** This is a Permanent position

**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 Transport Accessibility Manager.

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** where possible.

#### **Closing Date**

**The closing date and time for applications is 12pm (noon) on Friday the 30<sup>th</sup> of November 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 will 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) 01 879 830

## Transport Accessibility Manager Assistant Principal

Competency	Indicative Competency Behaviours
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Develops capability of others through feedback, coaching &amp; creating opportunities for skills development</li> <li>• Considers the effectiveness of outcomes in terms wider than own immediate area</li> <li>• Actively contributes to the development of the strategies and policies of the Department/ Organisation</li> <li>• Brings a focus and drive to building and sustaining high levels of performance</li> </ul>
<b>Analysis and Decision Making</b>	<ul style="list-style-type: none"> <li>• Understands complex issues quickly, accurately absorbing and evaluating data</li> <li>• Integrates diverse strands of information, identifying inter-relationships and linkages</li> <li>• Makes clear, timely and well-grounded decisions on important issues</li> <li>• Considers the wider implications of decisions on a range of stakeholders</li> </ul>
<b>Delivery of Quality Results</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for challenging tasks and delivers on time and to a high standard</li> <li>• Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances</li> <li>• Ensures quality and efficient customer service is central to the work of the division</li> </ul>
<b>Interpersonal and Communication Skills</b>	<ul style="list-style-type: none"> <li>• Presents information in a confident, logical and convincing manner, verbally and in writing</li> <li>• Encourages open and constructive discussions around work issues</li> <li>• Promotes teamwork within the section, but also works effectively on projects across the organisation</li> <li>• Engages effectively with a range of stakeholders both internally and externally</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 the team and how they fit into the work of the unit and Department/ Organisation</li> <li>• Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities</li> <li>• Is considered an expert by stakeholders in own field/ area</li> <li>• Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role</li> </ul>

## Transport Accessibility Manager 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 maximum page count of **2.5 A4 pages at font size 10-12.**

These examples may be assessed as part of the shortlisting process.

We also request that you indicate where you first became aware of this vacancy, to enable to Careers Team assess the effectiveness of various advertising platforms.

Please complete all sections of the form below.

**Name:**

**How did you become aware of this opportunity? (Select from Drop Down Below)**

**Choose an item.**

<b>Leadership:</b>
Answer:
<b>Analysis &amp; Decision Making:</b>
Answer:
<b>Delivery of Quality 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)