

CANDIDATE INFORMATION BOOKLET

PLEASE READ CAREFULLY

GDPR Privacy Statement is appended at the back of the booklet

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| **Head of ICT (Panel)****National Transport Authority** |

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

**Contact:** careers@nationaltransport.ie

National Transport Authority,

Dun Scéine, Iveagh Court,

Harcourt Lane, Dublin 2

www.nationaltransport.ie

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| ***Head of ict (panel)*****National Transport Authority**  |

**TITLE OF POSITION**: Head of ICT (Panel)

**REPORTING TO:** Chief Information Officer

**OFFICE**: National Transport Authority

**LOCATION:** Dublin

The National Transport Authority (NTA) 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.

Currently the Authority is involved in the implementation of a number of major projects and programmes, including the BusConnects programme, Metrolink, the DART Expansion Programme as well as a cycling infrastructure programme and various other projects and programmes in the sustainable transport area. In addition, the Authority is currently planning networks of public transport services in several towns throughout the State, and regularly reviews the effectiveness of urban networks in cities outside of the GDA at achieving transport and climate related objectives.

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

The Authority has a number of discrete ICT functions supporting the corporate systems, the Ticketing systems and the Travel Information Systems. Each of these areas is a hybrid of on premise and cloud based systems and applications.

The NTA wishes to establish a panel of suitably qualified professionals for the position of Head of ICT from which candidates can be drawn as relevant vacancies arise within the NTA. The panel will be live for 2 years.

***DUTIES AND RESPONSIBILITIES***

The Head of ICT will perform the duties as outlined in the job description. The responsibilities of this post will evolve and may include other relevant duties, not currently documented in this job description which the post holder would be required to undertake in line with service requirements, following consultation.

***KEY ACCOUNTABILITIES***

* Development of ICT strategies and plans;
* Develop ICT operational plans and ICT roadmap/strategy ensuring appropriateness to the Authority’s requirements, taking full advantage of all emerging technologies;
* Take a lead role in the implementation of Information Technology systems in the Authority;
* Shape the scale, skills and remit of the ICT Department to enable the Authority to meet its current and future obligations and ambitions;
* Monitor the performance of the ICT Department against its obligations to contribute to overall performance and deliver sustained improvements in both quality and productivity;
* Accept overall responsibility for the Authority’s ICT capabilities and functioning, assessing the relevant risks and opportunities;
* Liaise with project staff, both internal and external to ensure that designated projects are delivered in a timely manner;
* Take overall responsibility for ensuring that successful third party suppliers provide services in line with agreed contractual arrangements as part of the effective delivery of the projects;
* Ensure the security of the ICT systems;
* To be a decision-making and influencing member of the ICT department/Senior Management Team, and Architecture Review Board;
* Provide specialist leadership across the ICT Procurement process, ICT contract negotiation, business case development and contract development;
* Provide support to the Data Governance Manager in relation to the implementation and on-going monitoring of the GDPR (General Data Protection Regulation) legislation;
* Take an active role on the Data Governance Group;
* Provide support to the Data Analytics Manager plan to drive and develop the data analytics / business intelligence capability within the Authority, that will provide data to corporate functions that facilitates them to understand current performance and future needs; support service reconfiguration and development;
* Engage with external stakeholders, including the Department of Transport, Government Networks, OoCIO and others as appropriate to ensure alignment between their and the Authority’s strategy;
* Provide timely advice relating to the provision of new ICT Services and Innovations by maintaining a watching brief on new technology, by visiting other sites, appropriate training and attendance at appropriate conferences;
* Develop business cases in support of securing capital investment or alternatives funding streams, for the development of ICT;
* Use expert experience to ensure that ICT Team functions are cohesive within the ICT department and deliver on the Authority’s objectives;
* Provide management support for the development of the ICT Programme plan ensuring priorities and dependencies are identified and understood;
* Provide specialist knowledge and advice on preparing and maintaining individual project plans, resource plans and reports using specialist project planning tools in support of the project planning cycle;
* Advise and identify relevant resources to ensure that they meet their projected end dates;
* Draft new and manage existing ICT policies and procedures for the Authority.
* Work with the ICT Team to deploy best practice policies, procedures, guidelines, processes and process frameworks;
* Ensure the Authority is appropriately licensed for all software in use;
* Report to the Senior Management Team and/or Board as required;
* Take ultimate responsibility for nominated ICT systems within the Authority;
* Research emerging technologies, architectures, service models and products to determine their suitability for adoption at the Authority;
* Day to day management of the ICT Team, ensuring a high level of professional competence is maintained within the Department at all times;
* Manage the ICT Department budget, plan yearly budgets and draft plans and associated costs for ICT requirements and projects in the future;
* Support and participate in internal and external audit process;
* Respond to and assist in resolution of critical ICT Incidents;
* Co-ordinate staff training on ICT applications and systems as required;
* Develop and implement appropriate performance SLA’s;
* Manage, deliver & monitor new processes, software and technologies ensuring value for money and appropriate service levels are achieved;
* Have responsibility for managing assigned ICT Risks; and
* Promote ICT as an enabler of productivity and business process improvements. Acting as a Business Relationship Manager to the business units.

***KEY CHALLENGES***

* Achieve cooperation, compliance and engagement of all stakeholders with a very lean resourcing model and a large supplier ecosystem; and
* Identify new and innovative approaches and tools and embed these in the behaviour and day to day activities of the organisation’s operations.

***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(s) appointed require the flexibility to fulfil other roles and responsibilities at a similar level within the Authority.*

***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.

# *ESSENTIAL CRITERIA:*

**Please note: in order to satisfy the shortlisting panel that you meet these criteria you must explicitly reference how you meet same in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.**

Each candidate must meet the following requirements at the time of the competition closing:

1. Hold a minimum of a NFQ degree level in Computer Science, Information Technology or a relevant business related discipline;
2. Have a minimum of 5 years’ experience in the ICT field in lead/senior role, plus 2 years’ operational experience managing cloud based systems, demonstrating experience of modernising services in a complex organisational environment;
3. Have at least 3 years’ experience people management experience in managing, leading and coaching an ICT team to drive a high performance organisational culture that accommodates growth and highly dynamic expectations;
4. Have at least 3 years’ experience in managing complex/large ICT contracts and supplier relationships;
5. Have the ability to manage a range of ICT projects types and complex business initiatives and change programmes;
6. Have excellent proven and demonstrable decision-making, problem-solving, organisational, and time-management skills;
7. Have a proven track record of developing and implementing standards, policies, procedures and guidelines;
8. Have at least 3 years’ experience and knowledge of key technologies in use in the Authority including Amazon Web Services, Azure Cloud and Platform Services, Cloud Security, MS technologies (Operating system, SQL, SharePoint, Dynamics, Office 365, Virtual Desktop), mobile technologies (iOS, Android), networking technologies (Cisco, LAN/WAN management), SAN storage, VMWare management, virtualisation, cloud hosting and management, website development; and
9. Possess excellent knowledge of Data Protection and GDPR Legislation.

***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:

1. Hold a relevant post-graduate qualification in ICT Management (e.g. Masters, Project Management etc.);
2. Have experience of the transport sector in a senior capacity, with good knowledge of public transport technology initiatives;
3. Have strong communication, interpersonal and influencing skills;
4. Possess knowledge of appropriate current and developing technologies and an appetite for the leveraging of technology to increase business and service opportunities;
5. Have architecture experience - particularly in designing and developing applications in the cloud;
6. Have experience of being a Business Partner and managing those relationships; and
7. Have a good understanding of performance management frameworks and tools in the delivery of business objectives.

***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.

***Remuneration:***

***Salary Grade:* Principal Officer**

***Salary Scale:* €87,325 - €107,399**

**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).*

**€83,090 - €102,159**

**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:*** 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 your application in one single word document or PDF referencing the title of the role you wish to apply for in the subject of the email to careers@nationaltransport.iewith the following:

1. A cover letter/personal statementoutlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the role of Head of ICT (Panel);
2. A comprehensive CV (not to exceed 3 pages); and
3. A fully completed Key Achievements Form (attached).

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.

***Closing Date***

**The closing date and time for applications is strictly 12pm (noon) on Friday 11th September 2020. 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*.

Please note that we advertise our vacancies on various platforms such as LinkedIn, Irish Jobs, Public Jobs and Engineers Ireland. We can only accept applications that are submitted through the process as set out above and that are submitted to 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, you will be required to:

1. Undertake a medical with the NTA company doctor
2. Submit proof of your relevant qualification (as applicable)
3. Provide at least two satisfactory references (see below)
4. Submit proof of identity, with a relevant photographic ID
5. 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)

***References***

Should your application progress to the on boarding stage, you will be required to submit a minimum of two satisfactory references. Your completed references will be required in advance of issuing a formal offer of appointment. We would appreciate it if you would start considering names of people who you feel would be suitable referees for the NTA to consult. Our preference is that a minimum of one reference should be completed by your most recent employer. It is also the NTA’s preference that your nominated referee has worked with you within the previous five years. Please be assured that we will only collect the details and contact referees should you come under consideration at interview stage.

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 particular 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.

**Head of ICT (Panel) – Key Competencies**



**Head of ICT (Panel) – Key Competencies**





**Head of ICT (Panel) - 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.

Your answer must highlight all elements of the STAR competency framework – which is outlined below:

|  |  |
| --- | --- |
| **S**ituation  | Present a challenging situation you found yourself in |
| **T**ask | What did you need to achieve from the situation?  |
| **A**ction | What action did you personally take to achieve this?  |
| **R**esult | What was the result of your action?  |

Please note, there is a maximum page count of ***3 A4 pages at font size 10-12.***

The key achievements form commences on the next page.

Please complete all sections of the form below.

**Head of ICT - Key Achievements Form**

Please complete all sections of the form below.

**Name:**

|  |
| --- |
| **Leadership and Strategic Direction:** |
| Answer: |
| **Judgement & Decision Making:** |
| Answer: |
| **Management & Delivery of Results:** |
| Answer: |
| **Building Relationships & Communication** |
| Answer: |
| **Specialist Knowledge, Expertise and Self Development:** |
| Answer:  |

**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