

**Senior Transport Regulation Executive Officer (Panel)**

**Competition Information Booklet**

Please read carefully

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| **Position:** Senior Transport Regulation Executive Officer  **Grade:** Higher Executive Officer  **Directorate:** Transport Regulation  **Reporting to:**  Licensing Manager  **Location:** Blended work model with office location(s) in Dublin 2  The NTA is consolidating its office locations later in 2024  to brand new office space in Haymarket, Smithfield, Dublin 7  **Starting salary:** €54,764  Closing date for receipt of completed applications:  **12pm (noon) on Friday, 5th April 2024**  **Contact: careers@nationaltransport.ie** |

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

**Overview of the National Transport Authority**

The National Transport Authority (NTA) is a statutory body established by the Minister for Transport on 1 December 2009.

At national level, the Authority has responsibility for securing the provision of public passenger land transport services, including subsidised bus and rail and light 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 (SPSV) 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+ 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 National Transport Authority wishes to establish a panel of suitably experienced and qualified Senior Transport Regulation Executive Officer from which vacancies may be filled as they arise. The panel will be live for one year and may be extended for a further year. Please note it is intended that both permanent and fixed term vacancies would be drawn from this panel.

**Duties and Responsibilities**

Subject matter expert (SME) Licensing:

* Case management: draft responses, manage turnaround times, escalate as queries and issues arise
* Process development and maintenance: Develop, write and maintain relevant processes, information and communication documents
* Quality checks and oversight of risk
* Reporting
  + Weekly, monthly reporting for subject matter expert (SME) area
  + Statistical analysis, on both a scheduled and ad-hoc basis to support strategic-decision making within the Directorate and prosecutorial functions
* Business system maintenance and development related to subject matter expert (SME) area of expertise
  + Issue resolution - liaison with ICT Helpdesk; 3rd parties
  + Analysis and development of business requirements
  + Test script development and user acceptance testing
  + Operational implementation of system change with 3rd parties

Contract management, e.g. oversight of service delivery:

* Service provider oversight – KPIs, delivery, ongoing liaison
* Issues and escalation
* Quality of deliverables - process; quality checks, audits
* Reporting and communication; 3rd party liaison

Licensing communications:

* Preparation of material for reply to FOI & Data Protection requests, representations and Parliamentary Questions, media and other queries within required timeframes
* Prepare written responses to queries from industry, consumers
* Maintenance of relevant areas of Taxi website
* Licence holder communications – prepare campaigns, draft articles and co-ordinate regular industry newsletter
* Maintain and update Forms and Guides; CABS letters in subject matter expert (SME) area
* Provide administrative support for public consultations
* Liaison with other NTA departments to ensure responses are issued within given timelines

**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 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 an NFQ level 7 qualification in a relevant discipline, being information technology, business, law, economics or similar;
2. Have a minimum of 5 years’ recent satisfactory experience in a relevant field with 2 years’ experience managing people or projects, including experience in the following areas:
   * Analysing data and preparing reports for management;
   * Developing, documenting and maintaining relevant process and information documents;
   * Complaint handling to include preliminary review, collation of additional information, investigation and conclusion within prescribed timeframe;
   * Oversee service delivery e.g. daily, weekly, monthly communications and reporting across suppliers and review of associated budgets;
3. Have a proven track record in service delivery;
4. Have excellent written and verbal communication and interpersonal skills;
5. Be able to work at a detailed level whilst being able to extract ideas for communication to senior management;
6. Have knowledge of business analysis methodologies; and
7. Be skilled in the use of MS office applications – Excel, PowerPoint, Outlook, and Publisher.

**Desirable Criteria**

**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. Have experience of working within a regulatory/licensing/compliance function or similar;
2. Have experience in legislation and processes relating to both Freedom of Information and Data Protection;
3. Demonstrate an ability to monitor performance of IT systems with a view to identifying issues and potential improvements and assist with user acceptance testing;
4. Have experience in public transport policy and transport regulation in Ireland; and
5. Have experience in public sector procurement policies and practice.

**Personal Attributes:**

* Motivated and enthusiastic – can work on initiative without direction
* Planning skills – able to prioritise work and deliver to deadlines
* Strong analytical, problem solving and decision-making skills
* Ability to create positive working relationships

**Remuneration**

**Salary Grade: Higher Executive Officer**

**Salary Scale: €54,764, €56,365, €57,963, €59,560, €61,163, €62,758, €64,358, €66,667 (LS1),**

**€68,970 (LS2)**

**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).

**€52,158, €53,664, €55,166, €56,682, €58,199, €59,727, €61,245, €63,429 (LS1), €65,621 (LS2)**

**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 point 1 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:** Vacancies filled from this panel may be Permanent or Fixed Term.

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

**Selection Process**

Prior to completing your application please read the Important Candidate Information Booklet on our careers page here: [www.nationaltransport.ie/about-us/careers](https://www.nationaltransport.ie/about-us/careers/)

**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.ie** with the following:

1. A comprehensive cover letteroutlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the role of Senior Transport Regulation Executive Officer (Panel);
2. A comprehensive CV (not to exceed 3 pages).

Please note that omission of any or part of the 2 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 5th April 2024. 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.**

**Senior Transport Regulation Executive Officer - Key Competencies**

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| **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 |
| Strives to develop and implement new ways of working effectively to meet objectives |
| Leads the team by example, coaching and supporting individuals as required |
| team Places high importance on staff development, training and maximising skills & capacity of team |
|  | Is flexible and willing to adapt, positively contributing to the implementation of change |
| **Judgement, Analysis & Decision Making** | Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors |
| Takes account of any broader issues, agendas, sensitivities and related implications when making decisions |
| Uses previous knowledge and experience in order to guide decisions |
| Uses judgement to make sound decisions with a well-reasoned rationale and stands by these |
| Puts forward solutions to address problems |
| **Management & Delivery of Results** | Takes responsibility and is accountable for the delivery of agreed objectives |
| Successfully manages a range of different projects and work activities at the same time |
| Structures and organises their own and others work effectively |
| Is logical and pragmatic in approach, delivering the best possible results with the resources available |
| Delegates work effectively, providing clear information and evidence as to what is required |
| Proactively identifies areas for improvement and develops practical suggestions for their implementation |
| Demonstrates enthusiasm for new developments/changing work practices and strives to implement these |
| Applies appropriate systems/ processes to enable quality checking of all activities and outputs |
| Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers |
| **Interpersonal & Communication Skills** | Builds and maintains contact with colleagues and other stakeholders to assist in performing role |
| Acts as an effective link between staff and senior management |
| Encourages open and constructive discussions around work issues |
| Projects conviction, gaining buy-in by outlining relevant information and selling the benefits |
| Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances |
| Presents information clearly, concisely and confidently when speaking and in writing |
| Collaborates and supports colleagues to achieve organisational goals |
| **Specialist Knowledge, Expertise and Self Development** | Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/ Organisation and effectively communicates this to others |
| Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work |
| Focuses on self development, striving to improve performance |
| **Drive & Commitment to Public Service Values** | Strives to perform at a high level, investing significant energy to achieve agreed objectives |
| Demonstrates resilience in the face of challenging circumstances and high demands |
| Is personally trustworthy and can be relied upon |
| Ensures that customers are at the heart of all services provided |
| Upholds high standards of honesty, ethics and integrity |