

**Contracts Support Engineer**

**Competition Information Booklet**

Please read carefully

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| **Position:** Contracts Support Engineer**Grade:** Engineer Grade III**Directorate:** Public Transport Services**Reporting to:**  Senior Public Transport Contracts Manager**Location:** Haymarket House, Smithfield, Dublin 7 with a blended working  model.**Starting salary:** €39,083Closing date for receipt of completed applications:**12pm (noon) on Friday, 11th July 2025****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.

The Authority’s Capital Investment Programme includes an exciting and challenging range of projects and programmes for development and delivery over the coming years. These include mega-projects such as MetroLink, BusConnects Dublin and the DART+ Programme, together with numerous other major projects/programmes in the heavy rail area, light rail area, bus infrastructure and public transport fleet, in addition to a large portfolio of projects in the active travel area. Along with other initiatives in the areas of micro-mobility, transport technology and climate adaption, there are stimulating and rewarding opportunities to make a real contribution to enhancing Ireland’s overall transport system.

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

The National Transport Authority wishes to recruit a suitably experienced and qualified individual to the role of Contracts Support Engineer. Successful candidates may be placed on a panel from which future vacancies may be filled.

**Duties and Responsibilities**

The successful candidate will report to a Public Transport Contracts Manager. They will provide support in relation to public transport service matters, as well as assisting in the management of public transport contracts and the monitoring of contracted operator performance. Areas of responsibility will include some or all of the following:

* Collation, analysis and interpretation of data to estimate journey times on new or existing routes;
* Preparing outline public transport timetables and templates for completion by transport operators;
* Analysing and interpreting completed timetables from transport operators and presenting outcomes of analysis;
* Assist in the evaluation of proposed variations to contracted bus, rail and tram services;
* Assisting in contract implementation prior to commencement of services;
* Administration and assisting in management of public transport contracts to include reviewing and analysing operator reports;
* Assisting in the preparation of material for annual statistical bulletins for public transport services;
* Preparation of summary reports, including on contract performance trends, for management review and for circulation to Operators;
* Working collaboratively with stakeholders across and outside the Authority in relation to proposed service amendments or new contracted services, and equipment, infrastructure or travel information required to support the delivery of contracted public transport services;
* Assisting in the management of NTA surveys and audits of operator performance, including mystery passenger surveys, fare evasion surveys, and passenger loading surveys and other performance surveys/audits that may be required from time to time;
* Performing the role of Decision Maker for Freedom of Information Requests within a prescribed timeframe;
* Assisting in the preparation of responses to queries and complaints received from members of the public, elected representatives or other stakeholders within a prescribed timeframe; and
* Taking part in other Authority projects or initiatives or other contract management or data analysis related tasks as required.

**Note:** The functions and responsibilities initially assigned to the position 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.

**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 degree qualification in a relevant discipline e.g. Engineering, Sustainable Transport, Town Planning, Geography, or similar;
2. Have at least 2 years satisfactory work experience in a relevant field including experience in at least one of the following areas:
	1. Transport Planning;
	2. Contract Management;
	3. Data analysis and report preparation.
3. Demonstrated ability to analyse complex data, identify trends and prepare clear and concise reports for decision makers;
4. Demonstrate the ability to work within and contribute positively to multi-disciplinary teams; and
5. Have excellent proficiency in Microsoft Office software applications.

**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 a good understanding of analytical techniques used in Transport Planning, and where and when to use them;
2. Be proficient in the use of analytical software;
3. Have the ability to work on multiple tasks/projects concurrently;
4. Have knowledge of Public Transport operations, governance and powers in Ireland; and
5. Demonstrate evidence of working towards Chartered status or membership of other relevant professional bodies (i.e. CEng, TPS, CILT, etc.)

**Remuneration**

**Salary Grade: Engineer Grade III**

**Salary Scale: €39,083, €41,580, €42,248, €45,580, €48,924, €52,301, €55,834, €58,064, €60,305, €62,565, €64,812, €67,065, €69,318, €71,563, €73,829, €76,331, €78,830.**

**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).

**€40,803, €43,620, €46,797, €49,968, €53,210, €55,301, €57,416, €59,545, €61,678, €63,821, €65,957, €68,095, €70,237, €72,626, €75,000.**

**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:** 25 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:** Permanent Contract

**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 Contracts Support Engineer; and
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 Friday, 11th July 2025. 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.**

**Contracts Support Engineer - Key Competencies**

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| **People Management** | Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues |
| Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise |
| Values and supports the development of others and the team |
| Encourages and supports new and more effective ways of working |
| Deals with tensions within the team in a constructive fashion |
| Encourages, listens to and acts on feedback from the team to make improvements |
| Actively shares information, knowledge and expertise to help the team to meet it’s objectives |
| **Analysis & Decision Making** | Effectively deals with a wide range of information sources, investigating all relevant issues |
| Understands the practical implication of information in relation to the broader context in which she/ he works- procedures, divisional objectives etc. |
| Identifies and understands key issues and trends |
| Correctly extracts and interprets numerical information, conducting accurate numerical calculations |
| Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence |
| **Delivery of Results** | Takes ownership of tasks and is determined to see them through to a satisfactory conclusion |
| Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation |
| Constructively challenges existing approaches to improve efficient customer service delivery |
| Accurately estimates time parameters for project, making contingencies to overcome obstacles |
| Minimising errors, reviewing learning and ensuring remedies are in place |
| Maximises the input of own team in ensuring effective delivery of results |
| Ensures proper service delivery procedures/ protocols/ reviews are in place and implemented |
| **Interpersonal & Communication Skills** | Modifies communication approach to suit the needs of a situation/ audience |
| Actively listens to the views of others |
| Liaises with other groups to gain co-operation |
| Negotiates, where necessary, in order to reach a satisfactory outcome |
| Maintains a focus on dealing with customers in an effective, efficient and respectful manner |
| Is assertive and professional when dealing with challenging issues |
| Expresses self in a clear and articulate manner when speaking and in writing |
| **Specialist Knowledge, Expertise and Self Development** | Displays high levels of skills/ expertise in own area and provides guidance to colleagues |
| Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team |
| Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team |
| **Drive & Commitment to Public Service Values** | Is committed to the role, consistently striving to perform at a high level |
| Demonstrates flexibility and openness to change |
| Is resilient and perseveres to obtain objectives despite obstacles or setbacks |
| Ensures that customer service is at the heart of own/ team work |
| Is personally honest and trustworthy |
| Acts with integrity and encourages this in others |