Information Booklet
Project Lead Housing – Grade 7
2 Year Secondment

Closing date for applications 5pm 17th May 2024

Applications to be submitted to jobapplications@lgma.ie

About the LGMA

The Organisation

The Local Government Management Agency (LGMA) is a state agency that provides a range of services and supports to the local government sector. We are an agency of the Department of Housing, Local Government and Heritage, primarily funded by local authorities.

Through our work with local authorities and other stakeholders, we support the co-ordinated and effective delivery of local government services and policy.

Our work is guided by the local authorities and geared towards helping them to improve efficiency across their services; to implement change; and to make use of leading practice from inside and outside the sector.

Working for the LGMA gives you the opportunity to gain experience at the heart of local government and to make a real difference for local authorities and citizens in Ireland.

What we do

The LGMA's work extends across a number of diverse areas in order to meet the changing needs of the local government sector.

- We drive, monitor, and maintain shared services projects across the local government sector
- We advise and support on strategy and policy development across the local government sector
- We provide professional Human Resources (HR) and Industrial Relations (IR) guidance, advice, and support to local authorities
- The LGMA develops, procures, maintains, and provides support for several internal ICT systems in use in the local government sector
- Our Libraries Development section is the national advisor and

development agency for public libraries in Ireland

- Our Water Services Transition Office (WSTO) supports the Water Services Reform Programme and the transition of services to Irish Water

- The LGMA provides research and communications support to the local government sector

- We provide programme management and innovation support to local authorities

Find out more about the LGMA at www.lgma.ie

About the Housing Projects

As Local Authorities constantly adapt to the new and evolving government policies required to address the housing crisis, so too has their need for practical solutions where they can increase their capacity whilst reducing wait times. An evaluation of the current approach to housing management, indicates that it would be significantly enhanced through the use of lCT that has the flexibility to adapt to their requirements and to strengthen the supports needed to further improve the process and make the data more robust.

Local Authorities need to be equipped with an ICT solution for housing that can prove it has the capabilities to meet the current needs, with the agility and flexibility to accommodate future change in the sector.

Following the development and subsequent approval of the National ICT Business Case, that acknowledges while Local Authorities have constantly adapted to the housing crisis and the requirement for policy change, to be able to fully meet upcoming challenges, they will require ICT infrastructure that assists them and which is also adaptable and can assist in this ever-changing landscape. The business case recommends an operational model for Housing ICT that proposes a centralised, component-based, core Housing Management ICT solution. This is broken down into multiple interdependent projects with the priority projects identified as follows:

- National Housing ICT
  - Core housing system
  - A customer self-service online portal for housing
  - A national data warehouse with reporting capabilities
- Housing Asset Management & Private Rental Inspections

The LGMA has commenced the work to build on the recommendations and is seeking individuals who see this work as an opportunity to be part of the future of shaping Housing ICT that will assist and support the work of the Local Authorities across the breadth of Housing services. LGMA are seeking interested and motivated individuals to work across the various projects.

Housing Projects:
National Housing ICT

The fundamental aim of the National Housing ICT project is to investigate, specify and procure a housing system or systems that will ensure the LA's have a solution that is robust and agile and can adapt to the future changing needs and demands of Housing. A system that will support the evolving Housing processes and can react to change as it occurs and provides a support to the citizen to enable ease of engagement on both sides of the process. The transition will be guided and supported by the LGMA Project Teams.

- Core housing system – To progress the business case recommendation that the core housing management system is a single centralised system across Local Authorities.

- A customer self-service online portal for housing – to progress a customer self-service online portal to facilitate online applications and ensure ongoing effective citizen engagement.

- A national data warehouse with reporting capabilities – The Governing Programme Board aims to facilitate the standardisation of housing processes in Local Authorities and provide consistent and accurate reporting on housing across the sector through the use of a proposed national reporting data warehouse.

The project will be phased and is currently at pre-implementation stage. It will commence with the pre-tender work including the gathering of requirements involving all stakeholders before progressing to the procurement of a system to meet those requirements. Effective communication with all stakeholders will be essential as will reporting to the project board who are the decision makers.

Housing Asset Management & Private Rental Inspections

This is a live project which is at the early stages of system implementation nationally. It is one of the components as referred to in the business case operational model. The Local Authorities are transitioning to a planned maintenance approach to the maintenance of the LA housing stock, this system will support and help manage the process for the Stock Condition Survey and all related data. This role will be working with the Local Authorities, 3rd party

supplier and other stakeholders to ensure the system is implemented in accordance to the requirements as set out.

About the HDCO

The HDCO was established in 2020 and is tasked with driving and supporting the local government sector to meet social and affordable housing needs, by overseeing the pipeline of delivery, investigating and advising on best practice for housing delivery, including in relation to non-traditional delivery channels and the streamlining of existing delivery methods. The HDCO provides support and assistance to local authorities and works with all stakeholders across social housing, affordable housing, energy retrofit programmes, local authorities move to planned maintenance, active land management and supporting innovation to develop efficient and effective housing delivery approaches aligned with the duration of the Housing for All programme.

The involves significant interaction with the DHLGH, other stakeholders such as the Land Development Agency, Approved Housing Bodies, Housing Agency, other State bodies, Utility Providers e.g. Uisce Éireann, ESB, Tailte Éireann to monitor, track, progress and support effective delivery of the Housing for All Programme.

About the role

LGMA is seeking to fill a number of Project Lead roles to lead on the various projects as outlined above. This is an exciting opportunity to be part of the Housing Team that will guide and support Local Authorities in their delivery of Housing services, which aims to transform how housing services are delivered to the citizen. The role will offer the potential candidates' exposure and experience of working with large-scale, national projects and all that it entails.

The role of Project Lead is pivotal and as such will involve working with multiple stakeholders and other members of the Housing Team. It will involve collaborating and influencing across all levels in Local Authorities and Government Departments. It will also be critical that the stakeholders voice is heard and reflected when managing 3rd party software suppliers.

The Project Lead will be a key member and work closely with the project team

and the Housing ICT Project Manager. The Project Lead will report directly into the relevant Project Board and liaise with other project boards, working groups and LGMA supports.

Key Duties and Responsibilities

- Liaise with all stakeholders, as primary contact for the project you will provide updates, communications and support on the area. Provide regular reports to the Project Board and Programme Board.
- Work closely and support the Project Manager and Housing Team
- Liaise with working groups, meeting and workshop preparation.
- Co-ordinate and monitor the planning, assigning and completion of project milestones and deliverables.
- Identify, refine and enhance business processes aligned with new systems functionality.
- Scheduling and leading active participation in meetings with stakeholders
- Keeping track of legislative changes and identify impact on systems.
- Identify potential project risks and challenges.
- Carry out requirements gathering exercises and translate into requirements specification.
- Participate and inform in the development of Tenders.
- Be primary contact for the project.
- Other Duties as required.

Essential Requirements

1. **Character**
   Candidates shall be of good character.

2. **Health**
   Candidates shall be in a state of health such as would indicate a reasonable pro-spect of ability to render regular and efficient service.

3. **Education, training, experience, etc.**
   Each candidate must, on the latest date for receipt of completed application forms, have <u>at least 2</u> of the following:

   I. Display a good understanding of the Housing services provided by Local Authorities and appreciation of the criticality of those services.

   ## And

   II. A proven track record of involvement in project-related work, leading projects, motivating teams to complete tasks within target timelines and effective reporting.

   ## And

   III. Display a good knowledge of procurement processes .

   ## And

   IV. A strong technical ability and aptitude

   ## And

   V. Display an aptitude for analytics, troubleshooting and problem-solving.

Demonstrate the following competencies as set out in the LGMA Competency Framework (see Appendix)

Management and Change
Bringing About Change
Influencing and Negotiating
Delivering Results
Operational Planning
Delivering Quality Outcomes

Performance Through People
Leading and Motivating
Communicating Effectively

Personal Effectiveness
Qualifications and Knowledge
Personal Motivation, Initiative and Achievement

Application and selection

How to apply

All applications should be emailed directly to **jobapplications@lgma.ie** no later than **5pm on 17ᵗʰ May 2024..** Applications must be made on the official application form and all sections must be completed in full. When completing the application form, accuracy is essential. The information you supply in the application form will play a central part of the selection process. If you do not receive an acknowledgement of receipt of your application within two working days of applying, please check your junk/spam folders as email notifications may be filtered into your junk/spam email folders. Any other queries regarding your application form should be emailed to jobapplications@lgma.ie

Shortlisting

The Agency reserves the right to shortlist applications based on the information supplied in the application form. In the event of a shortlisting exercise being employed, the Interview Board will examine the information provided in your application, assess it against the criteria based on the requirements for the position and decide if you will be shortlisted, relative to the other candidates applying for the position.

Interview

Admission to the interview is conditional on receipt of a completed application form by the required cut-off date. The onus is on all applicants to make themselves available for the obligatory interview on the date specified by the LGMA and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the address specified on their application form. Virtual interviews are taking place over MS Teams. Instructions and guidance and links will be sent to you in advance of interview should you be shortlisted for interview. Interviews will be conducted by an Interview Board set up by the LGMA. The Interview Board will assess the merits of candidates. Only candidates who reach such a standard as the Interview Board consider satisfactory in the interview will be considered for selection. Candidates at interview must demonstrate relevant experience and job-related achievements and the following key competencies as set out in LGMA Competency Framework available in the Appendix.

Panels

A panel(s) may be formed on the basis of the outcomes of the selection process. Candidates placed on a panel may within the life of the panel be appointed as appropriate vacancies arise for both temporary and permanent posts. The placement on a panel does not necessarily lead to a job offer. Candidates whose names are on the panel may be offered a similar role at the same level within the Agency. The life of the panel will be one year.

The selection process will not be concluded until such time as references have been

sought and clearance checks, i.e. Garda vetting, occupational health, verification of education qualifications have been carried out.

Feedback & Review

Candidates have the right to seek feedback from their interview. Should a candidate be unhappy with an action or decision in relation to their application for appointment, they have the right to seek a review of the process. This request must be made within 5 working days of receiving notification of the decision on their application.

Deeming of Candidate to be Withdrawn

Candidates who do not attend for interview as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

Offer of Appointment

The LGMA shall require persons to whom an appointment is offered to take up such appointment within a period of not more than one month. If they fail to take up the appointment within such period, or such longer period as the Agency in its absolute discretion may determine, the Agency shall not appoint them. All appointments are subject to receipt of satisfactory references and candidates may be required to produce documentary evidence of qualifications or experience claimed in their applications.

Probationary Period

All new employees are required to satisfactorily complete a probationary period.
In accordance with the 'Terms and Conditions of Employment' in their employment contract employees will be required to serve an initial probationary period. During this period, the employee's performance on the job and potential abilities are evaluated to determine suitability for the position. At the end of this probationary period, a formal assessment will be carried out by the employee's line manager, resulting in a decision on whether the employee has completed their probation satisfactorily.

Candidates should note that canvassing will disqualify their application.
The Local Government Management Agency is committed to a policy of equal opportunity.
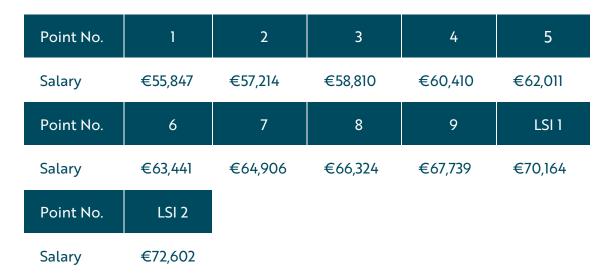
Principal Conditions of Service

General

The appointment is to a secondment post within the Local Government Management Agency and is subject to general terms and conditions in operation relating to appointments in the Agency.

Remuneration

The salary scale applicable to this position is as follows as at 1st October 2022:

Point No.	1	2	3	4	5
Salary	€55,847	€57,214	€58,810	€60,410	€62,011

Point No.	6	7	8	9	LSI 1
Salary	€63,441	€64,906	€66,324	€67,739	€70,164

Point No.	LSI 2
Salary	€72,602

The salary shall be fully inclusive and shall be as determined from time to time. The holder of the office shall pay to the LGMA any fees or other monies (other than his/her inclusive salary) payable to or received by him/her by virtue of his/her office or in respect of services which he/she is required by or under any enactment to perform. Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are currently a serving civil or public servant. Subject to satisfactory performance increments may be payable in line with current Government Policy.

Tenure and Contract

The position of Project lead - Grade 7 on a full-time secondment basis for a period of 2 years.

Hours of Attendance

Hours of attendance will be as fixed from time to time. Typically, hours will be of the order of 35 hours per week.

Flexible working

The LGMA Flexi Policy allows employees the opportunity and responsibility for organising their working hours within defined limits to fit in with their domestic and personal arrangements.

Under the system, employees are allowed to vary their arrival and departure times and lunch breaks within fixed limits which are known as 'flexible hours'.

Blended Working

The LGMA is committed to excellence in the delivery of our broad range of services and to the quality of our customer service. In this context, the LGMA have implemented a blended working policy while maintaining our commitment to the delivery of the highest standard of services. Blended working supports effective teamwork, sustains good working relationships, and maintains a sense of belonging. All Employees are entitled to apply for blended working.

For more information on the Flexitime and Blended working policies please contact jobapplications@lgma.ie

Location
At present the LGMA has offices at two locations in Dublin. When absent from home or headquarters on official duty appointees will be paid appropriate travelling expenses and subsistence allowances, subject to normal regulations.

Annual leave
The Annual Leave allowance for New Entrants is 30 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the LGMA, is based on a five-day week and is exclusive of the usual public holidays.

Confidentiality
All enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone outside those directly involved in the recruitment process.

Freedom of Information
Candidates can expect that all enquiries, applications and all aspects of the proceedings are treated as strictly confidential subject to the provisions of the Freedom of Information Act, 2014.

Data protection
The information submitted with an application is used in processing the candidature and subsequent employment (if successful) and such information is held subject to the rights

and obligations of the Data Protection Acts.

Important Notice
The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate(s).

Please note that any offer of employment will be conditional upon the individual being legally entitled to live and work in Ireland.

Appendix - Grade 7 Level Competencies

Management and Change		Delivering Results		Performance through People		Personal Effectiveness	
1.1	Mission and Vision and Values	2.1	Problem Solving and Decision Making	3.1	Leading and Motivating	4.1	Qualifications and Knowledge
1.2	Strategic Ability	2.2	Operational Planning	3.2	Managing Performing	4.2	Resilience and Personal Well Being
1.3	Political Awareness	2.3	Managing Resources	3.3	Managing Conflict	4.3	Integrity
1.4	Standards, Ethics and Governance	2.4	Ensuring Compliance	3.4	Communicating Effectively	4.4	Personal Motivation, Initiative and Achievement
1.5	Networking and Representing	2.5	Delivering Quality Outcomes				
1.6	Bringing about Change						
1.7	Influencing and Negotiating						
1.8	Safety, Health & Welfare at Work						