



Information Booklet

Assistant Chief

Executive/Chief Information

Officer - Permanent

Please submit application by
Wednesday the 27th September
2023 @ 1:00pm.

Applications can be emailed to
jobapplications@lgma.ie



LGMA

Local Government
Management Agency

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 coordinated 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.
- We develop, procure, maintain, and provide support for several internal and managed 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.
- We provide research and communications support to the local government sector.
- We provide programme management and innovation support to local authorities.
- We are at the forefront in leading several national projects including:

- **Housing Delivery Co-ordination Office**Co-ordinating and supporting the local government sector to meet housing needs, including social and affordable housing, by investigating and advising on best practice for housing delivery, including in relation to non-traditional delivery channels and the streamlining of existing delivery methods.
- **Town Centre First Office**Co-ordinating and supporting the local government sector in the delivery of 'Housing for All' and 'Our Rural Future' to tackle vacancy, combat dereliction in town centres through the Town Centre First programme.
- **Emergency Vacant Housing Delivery (Ukraine) Unit**Co-ordinating and supporting local government actions to identify and repurpose vacant property to meet emergency housing needs as part of the Emergency Housing Delivery (Ukraine) National Coordination Unit.
- **Local Authority Circular Economy Coordination Office**Coordinating and supporting the delivery of the local government commitments under the Waste Action Plan for a Circular Economy by re-aligning governance and coordinating the already established national shared services waste programmes to ensure the efficient delivery of local, regional, and national waste targets.
- **Water Services Transition Office (WSTO)**WSTO works in collaboration with local authorities, Uisce Eireann and other stakeholders to progress the transition and implementation of the Water Services Change Programme in local authorities. A key focus of the Water Services Transition office is to support the implementation of the Water Services Master Cooperation agreement and the development of the associated governance structures.

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

About the Role

The Assistant Chief Executive (ACE) will be a member of the LGMA Executive, the organisation's senior management team and will report directly to the Chief Executive Officer.

The ACE will lead Pillar 4 of the LGMA, which includes the implementation of the Local Government Digital and ICT Strategy and Cyber Security services in the sector. Using transformational leadership to inspire and embed a collective reform culture within the Agency and wider sector, the ACE will provide a strong focus on quality service and delivery of results. The ACE will be a role model, embedding organisational values and developing capacity and resilience within the team, to adapt effectively to ongoing change and achieve high levels of performance.

The post holder will have responsibility for Pillar 4 – implementation of the Local Government Digital & ICT Strategy 2030, which aims to harness the potential to transform the delivery of digital services in the sector, Sectoral Cyber Security Services, and Local Government/LGMA Digital and ICT services.

Within this overall remit and under the general direction of the Chief Executive Officer, specific duties of the post will include:

Key Duties and Responsibilities

Support the Chief Executive in fulfilling the statutory role of the LGMA and contribute, as a member of the executive team, to the development and delivery of the strategic vision and management of the Agency.

Responsibility for Pillar 4 including:

- Adherence to the highest corporate governance standards in line with the Code of Practice for Governance of State Bodies.
- Compliance with the standards set down by all statutory and governance requirements.
- The delivery and support of all ICT applications, systems, infrastructure, and database management.

- Information/cyber security services.
- Close out of the LGMA ICT Transformation Plan.
- Implementation of the new Local Government Digital & ICT Strategy.
- Work with Department of Housing Local Government and Heritage (DHLGH) to deliver on an ambitious digital transformation plan for the local government sector.
- Contribute to the ongoing development of digital and ICT services within the sector.
- Keeping up to date with relevant external developments, trends and opportunities which may be beneficial to the functional area, the Agency and the sector.
- Promoting the role of the Agency and ensuring a strong customer focus amongst employees of the division.
- Input into the delivery of Public Service Transformation 2030 and support for the sector in its implementation.
- Delivering presentations and conferences/seminars as required.
- Undertaking any other duties as considered appropriate by the CEO, CCMA and/or the Board of the LGMA.

The above is a guide to the general range of duties and is intended to be neither definitive nor restrictive. The role will be subject to periodic review by the Chief Executive Officer.

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 prospect 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:

- A career record that demonstrates the necessary vision, leadership, innovation, and experience at a senior level within the local government sector.
- Skills and capabilities in strategy and policy development.
- Proven managerial and organisational ability.
- Experience of managing change and implementing new initiatives.
- Excellent relationship management, interpersonal and communication skills.
- Proficiency in procurement, information technology, financial management, governance, and accountability.
- Possess the requisite knowledge and ability and be suitable to discharge the duties of the position.

And

- Hold a third Level Qualification of at least degree standard in a related field.

And

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

Strategic Management and Change
Strategic Ability
Bringing about Change
Influencing and Negotiating
Delivering Results
Problem solving and decision making
Performance Through People
Managing Performance
Managing Conflict
Personal Effectiveness
Personal Motivation, Initiative, and Achievement

Application and selection

How to apply

All applications should be emailed directly to jobapplications@lgma.ie no later than **1pm Wednesday the 27th of September**. 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. Interviews will be in person. 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 key competencies as set out in LGMA Competency Framework available in the Appendix.

Panels

A panel(s) may be formed based on the outcome 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. 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 about 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 permanent post in 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 March 2023:

Point No.	1	2	3	4	5
Salary	€103,660	€108,370	€113,083	€117,792	€122,506

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 Assistant Chief Executive is full-time and permanent.

Hours of Attendance

Hours of attendance will be as fixed from time to time. Typically, hours will be in the order of 35 hours per week, however, the position of Assistant Chief Executive may involve additional hours in excess of the standard working week, without additional remuneration.

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 has 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. Applications for blended working will be considered under the terms of the blended working policy. For more information on the Blended

working policy 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 a comprehensive list of all terms and conditions of employment. The employment contract will include the full list of terms and conditions.

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

Strategic Management and Change

1.1 Strategic Ability

- Translates the mission and vision into clear, specific and achievable objectives.
- Incorporates opportunities into the strategic planning process and identifies potential obstacles related to the objectives.
- Analyses, reviews and evaluates the organisation's capacity to meet its objectives.
- Uses a variety of methods (including research, external expertise and environmental scanning) to understand how external factors may affect strategic objectives.
- Evaluates and improves strategic performance through the use of Service Indicators, internal Performance Indicators, benchmarking and continuous improvement.
- Develops or revises policy to support strategic objectives.
- Adjusts strategic direction and policy in response to critical new information.
- Articulates personal and collective commitment to the organisation's strategy and objectives.
- Engages in divisional and cross-divisional consultation in the development and integration of objectives.
- Identifies causes and consequences of problems.
- Identifies patterns or connections between issues or situations that may appear to be unconnected.
- Demonstrates innovation and creativity to secure successful strategic outcomes.

1.2 Bringing About Change

- Develops and implements a comprehensive change management strategy in consultation with key stakeholders to include objectives, timeframes, required approvals and contingency plans and identifying those who will be affected by the change.
- Develops and initiates change management programmes to meet defined end objectives.
- Demonstrates flexibility and an openness to change.
- Fosters a culture of change by encouraging improvement suggestions from employees, identifying champions and establishing teams to get things done.
- Fosters commitment to change through leadership and articulates the appropriate and positive reactions to change.
- Alters policies, practices and procedures to support change.
- Anticipates and responds proactively to the implications of change.
- Challenges the status quo to see how systems, processes and practices may be improved.
- Recognises that people react differently to change and manages this accordingly.
- Objectively evaluates the effectiveness of change initiatives in order to identify potential improvements
- Informs all relevant stakeholders of the outcomes of a change process.

1.3 Influencing and Negotiating

- Establishes appropriate and productive working relationships at local, regional and national level, both within the public and the private sector.
- Meets goals by working effectively with the Chief Executive, political representatives and colleagues.
- Effectively influences other leaders and groups to achieve strategy and objectives.
- Adopts a partnership approach in reaching agreement.
- Collaborates with and supports other leaders within the Agency and across the Public Service to achieve positive outcomes.

Delivering Results

2.1 Problem Solving and Decision Making

- Takes in complex information quickly and accurately, identifying the key elements within a situation and the best possible outcomes.
- Gathers and assimilates the information required to make evidence-based decisions, seeking external advice and the views of others where appropriate.
- Appropriately evaluates and challenges the available information rather than accepting evidence on face value.
- Considers all the elements and options within a scenario, including statutory frameworks, past precedent, strategic, operational and financial requirements.
- Addresses issues logically and on a step by step basis.
- Makes timely and reasoned decisions in a consistent, fair and transparent manner.
- Has the courage to be decisive and stand over the decisions made, on limited information when required.
- Is realistic and knows the limits of his or her decision-making authority and the relative importance of each decision.
- Demonstrates the validity and efficacy of decisions made.
- Demonstrates awareness and sensitivity to the context of all decisions, particularly those that may be contentious.
- Considers the implications for those affected by the decisions.
- Facilitates others to act decisively and to consider risk and contingencies in an environment of ambiguity.
- Identifies the need for inter and cross-organisational decision making and ensures the relevant organisations and departments are involved in the process.
- Conducts thorough risk analysis and appropriate contingency planning when making decisions.
- Demonstrates innovation and creativity to secure successful outcomes.

Performance Through People

3.1 Managing Performance

- Fully implements the sectoral and corporate PMDS process at all levels.
- Continuously reviews and improves management structures and processes to achieve highest quality standards.
- Develops the employee competencies that are critical to the organisation's objectives.
- Establishes training and development strategies and relationships to ensure regular constructive performance feedback is given through both formal (PMDS) and informal methods, enabling all employees to perform effectively.
- Supports employees through development opportunities which contribute to their professional and career objectives.
- Encourages employees to learn and strive to continually improve their work performance through reflecting, analysing and acting on workplace experiences.
- Identifies talent in employees and facilitates further accelerated development of their strengths.
- Takes opportunities to encourage, mentor or coach employees as appropriate.
- Provides appropriate recognition when standards are achieved or exceeded.
- Manages under-performance or inappropriate behaviour effectively, openly and directly.
- Carefully analyses own workload in order to determine which tasks could be delegated and to whom.
- Delegates tasks and responsibilities to the appropriate levels and provides information, support and encouragement to enable work to be completed successfully and autonomously.
- Monitors the progress of delegated tasks.
- Delegates responsibilities and accepts accountability for their success or failure.
- Documents and provides own knowledge to others to ensure knowledge management processes are effectively maintained.

3.2 Managing Conflict

- Relates well to others and maintains positive working relationships.
- Demonstrates sensitivity in balancing requirements with personal commitments, preferences and issues.
- Identifies causes of conflict at an early stage and manages these to reach beneficial solutions and positive outcomes.
- Demonstrates awareness of cultural, social and individual differences which may impact on relationships in the workplace.
- Demonstrates empathy, understanding, patience and appropriate behaviour when in conflict situations.
- Is proactive in providing help or support to others.
- Uses diplomacy and tact to facilitate working relationships with dissatisfied employees or customers.

Personal Effectiveness

4.1 Personal Motivation, Initiative and Achievement

- Sets challenging goals to achieve high quality outcomes.
- Is self-motivated and persistent in the face of difficulty.
- Responds positively to the challenges of the role.
- Learns from experiences and is not afraid to constantly improve.
- Is dedicated and enthusiastic about their role.
- Looks to meet the needs of the broader organisation rather than focussing on own specific responsibilities.
- Appreciates the wider societal impact of own proposals and looks to improve the quality of life/service for all.
- Demonstrates and encourages innovation and new thinking.
- Achieves or exceeds personal working objectives.
- Manages own time effectively to achieve working objectives.
- Seeks opportunities to exceed the personal, work and career goals set.