

LOCAL GOVERNMENT MANAGEMENT AGENCY

INFORMATION BOOKLET FOR CANDIDATES

Please Read Carefully Before Applying



COMMUNICATIONS OFFICER – GRADE V

**Closing Date: Wednesday, 12th June 2019
at 5.00pm**

The Local Government Management Agency is committed to a policy of equal opportunity.

LOCAL GOVERNMENT MANAGEMENT AGENCY
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LOCAL GOVERNMENT MANAGEMENT AGENCY

The Organisation

The Local Government Management Agency (LGMA) is a State agency established in 2012 and is an agency of local authorities and operates in the local government sector, reporting on performance as required to the Department of Housing, Planning and Local Government (DHPLG).

The Agency aims to meet the needs of local authorities and DHPLG in delivering on the public-sector reform agenda in the local government sector (particularly in terms of sectoral approaches to service delivery), researching emerging and identified issues, assisting local authorities in the implementation and measurement of change, and supporting, in general, enhanced performance by the local government sector.

The statutory remit of the Agency extends to include:

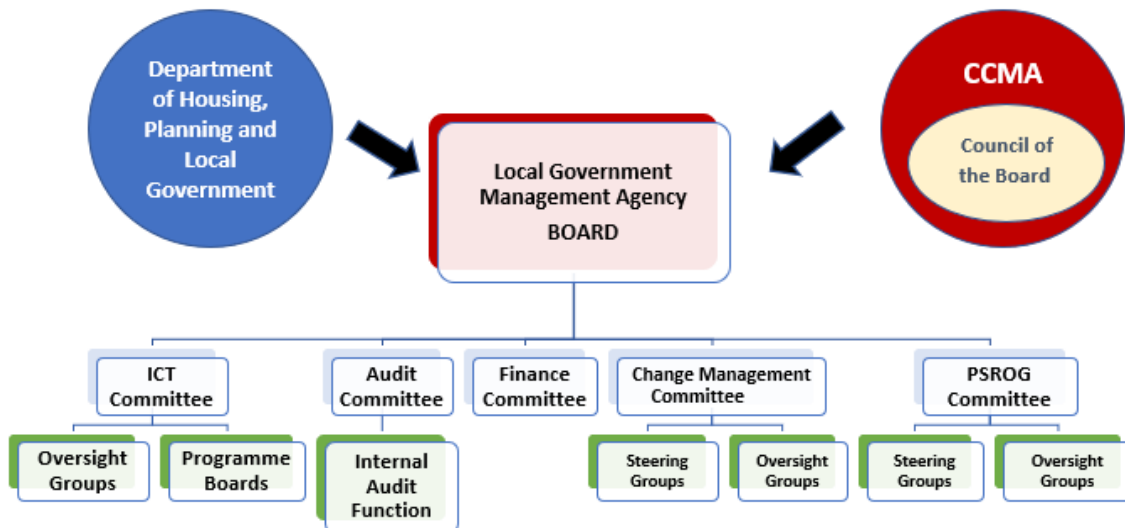
- The delivery of advisory services to local authorities to assist and co-ordinate the business of these local authorities.
- The delivery of such services as may be required by local authorities in the Industrial Relations (IR) and Human Resource Management (HR) domain.
- The delivery of such services as may be required by local authorities for coordinating and securing compatibility in, the use of Information and Communications Technologies (ICT).
- The provision of advice, assistance and services to library authorities in relation to the public library service.
- The provision of such other management services as may be required by local authorities.
- The provision of such services for meetings of local authority Chief Executives and such other support services required by the County and City Management Association (CCMA).
- The provision of such services as required as Registrar of Public Lending Remuneration.
- The provision of such advice, information and assistance required by the Minister of Housing, Planning and Local Government.

Governance

The Government's 'Action Programme for Effective Local Government – Putting People First', confirms local government as the primary means of public service at local level and identifies the sector as key to promoting local community, social and economic development. The current structure of local government in Ireland comprises 31 local authorities with separate responsibility for the delivery of a wide range of services in their local area with a focus on making their respective towns and cities attractive places to live, work and invest.

These services generally include housing, planning, roads, water supply, local economic development, environmental protection, provision of recreation and amenities and community infrastructure. The Local Government Management Agency is a vehicle of the local government sector, working for local authorities with local authorities.

The LGMA conducts its business in accordance with the rules, regulations and accountabilities which govern State Agencies in Ireland. In that regard a Council of the Board of the Agency has oversight through the Board and its committees. The Council of the Board, comprising the Chief Executives of the 31 local authorities appoint 8 members to the Board and the Minister for Housing, Planning and Local Government can appoint three members. The business of the Agency is facilitated by a series of sub-committees, detailed below, recognising the obligations of the Performance Delivery Agreement with the Department of Housing, Planning and Local Government.



Strategic Review

In 2018 the Local Government Management Agency engaged in a strategic business review process to develop recommendations for a new target operating model that will better support the existing service delivery. A transitional plan has also been developed to assist the LGMA in achieving its strategic aims and goals. The Design Principles adopted for the strategic business review are:

- Delivering high quality services to the local government sector demonstrating value for money and continuously adapting to the changing needs of the sector.
- Actively supporting the development and implementation of government policy, utilising leading practice from inside and outside the sector and using data as a key enabler.
- Supporting the development of strategic leadership within local authorities to support the formulation and implementation of strategic plans.
- Being the recognised national representative and voice for the local government sector.
- Creating an open and engaging work environment, seen as a key location to develop the skills and experience to support career progression.
- Act as a centre of excellence in the areas within the advisory remit of the LGMA.

Role

The role will include involvement across the communications function with a specific focus on developing digital and social media.

Duties may include:

- Implementing integrated communications campaigns to promote the local government sector and the LGMA.
- Managing and updating social media, websites and other digital communications.
- Media engagement and providing an effective point of contact for media enquiries.
- Drafting press releases, statements, speeches, briefings and other communications materials.
- Media monitoring, digital analytics and campaign evaluation.
- Developing compelling content for use across a range of channels including editorial copy, graphics, digital and video.
- Event management including organising conferences, launches, photocalls, briefings, etc.
- General administration duties as required.

Character

Each candidate must be of good character.

Health

Each candidate shall be in a state of health such that would indicate a reasonable prospect of ability to render regular and efficient service.

Education, Experience, etc.

Essential Requirements for Communications Officer

1. Candidates must;

(i) Have obtained a recognised degree or hold a qualification that is of the standard in terms of both level and volume of learning that is of at least an equivalent or higher standard;

or

(ii) Have obtained in the Leaving Certificate Examination a minimum of grade D at Ordinary (or Pass) level in Mathematics and Irish or English, having obtained a minimum of Grade C in at least five subjects at Higher (or Honours) level papers;

or

(iii) Hold a qualification, that is of a standard in terms of both level and volume of learning that is of at least an equivalent or higher standard to the Leaving Certificate (this will only be determined during the selection process or if a candidate comes under consideration for a position);

or

(iv) Have passed the first-year examination of a course leading to a recognised degree;

or

(v) Be serving as a Civil/Public servant with at least two years' service and have obtained at least **five** subjects in the Leaving Certificate Examination (including Mathematics and Irish

or English), **three** of which should be minimum Grade C at higher level, the others should be a minimum Grade D at ordinary level.

Candidates must also have:

- Professional communications experience
- Experience managing communication campaigns
- Experience in all aspects of digital and social media
- Experience working with stakeholders and the media and building strong relationships internally and externally
- A strong interest in current affairs and an awareness of the local government sector and Irish political system would be an advantage

and

1. Demonstrate the competencies set out in Appendix 1

2. Other Eligibility Criteria

Eligibility to Compete and Certain Restrictions on Eligibility

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. Other candidates may be eligible to compete subject to their having or obtaining an appropriate work permit for the nature and duration of the position.

Former Public Service Employees

Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including:

- *Incentivised Scheme for Early Retirement (ISER)*
- *Department of Health and Children Circular (7/2010)*
- *Collective Agreement: Redundancy Payments to Public Servants*

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to the applicant's former Irish Public Service Employer in the first instance.

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. 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.

Key relationships or interpersonal contacts

(a) Within the organisation:

Level	All Staff
Type of contact	All types – in person, meeting, telephone, video conferencing, e-mail, written
Frequency	Daily, weekly, monthly and as and when required
Purpose	Multi-purpose connected with the functioning of the Agency

(b) External (including other bodies, the media and the public):

Type of Organisation/ Person Contacted	Senior personnel in local authorities, central government departments, state agencies, national public and private sector bodies and suppliers of products and services to the local government sector and the LGMA.
Type of contact	In person, meetings, conferences, video conferences, telephone, e-mail, written
Frequency	Daily, weekly, monthly as and when required
Purpose	Support, advice, knowledge/information sharing, influencing and negotiation.

The Application and Selection Process

How to Apply

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.

Closing date for applications

The completed application form available at www.lgma.ie should be emailed directly to **jobapplications@lgma.ie**
not later than 5pm on Wednesday, 12th June 2019

Applications can also be posted to reach:
Internal HR, Local Government Management Agency, Local Government House, 35-39 Ushers
Quay, Dublin 8, D08 XKP7
not later than 5pm on Wednesday, June 12th 2019.

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.

Selection Process

SHORTLISTING EXERCISE

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.

COMPETITIVE MAIN INTERVIEW

Admission to the Selection 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 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 competitive interview will be considered for selection.

Before being recommended for appointment candidates will satisfy the Interview Board that they

possess the requisite knowledge and ability for the proper discharge of the duties of the position.

Candidates will be assessed under the following headings:

- Relevant Experience and Job-Related Achievements
- Managing Business Success
- Leading and Managing People
- Managing Oneself
- Interpersonal and Communications Skills

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.

Candidates should note that canvassing will disqualify.

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;

Point No.	1	2	3	4	5
Salary	€42,041pa	€43,378pa	€44,716pa	€46,055pa	€47,392pa

Point No.	LSI 1	LSI 2
Salary	€48,942pa	€50,490pa

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 his/her office or in respect of services which he/she is required by or under any enactment to perform.

Important Note

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. (See Haddington Road Agreement paragraph 2.19.)

Tenure

The position of Communications Officer is full-time and permanent.

Hours of Attendance

The hours of attendance will be such as may be specified by LGMA from time to time, the total hours being 37 per week. A normal working day is defined as 09.00 – 17.24. You may be required to render extra attendance if the work of the Agency requires it without additional remuneration.

Location

An officer's headquarters shall be such as may be designated from time to time. 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.

Sick Leave

Pay during properly certified sick leave absence will apply, in accordance with the provisions of the Public Service Sick Leave Scheme, 2014.

Superannuation and Retirement

Persons who become pensionable officers of the LGMA, who are liable to pay the Class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the LGMA at the rate of 1.5% of their pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Persons who become pensionable officers of the LGMA who are liable to pay the Class D rate of PRSI contribution will be required, in respect of their superannuation, to contribute to LGMA at the rate of 5% of their pensionable remuneration. All persons who become pensionable officers of the LGMA are required, in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme, 1986, to contribute to the LGMA at the rate of 1.5% of their pensionable remuneration in accordance with the terms of the Scheme.

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Public Sector, at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph (d) below), this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Key provisions attaching to membership of the Single Scheme are as follows:

a. Pensionable Age

The minimum age at which pension is payable is 66 (rising to 67 and 68) in line with State Pension age changes.

b. Retirement Age:

Scheme members must retire at the age of 70.

c. Pension Abatement

If the appointee was previously employed in the Irish Public Service and is in receipt of a pension from the Irish Public Service, normal abatement rules will apply. However, if the appointee was previously employed in the Irish Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS which render a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment.

Special arrangements will however, be made for the reckoning of previous service given by the appointee for any future superannuation award for which the appointee may be eligible.

If the appointee was previously employed in the Civil Service or in the Public Service, please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-

employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012. **This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.**

Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under **Strands 1, 2 or 3** of this scheme and is subsequently employed **in any capacity in any area of the public sector**, payment of pension to that person under the scheme **will immediately cease**. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted **will not be taken into account** in the calculation of the pension payment).

d. Ill-Health-Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

e. Prior Public Servants

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However, the key exception case (in the context of this competition and generally) is that **a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.**

f. Pension-Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009.

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: www.per.gov.ie/pensions.

Medical Examination

For the purpose of satisfying the requirement as to health it will be necessary for successful candidates, before being appointed, to undergo at their own expense a medical examination by a qualified medical practitioner to be nominated by the Agency. On taking up appointment, the expense of the medical examination shall be refunded to candidates.

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.

Secondment

If the person appointed is already an existing pensionable officer of a local authority, Health Board in the State or a serving Civil Servant of the State, arrangements may be made to have that person seconded to the Agency in the first instance.

Probation

Where persons who are not already permanent employees of the LGMA are appointed, the following provisions shall apply:

- (a) there shall be a period after such appointments take effect during which such persons shall hold the position on probation;
- (b) such period shall be one year, but the Chief Executive may at his or her discretion extend such period;
- (c) such persons shall cease to hold the position at the end of the period of probation unless during such period the Chief Executive has certified that the service of such persons is satisfactory.

Removal from Office

The procedure for the removal of a permanent officer shall be the same as for an officer of a local authority, with the necessary modifications.

IMPORTANT NOTE:

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).

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.

General Data Protection Regulation (GDPR) The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. When you submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application will be retained by the HR section of the LGMA.

To make a request to access your personal data please submit your request by email to: dpo@lgma.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Deeming of candidature 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.

Appointments from panels

It is envisaged that a panel of qualified individuals will be established from which future vacancies, should they arise, may be filled. Qualification and placement on a panel is not a guarantee of appointment to a position. Please note that once a candidate has been assigned they will no longer remain on the panel.

Non-Refund of Expenses

The Agency shall not be responsible for any expenses incurred by candidates in attending for interview.

Structured Training and Development Programme

LGMA operate a Personal Development Programme linked to the Performance Management and Development System which will assist the individual in creating a Personal Development Portfolio.

All employees are actively encouraged to apply for a place on organisational educational and training programmes, in addition to gaining specific skills training – which is determined on a one-to-one basis. The person(s) appointed will, on their own initiative or at the request of LGMA, avail from time to time, of such training as is deemed necessary to meet the requirements of the position.

APPENDIX 1 – Communications Officer Grade V Level Competencies

Managing Business Success (Business Focus)	
Initiative and Innovation	Does not wait to be told if there is obvious appropriate action to take.
	Looks for ways to improve performance and systems in areas of personal responsibility.
	Presents suggestions and ideas, keeps others informed.
	Demonstrates self-starting behaviours.
	Follows through on all areas of personal responsibility.
Professional and Technical Knowledge	Application of systems and procedures consistently reliable.
	Good knowledge of all areas likely to be encountered in job and can apply that knowledge to enhance own performance.
	Knows when to refer to others.
Customer and Stakeholder Relationships	Meets customer service standards.
	Deals promptly with all customer enquiries/requests.
	Takes care when communicating to the customer checking that information is understood and they have what they require.
Leading and Managing People (People Focus)	
Giving and Receiving Feedback	Ability to accept criticism and praise for performance without embarrassment.
	Learns from feedback.
	Acts on feedback and seeks to establish if this is bringing about the required change.
Teamwork	Shares knowledge, experience and information which may be useful/of interest to others.
	Focuses on the objectives of the team as well as own objectives.
	Contributes ideas to the team and supports the ideas of others.
Managing Oneself (Self Focus)	
Capacity for Change	Copes with variations in procedures without becoming overly anxious.
	Does not complain to the team or present obstacles when change creates a bit of uncertainty.
	Shows an active interest when change is suggested, seeks to understand the rationale and the implications.
	Is open minded and positive about changes.

Self Development & Growth	Sets standards for own work and knows and acknowledges when they are not achieved.
	Thinks independently and often takes the initiative.
	Uses and manages own time well.
	Sets clear personal learning goals, demonstrates commitment to personal learning.
Effective Communication	Listens well, and responds constructively when dealing with customers and colleagues.
	Presents clear correspondence related to the requirements of the job.
	Presents information clearly and accurately, both orally and in writing.
	Displays team effort and works well with others.
	Makes favourable impression, inspires confidence.
Organisation and Planning	Plans the day's activities and uses time effectively.
	Plans how to deal with peaks and troughs in own workload.
	Gets the most important work done first.

