



Information booklet **Business Analyst (Grade 7)**

Closing Date: – 5.00pm on Friday, 13th March 2020

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

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Local Government Management Agency

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, Planning and Local Government, primarily funded by local authorities.

Through our work with local authorities and other stakeholders, we support 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 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
- Local Government Programme Management and Innovation

Business Analyst/Project Leader

The Role

The successful candidate(s) will work as part of a multi-disciplinary team within the local government Organisational Support Pillar to deliver a range of forward facing and internal services to the local government sector.

The Business Analyst/Project Leader will be assigned to the Finance & Business team and will be part of a team that provides advice and programme management to the local authorities particularly around the Agresso Financial Management System.

The role will include issue management and tracking, software deployment and release management. The role will also encompass planning future releases, release deployments and future projects.

S/he will be responsible for the day to day operations of the work area and will be a contributor to the development and implementation of policies and strategies within the LGMA. S/he may represent the LGMA on internal/external sub-committees and/or working groups. S/he will report directly to a Grade 8 – Senior Executive Officer/Senior Manager of the Local Government Management Agency or another officer designated by the Chief Executive Officer.

Within this overall remit and under the general direction of the Line Manager, specific duties of the post may include the following:

- The implementation and delivery of projects to the highest standard using a full range of management disciplines
- Business analysis, requirements gathering and specification of business systems
- Promote and utilise best practice in project management methodologies, governance, standards & protocols
- To assist with the contract and vendor management of third-party suppliers
- Assisting in creating, sharing & using knowledge within and between teams
- Developing and maintaining stakeholder & customer relationships
- Liaise with external software companies to deliver enhancements and upgrades to the Finance and Business applications
- Manage the different phases of the various projects across all participating local authorities
- Troubleshooting and resolving complex and lengthy issues
- Development and writing of business cases

- Responsibility for the project leading on one or more work areas within the LGMA
- Responsibility for the day-to-day operations of these work areas
- To identify and agree work programmes, targets and deadlines and ensure their subsequent implementation
- To manage and supervise staff up to grade 6 or analogous grades
- To build effective teams, develop motivation and commitment and maintain sound employee relations and morale as relevant, in accordance with good employment practice and relevant legislation
- To determine the nature, level and pattern of demand for the service in the work area and to recommend priorities to senior management
- To achieve and maintain the productive association between the LGMA and the local government sector in the delivery of services
- To develop and maintain relationships with external agencies in accordance with policy and to ensure the agreements to co-ordinate work programmes are implemented
- Represent the LGMA at a variety of meetings
- Preparation of reports for the Executive, the Board and other stakeholders
- Undertake any other duties of a similar level and responsibilities as may be required from time to time

Essential Requirements for the role of Business Analyst/Project Leader

The ideal candidate shall:

- Have experience working in a support team in a pressurised environment.
- Be self-motivated with the ability to work on their own initiative.
- Have a satisfactory understanding of the LGMA's purpose and priorities and knowledge of the local government sector and public sector organisation in Ireland.
- Be highly motivated, with a strong sense of commitment to delivering on a programme of work and willing to take on a challenge.
- Have excellent interpersonal and communication skills and be capable of representing the LGMA in a professional and credible manner.
- Understand the changing environment and be capable of implementing change in order to deliver quality services to the LGMA's stakeholders.

AND

Have experience in the following areas:

- a) Have a good general standard of education
- b) Microsoft Office including Word, Excel, PowerPoint, Outlook, Project Management.
- c) IT Systems Analysis & Design.

AND

Candidates must demonstrate the following competencies as set out in the LGMA Competency Framework – See Appendix 1:-

Management and Change	Bringing About Change Influencing and Negotiating
Delivering Results	Operational Planning Delivering Quality Outcomes
Personal Performance	Leading and Motivating Communicating Effectively
Personal Effectiveness	Qualifications and Knowledge Personal Motivation, Initiative and Achievement

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) and UK nationals. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under the EU agreements may also apply. Other candidates may be eligible to compete subject to 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 were previously availed of an Irish Public Service Scheme including:

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

Applicants should ensure that they are not precluded from the 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

The Application and Selection Process

How to Apply:

Applications must be made in typed format on the official application form only 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. Incomplete forms will not be shortlisted.

The completed Application must be emailed directly to jobapplications@lgma.ie

Not later than 5pm on Friday, 13th March 2020

No forms will be accepted via any other LGMA e-mail addresses

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 LGMA reserve their right to shortlist based on information provided relative to other candidates.

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 e-mail address specified on their application form. Competency based 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.

Candidates will be assessed under the following competencies along with Business Expertise - see Competency Framework Appendix 1

	Scored out of
Technical Expertise	200
Management and change <i>Bringing about change</i> <i>Influencing and Negotiating</i>	100
Delivering Results <i>Operational Planning</i> <i>Delivering Quality Outcomes</i>	100
Performance through People <i>Leading and Motivating</i> <i>Communicating Effectively</i>	100
Personal effectiveness <i>Qualifications & Knowledge</i> <i>Personal Motivation, Initiative and Achievement</i>	100

Feedback and 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.

Panels

Panels may be formed on the basis of such interview. Candidates whose names are on a panel and who satisfy the LGMA that they possess the qualifications declared for the office and that they are otherwise suitable for appointment may with the life of the panel be appointed as appropriate vacancies arise. The life of the panel will be one year.

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 Grade 7 salary scale applicable to this position is as follows as at 1.1.20:

Point No.	1	2	3	4	5	6
Salary	€49,835pa	€51,054pa	€52,479pa	€53,906pa	€55,336pa	€56,611pa
Point No.	7	8	9	10 1st LSI	11 2nd LSI	
Salary	€57,918pa	€59,184pa	€60,445pa	€62,611pa	€64,786pa	

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.

Important Note

Entry will be at the minimum of the scale i.e. €49,835pa 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.

Hours of Attendance

Hours of attendance will be as fixed from time to time. Typically, hours will be of the order of 37 hours per week. The position holder will be required to work a five-day week. The LGMA currently have a flexible working hour attendance scheme in operation.

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 Grade 7 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

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, 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 can be found at www.per.gov.ie/pensions and <https://singlepensionscheme.gov.ie/>

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.

Medical Examination

For the purpose of satisfying the requirement as to health, it will be necessary for successful candidates, before being appointed, to undergo a medical examination as arranged by the Agency.

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.

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 six months duration, 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.

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).

General Information

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.

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

Panels of qualified individuals may be established from which future vacancies, for permanent or temporary positions, should they arise, may be filled. Qualification and placement on a panel is not a guarantee of appointment to a position.

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 Officers 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:

Local Authority Competency Framework

Middle Manager Framework

<i>Pillar One</i>			<i>Pillar Two</i>		<i>Pillar Three</i>		<i>Pillar Four</i>
<i>Management and Change</i>			<i>Delivering Results</i>		<i>Performance Through People</i>		<i>Personal Effectiveness</i>
1.1	Mission and Vision	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 Performance	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 and Welfare at Work						