



# Information Booklet

## Research Manager

### Grade 7

Apply by Friday 12<sup>th</sup> August 2022 @ 5pm



**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 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

## LGMA Research Unit

The LGMA Research Unit forms a key element of the LGMA's Local Government Strategy, Research and Communications Section of the organisation. As the LGMA is a central point of contact between government departments, agencies, and the local authorities, the research team members engage with a wide range of diverse stakeholders.

The Unit was established in 2018 and consists of four full-time members (Head of Research, Research Manager and two Researchers). It brings in additional resources to support the delivery of an extensive annual research programme through the services of commissioned contractors, consultants, and student researchers.

The research work programme is developed to support the delivery of all the LGMA's corporate objectives but has a particular contribution to make to the development and implementation of government policy, using research and data as a key enabler. The work of the Research Unit supports and promotes evidence informed decision making and policy development, through tasks such as:

- Undertaking, commissioning, and publishing research on behalf of the various CCMA<sup>1</sup> and LGMA Committees, and in conjunction with a range of sectoral stakeholders.
- Annual centralised sectoral data collection and data analysis in relation to key services (e.g., Libraries, Climate Action, Customer Satisfaction, National Performance Indicators, etc.).
- Provision of technical assistance through advice on survey design, data collection methods, report formatting, and various methodological issues to a range of internal and external stakeholders.
- Supporting the development of the local government Central Data Unit within the LGMA.
- On-going consultation and representation in relation to the Local Government Sector in a research capacity at a local, regional, national, and international level.
- Promotion of research and evidence informed decision making across the sector.

The Research Team also works with internal LGMA colleagues to support the promotion of innovation and effective communications both internally and across the local government sector, in line with national policy.

Find out more about the LGMA at [www.lgma.ie](http://www.lgma.ie)

## About the role

An exciting opportunity exists for a Research Manager (Grade 7) to join the LGMA Research Unit. The Research Manager will be a key member of the research team and will report directly to the Head of Research.

This is a middle management supervisory position in the LGMA. S/he will be responsible for the efficient management, direction, and deployment of resources for the Research Unit. S/he will be responsible for the day-to-day

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<sup>1</sup> County and City Management Association – membership made up of 31 Local Authority Chief Executives

operations of the Research Unit, including supervising and supporting research staff and commissioned researchers.

S/he will play a principal role in the delivery of an interesting and varied annual programme of research work which will require engagement with colleagues across the organisation, as well as a range of external senior stakeholders including local authority staff and senior officials in various government departments and agencies.

The successful candidate will be involved in setting up and managing Research Advisory Groups to oversee research projects. They will also be the research lead on CCMA Data Working Groups established to inform the delivery of the LGMA Central Data Unit work programme.

The Research Manager should enjoy a fast paced and structured environment where deadlines need to be adhered to. They will need to be an effective and focused communicator and enjoy engaging positively with people. S/he should be detail oriented and understand the importance of carrying out detailed quality checks on all outputs from the Research Unit as well as documenting processes and decisions.

S/he will be a contributor to the development and implementation of policies and strategies within the LGMA. They will be required to support the further development of an on-going research programme on local government policy and practice including:

- The production of a range of high-quality research reports in consultation with sectoral stakeholders
- The production of a range of high-quality policy relevant reports for the various local government committees
- Provision of technical assistance and advice to LGMA colleagues and partnering stakeholders regarding methodological and statistical issues
- Overseeing the annual data collection for the Local Government National Performance Indicators by NOAC and production of a sectoral report
- Development of a robust methodology for tracking levels of customer satisfaction across the sector, production of an annual report, and extensive dissemination of outputs
- Partnering with the CAROs to develop a comprehensive set of sectoral Climate Action KPIs and an appropriate data collection and reporting mechanism
- Engagement and promotion of the LGMA Central Data Unit for the sector
- Strategic engagement with key stakeholders in DHLGH
- Representation on national committees and membership of national and sectoral research related groups
- Supporting other researchers and organisations to engage with the

sector to produce relevant research outputs

- Maximising linkages with academic, statistical, and research institutions

## Duties

The duties shall include:

- Managing and undertaking quantitative and qualitative research projects. This will involve development of research proposals, research design, data collection, consultations, high quality report writing, presentation of findings to a wide variety of stakeholders, and development of dissemination strategies.
- Managing commissioned research and the development of quotes, tenders, and research proposals.
- Manage the team of employees in the Research Unit, in order to encourage and support them in their research careers and encourage their development.
- On-going engagement with the staff in the LGMA Central Data Unit.
- Working with staff of the LGMA to maximise the effectiveness and relevance of the research and data programme and increase linkages and relationships with other research and policy stakeholders.
- Development of a suite of software research tools to maximise the efficiency of the Research Unit, and undertake appropriate training as required.
- Ensuring comprehensive supports are provided for relevant Working Group and Advisory Group meetings, including extensive engagement with the Chairs, preparation of agendas and minutes, and ensuring that the necessary follow up actions are taken.
- Maintenance of accurate files and records, both computerised and manual, and management of the budget and procurement for the unit.
- Positive promotion of the unit and the organisation, and representing the organisation when required on committees and working groups.
- Undertake any other duties of a similar level and responsibilities as may be required from time to time.

## Essential Requirements

### 1. Character

Candidates shall be of good character.

### 2. Health

Candidates shall be in a state of health as would indicate a reasonable

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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:

- i. Hold a Master's Degree in Social Science, Policy Analysis, Economics, Data Analytics, or another relevant discipline.
- ii. Have a minimum of five year's work experience in a research environment (in a social science, data analytics, economics, or equivalent field of work) in which the production of publishable policy related reports was a key element of the work.
- iii. Have a minimum of two years working in a managerial or supervisory capacity.
- iv. Have evidence of the ability to deliver high quality, public policy related research projects.
- v. Have experience successfully engaging with a variety of senior level stakeholders.

and,

- iv. Have a level of proficiency and experience or training in relevant software (e.g., Excel, Word, PowerPoint, Survey Monkey, Power BI, SPSS, Tableau, etc.).

## Desirable Requirements

It is desirable that the ideal candidate should:

- Have a PhD in Social Science, Policy Analysis, Economics, Data Analysis, or another relevant discipline.

**AND**

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

- Have a satisfactory understanding of the LGMA's purpose and priorities and knowledge of the local government sector and public sector organisation in Ireland
  - Highly developed oral and written communication skills, including negotiation, report writing, and presentation skills
  - A high degree of analytical, conceptual, and problem-solving skills
  - Highly developed relationship management and interpersonal skills and a capacity to promote co-operation, trust and openness amongst employees and customers
  - Ability to determine priorities and organise workloads to produce quality output within tight timeframes
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- Proven ability to work under pressure and think laterally in dealing with a wide range of issues
- Ability to effectively manage risk, procurement, and resources
- Ability to effectively manage a team of employees, including undertaking performance management processes
- Extensive experience in leading, developing and implementing financial and resource allocation strategies
- Knowledge of budgetary management and procurement requirements
- Excellent working knowledge of Microsoft Software and other relevant software packages

<b>Management and Change</b>
Mission and Vision and Values of the LGMA
Strategic Ability
<b>Delivering Results</b>
Problem Solving and Decision Making
Delivering Quality Outcomes
<b>Performance through People</b>
Leading and Motivating
Communicating Effectively
<b>Personal Effectiveness</b>
Qualifications and Knowledge
Personal Motivation and Initiative and Achievement

## Application and Selection

### How to apply

All applications should be emailed directly to [jobapplications@lgma.ie](mailto:jobapplications@lgma.ie) no later than **Friday 12<sup>th</sup> August 2022 @ 11:59pm**. 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](mailto: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 3 working days of receiving notification of the decision on their application.

### **Deeming of Candidature to be Withdrawn**

Candidates who do not attend for interview as requested or do not furnish such evidence as requested regarding 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.

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**

This is a permanent post in the Local Government Management Agency and is subject to general terms and conditions relating to appointments in the Agency.

### **Remuneration**

The salary scale for this position is as follows as 1st February 2022:

<b>Point No.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>Salary</b>	€51,853	€53,122	€54,605	€56,089	€57,577	€58,903
<b>Point No.</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>LSI 1</b>	<b>LSI 2</b>	

Salary            €60,264    €61,582    €62,894    €65,147    €67,410

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. Subject to satisfactory performance increments may be payable in line with current Government Policy.

### **Tenure**

The position of Administrative Officer Grade 7 – Research Manager is full-time and permanent.

### **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. The position holder will be required to work a five-day week. The LGMA currently have a flexible working hour attendance scheme in operation. The LGMA currently operate a transitional Blended Working model pending the introduction of national policy for the sector.

### **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.

### **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, 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.

## **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).

# Appendix – Research Manager – 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						