



**Information Booklet**

**Promotional Opportunity**

**Water Services Transition Office (WSTO)**

**Administrative Officer Grade 7**

**1 year Secondment**

Apply by Friday 10<sup>th</sup> December @ 5pm

# About the LGMA

## The organisation

The Local Government Management Agency (LGMA) is a state agency that provides a range of services and supports to the local government sector. We are an agency of the Department of Housing, Local Government and Heritage, primarily funded by local authorities. Through our work with local authorities and other stakeholders, we support the co-ordinated and effective delivery of local government services and policy.

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

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

## What we do

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

- We drive, monitor, and maintain shared services projects across the local government sector
- We advise and support on strategy and policy development across the local government sector
- We provide professional Human Resources (HR) and Industrial Relations (IR) guidance, advice, and support to local authorities
- The LGMA develops, procures, maintains, and provides support for several internal ICT systems in use in the local government sector
- Our Libraries Development section is the national advisor and development agency for public libraries in Ireland
- Our Water Services Transition Office (WSTO) supports the Water Services Reform Programme and the transition of services to Irish Water
- The LGMA provides Research and Communications support to the local government sector
- We provide Programme Management and Innovation Support to local authorities

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

## About WSTO

The Water Services Transition Office (WSTO) was created in 2013 to support the Water Sector Reform Programme.

- It provides support to the CCMA and local authorities in the transition of water services to Irish Water
- It takes an active part in managing the change process
- It works to protect the interests of local authorities and local authority staff

The office represents the sector in a co-ordinated manner, in working with the Department of Housing, Local Government and Heritage, Irish Water and other stakeholders.

## WSTO Areas of Work

In 2013 each local authority entered into a 10-year Service Level Agreement (SLA) with Irish Water for delivery of water services.

Each year local authorities go through an Annual Service Plan process with Irish Water where budget, headcount and performance targets are set out.

In 2014 a 3 Year Transformation Plan was agreed between the CCMA and Irish Water and contains 27 individual change projects. Many of these change projects have been completed.

- The Minister for Housing, Local Government and Heritage published the policy paper “Irish Water – Towards a national, publicly-owned, regulated, water services utility” in February 2021. WSTO is supporting the sector to meet the requirements set out by the Minister and the DHLGH for the transformation process
- The WSTO participates in the National SLA Governance group and in the top-level Joint Leadership Team (JLT) along with CCMA representatives and senior managers in Irish Water/Ervia
- WSTO team members participate in regional SLA management meetings with Directors of Services, in Project Delivery Teams (PDTs) and the Transformation Programme Team (TPT) with Irish Water and Local Authority representatives
- The work of WSTO is supplemented by input from 4 Regional Directors of Service (Water) who chair the regional SLA meetings and are members of the TPTs and ASP & Budget Group
- A network of change managers from the water services section of each local authority works closely with WSTO and Irish Water in the transition process
- WSTO team members are responsible for representing the interests of local authorities, negotiating on behalf of the local authority sector, assisting in the management of change and co-ordination and delivery of communications critical to the ongoing change programme and the operation of the SLA.

## About the role

The Administrative Officer is a middle management supervisory position in the LGMA. The Administrative Officer is responsible for the efficient management, direction, and deployment of resources for a work area or function to which they are assigned and works

to deliver a range of forward facing and internal services to the local government sector.

The successful candidate will be responsible for the day-to-day operations of the WSTO 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. S/he will work closely with senior management, external agencies, local authorities, and relevant stakeholders to deliver the programme of work of WSTO.

## About the Secondment

This is an exciting opportunity to work in a team which is delivering on a national transition project. This post is supporting the Water Services Reform Programme.

## Key Functional Responsibilities

The key responsibilities of the role are as follows:

- To work with the Change Manager (SEO) and/or appropriate officer in developing and overseeing the implementation of the work programme for the section
- To be responsible for the provision of a comprehensive high-quality administrative support to the section
- To assist in the running of regular online meetings, minute taking and follow up on actions

## Eligibility

**Candidates must be an existing employee of the local government sector.**

This is a promotional opportunity for a secondment Grade 7 position, and candidates **must be at Grade 6 level or analogous grade or at an existing Grade 7** (or analogous grade) to be eligible to apply for this role.

**Knowledge and experience of working in a Water Services role is desirable.**

The ideal candidate shall:

- Have a satisfactory understanding of the LGMA's purpose and priorities and knowledge of the local government sector and public sector organisation in Ireland
- Demonstrate relevant administrative experience at a sufficiently high level
- Have excellent interpersonal and communication skills and be capable of representing the LGMA in a professional and credible manner

- Be highly motivated, with a strong sense of commitment to delivering on a programme of work and willing to take on a challenge
- Have the ability to work on his/her own initiative
- Have proven ability in minute taking, report writing and editing
- Have satisfactory IT skills and proficiency in use of Excel
- Be highly organised and disciplined, driven to deliver the required results
- Have an ability to work under pressure in a complex environment and to tight timelines
- Experience in office administration and of online meetings
- Have an awareness of Health and Safety legislation and regulations and their application in the workplace
- Understand the changing environment and be capable of implementing change in order to deliver quality services to the LGMA's stakeholders
- Have experience of budget preparation and management

Duties include:

- To identify and agree work programmes, targets and deadlines and ensure their subsequent implementation.
- 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 contribute to the strategic and policy making decisions of the LGMA
- 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
- To implement the systems necessary and co-ordinate the resources to support services
- To prepare budgets and ensure that work programmes are implemented within allocated budgets
- 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

**AND**

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

<b>Management and Change</b>
Bringing about change
Influencing and negotiating
<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, 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 **5pm on Friday 10<sup>th</sup> December 2021**. 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**

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 within the life of the panel be appointed as appropriate vacancies arise. The life of the panel will be one year.

## **Feedback & Review**

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

## **Deeming of Candidate to be Withdrawn**

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

## **Offer of Appointment**

The LGMA shall require persons to whom an appointment is offered to take up such appointment within a period of not more than one month. If they fail to take up the appointment within such period, or such longer period as the Agency in its absolute discretion may determine, the Agency shall not appoint them. All appointments are subject to receipt

of satisfactory references and candidates may be required to produce documentary evidence of qualifications or experience claimed in their applications.

**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

### Remuneration

The salary scale applicable to this position is as follows as of 1st October 2021:

Point No.	1	2	3	4	5
Salary	€51,340	€52,596	€54,064	€55,534	€57,007
Point No.	6	7	8	9	LSI 1
Salary	€58,320	€59,667	€60,972	€62,271	€64,502
Point No.	LSI 2				
Salary	€66,743				

### Tenure

Appointment to the position of Administrative Officer, Grade 7 will be on a **secondment basis for a period of one year.**

### 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

Reporting to LGMA Dublin office: either Local Government House, 35-39 Ushers Quay or Phoenix House, 27 Conyngham Road, Dublin 8. While the position is based in Dublin, consideration will be given to co-location in existing local authority with attendance in Dublin on agreed days – i.e., minimum one day per week and on days when meetings are taking place.

## **Annual leave**

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

## **Confidentiality**

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

## **Freedom of Information**

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

## **Data Protection**

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

## **Important Notice**

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

## Appendix - Grade 7 Level Competencies

Management and Change		Delivering Results		Performance Through People		Personal Effectiveness	
1.1	Mission and Vision and Values	2.1	Problem Solving and Decision Making	3.1	Leading and Motivating	4.1	Qualifications and Knowledge
1.2	Strategic Ability	2.2	Operational Planning	3.2	Managing Performance	4.2	Resilience and Personal Wellbeing
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				
1.5	Bringing About Change						
1.7	Influencing and Negotiating						
1.8	Safety, Health and Welfare at Work						